



Te Marae Ora (TMO) Cook Islands Ministry of Health
 GOVERNMENT OF THE COOK ISLANDS
 PO Box 109 Rarotonga Cook Islands Phone (682) 29664 www.health.gov.ck

POSITION SUMMARY

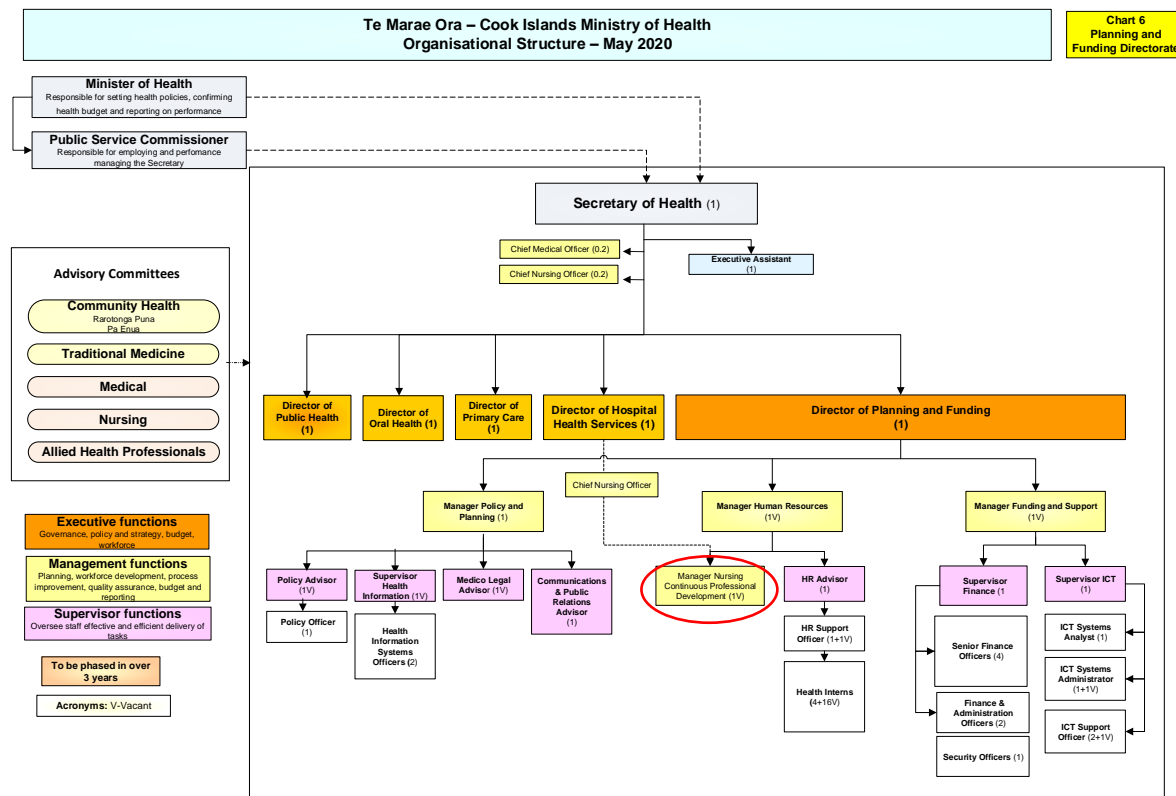
Job Title:	Manager Nursing Professional Development
Division:	Hospital Health and Planning and Funding
Responsible To:	Chief Nursing Officer (CNO) and Manager Human Resources
Responsible For:	Nil staff
Job Purpose:	The role is accountable for the professional development and training of the nursing workforce to ensure the delivery of quality nursing services in community and hospital settings. This includes providing advice to the CNO and Human Resources (HR) Manager regarding nurse competencies, training needs, standards of practice, research, quality improvement, professional and leadership development, and operations (0.4FTE). This role also works in collaboration with other Nurse Managers (Hospital and Community) to ensure the seamless implementation of best practice nursing services and standards across hospital and community settings. This role also requires the provision of clinical nursing services (0.6 FTE) to strengthen service delivery.
Job Classification:	H – L6 Team Manager
Date updated:	May 2020

AGENCY VISION AND VALUES

Vision: All people living in the Cook Islands living healthier lives and achieving their aspirations

Values: Equity, Quality, Integrity, People focused, Accountability and Respect (EQIPAR)

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6) Jobholder is accountable for:	Key Performance Indicators (SMART) Jobholder is successful when:
<p>Leadership and management</p> <ul style="list-style-type: none"> • Nurture a workforce culture to embrace the Public Service and TMO values • Oversee the performance management of staff, and ensure appropriate actions taken to reward or improve performance • Support training and professional development opportunities for staff • Investigate and resolve employment disputes between staff • Ensure divisions achieve their objectives within budgetary and time limits • Support process improvements that promote operational excellence • Provide reports to the CNO and Director and perform other duties as required 	<ul style="list-style-type: none"> • Committed staff embrace Public Service and TMO values • Exceptional performers are rewarded and others are placed on performance improvement plans • Competent and motivated staff • Employment disputes resolved in a professional and timely manner • Directorate performs within budget • Directorate is effective and efficient • Quality reports are submitted in a timely manner and Directorate and TMO achieves its objectives
<p>Strategic and operational excellence</p> <ul style="list-style-type: none"> • Lead the development of strategic and business plans and support Managers to plan, execute, monitor and evaluate policies, plans and services • Ensure health information systems are robust and inform quality care, decision making and reporting • Oversee the financial, information, risk and asset management of the directorate • Engage with stakeholders to plan, design and deliver excellent services • Maintain professional integrity by delivering functions in adherence to Government policies and legislation 	<ul style="list-style-type: none"> • Quality plans and services implemented, monitored, evaluated • Quality health information systems and accurate data and reports • Unmodified financial audit report, mitigated risks and well managed assets, systems and processes • Effective partnerships are maintained to strengthen capacity and capability • Staff adhere to policies and legislation
<p>Professionalism</p> <ul style="list-style-type: none"> • Lead nurses to work collaboratively with teams to provide excellent patient care • Lead nurse professionals to provide care with courtesy, empathy, dignity and respect • Ensure nurses adhere to relevant protocols to meet competency standards • Implement innovative changes to improve services and patient care • Integrate nursing care to ensure holistic patient care in hospital/community settings • Build partnerships with key stakeholders through effective communication • Prepare proposals to secure funds to strengthen workforce and services 	<ul style="list-style-type: none"> • Optimal patient care provided • Nurse professionals provide excellent care and services • Nursing professional standards and competency requirements are met • Quality nursing services are provided • Nurse professionals work seamlessly across clinical and community settings • Effective relationships are maintained • Resources secured to develop workforce and services

