

**POSITION DESCRIPTION**  
**Nurse Lead**

**NAME:**

**RESPONSIBLE TO:** Practice Manager  
Managing Partner or Board

**FUNCTIONAL RELATIONSHIPS WITH:**

**Internal**

- Practice Manager
- Doctors
- Nurses
- Reception & Administrative Staff
- Pharmacist
- Other health providers
- Regional Operations Manager

**External**

- Patients
- Visitors
- Business Partners
- Other health professionals

**MAIN PURPOSE OF THE JOB:**

The Nurse Lead is a pivotal person in the medical centre environment, as they are responsible for coordinating nursing services in the practice.

The Nurse Lead provides leadership and is responsible for the management and support of the nursing team. They will support the nurses and health care assistants to develop and ensure that high quality care is delivered to patients who visit the practice.

The Nurse Lead will show a high level of professionalism, sensitivity, respect and confidentiality when dealing with colleagues and patients.

They will be aware of necessary compliance and legal requirements in regard to Privacy Act, HPCA and PHO Contracts.

Key Tasks		Standards/Outcomes Expected
1	Clinical Services	
1.1	Nursing Services	Provide Primary Care Nursing Services as follows: a) Triage, Assessment, History taking and examination prior to plan being implemented in consultation with appropriate GP/NP as required. b) Follow-up of test results & communication with patients where appropriate.

			<p>c) Undertaking treatment options and carrying out appropriate clinical intervention and procedures.</p> <p>d) Set up and assist with minor surgery</p> <p>e) Health Screening</p> <p>f) Acting as chaperone as required.</p> <p>g) Attending home visits as requested.</p>
	1.2	Maintaining and Improving health	<p>Provide timely clinical and culturally appropriate health services through:</p> <p>a) Patient health education</p> <p>b) Use of recall system to national screening programmes</p> <p>c) Delivery of Immunisation programmes</p> <p>d) ongoing care and support for people with chronic and terminal conditions.</p> <p>e) Health promotion to the practices' enrolled population</p>
	1.3	Co-ordinating care	<p>In particular:</p> <p>a) developing collaborative working relationships with community health services, Te Whatu Ora and Non-Government public health providers, ACC and relevant non-health providers.</p> <p>b) Advocating on behalf of patients with external agencies to communicate patient care and support needs.</p>
	1.4	Leadership	<p>Guiding the nursing team and health care assistants to ensure patient satisfaction and the best clinical outcomes.</p> <p>Ensure health care assistants are supported by a registered nurse in their practice at all times.</p> <p>This includes working as part of the management team to continually review and improve processes and systems in the practice.</p>
	1.5	Quality	<p>Overall responsibility for recall and screening system</p> <p>Clinical Audits</p> <p>Monitoring and achieving clinical KPIs.</p> <p>Professional Development- undertakes responsibility for own professional development which meets the minimum requirements set by the NZ Nursing Council.</p>
	1.6	Policies	<p>Development of clinical protocols, including Standing Orders, in conjunction with medical staff to ensure that best practice is maintained.</p> <p>Regular review and Updating of policies as required</p>
	1.7	PHO Initiatives	<p>Ensure that new PHO initiatives are implemented and staff are trained in the initiative.</p>
	2	Human Resources	
	2.1	Coordination of Nursing Staff, including Health Care Assistants (includes recruitment if applicable)	<p>Allocation of Nursing staff provides adequate cover</p> <p>Notification of nursing staff well in advance if there are any changes to the roster.</p> <p>Allocation of annual leave in a manner which is fair to the team and practice.</p> <p>Recruitment:</p>

			<ul style="list-style-type: none"> <li>- Positions filled quickly by the most suitable candidate</li> <li>- Pre-employment checks completed</li> </ul>
	2.2	Payroll coordination	<p>Coordination of time sheets fortnightly</p> <p>Awareness of current wage rates</p>
	2.3	Motivation, management and discipline of nursing staff	<p>First point of contact for any nursing staff problems or assistance required.</p> <p>Maintain a friendly, positive staff workplace environment.</p> <p>Nursing staff performance is monitored and managed in accordance with practice policy.</p> <p>Annual performance appraisals are conducted</p> <p>High Standard of medical care is encouraged and maintained</p>
	2.4	Training and Development	<p>Professional Development:</p> <ul style="list-style-type: none"> <li>- Assess training needs for all nursing staff on a regular basis.</li> <