<p>Workforce development</p> <ul style="list-style-type: none"> • Ensure nurses demonstrate high standards of accountability and performance • Lead workforce development initiatives to develop highly skilled and motivated nurses • Contribute to professional development and workforce planning, pathways and learning • Develop and implement systems to ensure continuous professional development • Ensure resolution of conflict between staff 	<ul style="list-style-type: none"> • Accountable and performing nurses • Highly qualified and skilled workforce • Career progression and training pathways established • Relevant training and career pathways Implemented • Issues are resolved in a timely manner
<p>Clinical and community-based nursing</p> <ul style="list-style-type: none"> • Ensure quality hospital nursing services across all speciality areas (accident, emergency, surgical, medical etc.) • Ensure quality nursing services in primary care and community settings e.g. immunisation, well child checks, screening, patient care and care for vulnerable persons and NCD patient referrals in homes etc... • Research and keep abreast of new care models/developments to improve nursing practice and standards of care • Work across service areas with nurse leaders to ensure protocols are maintained • Build an empowering environment for nursing excellence and innovation • Lead nurses to continuously review and improve clinical practice and services 	<ul style="list-style-type: none"> • Quality nursing services and patient care • Quality nursing and patient care • Modern practice and standards are implemented • Protocols are adhered to • Nursing excellence and innovation initiatives are supported • Practice and standards are continuously improved

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):

1	Assess and forecast nurse capacity and capability (planning) to meet patient needs
2	Assess population health needs to determine nurse demand and skill mix
3	Determine best options for training and developing the nursing workforce
4	Inspire nurse leaders to practice professional nursing standards at all times
5	Resolve internal conflict and external complaints in a professional and timely manner

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	No
Staff	Recommend training options for nursing workforce
Contractual	N/A

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
TMO Executive and Managers	Workforce strategic planning and training/ development strategies <i>(Liaising-Medium)</i>	Health professional organisations	Training, registration, competences, nursing standards and practice <i>(Promote/Represent)</i>
CNO, Nurse Leaders and Nurses	Planning, budget, nursing standards, competencies, professional development <i>(Influencing-Medium)</i>	Training providers	Training needs and nursing competencies, courses <i>(Promote/Represent)</i>
Planning and Funding staff	Workforce planning, training, budget <i>(Liaising-Medium)</i>	International health organisations	Planning, training and nursing courses, attachments <i>(Promote/Represent)</i>

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> • Bachelor of Nursing and Master of Nursing • Current Annual Practising Certificate • Current Advanced Cardiovascular Life Support (ACLS) Certificate 	<ul style="list-style-type: none"> • Post graduate qualification in Nursing • Doctorate in Nursing or Nursing Practice

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> • Minimum 12 years clinical nursing experience or equivalent 	<ul style="list-style-type: none"> • Over 12 years clinical nursing experience or equivalent

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Strategic health policies and legislation • Ability to design, implement, monitor and evaluate evidence-based strategic and operational plans • Ability to lead, manage, train, mentor, coach and counsel staff to perform • Ability to influence and negotiate with others to provide resources for health services • Engage and build trust with people, communities and key stakeholders
Advanced	<ul style="list-style-type: none"> • Ability to administer health and government legislation e.g. Health Act, Public Health Act, MFEM Act, PS Act, PERCA Act and Official Information Act • Excellent written and spoken Cook Islands Maori and English • Excellent people, interpersonal and communication (written/verbal) skills • Excellent risk communication skills and ability to speak confidently in public • Ability to develop operational policies, protocols and guidelines • Analyse situations, apply critical thinking and implement solutions in the provision of health services • Ability to manage complex health issues with limited resources • Ability to troubleshoot difficulties encountered in patient treatments and

	<p>implement appropriate solutions</p> <ul style="list-style-type: none"> • Ability to counsel health system users experiencing emotionally trying health care situations/trauma • Ability to mediate problems between staff to achieve agreeable outcomes • Ability to complete written/verbal reports to a high degree of accuracy • Ability to contribute to the body of knowledge in health specialist fields • Excellent use of computers, software (Microsoft Office) and health information systems
Working	<ul style="list-style-type: none"> • Ability to articulate TMO's vision and values through service delivery • Keep up to date with evidence and trends in healthcare service delivery • Health system operations and services in hospital and community settings • Excellent workforce, financial, information and risk management • Ability to influence the allocation of resources to the provision of services • Ability to lift and move patients, including very heavy people, without causing pain, injury or distress to the patient or self • Ability to manage and account for any patient charges or budget allocations that apply
Awareness	<ul style="list-style-type: none"> • Political issues associated with health care in the country • National strategic plans and policies and relation to health • Regional and global health, social and economic developments • Role of media and risks of misinformation misleading the public

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Secretary of Health

Date

Employee

Date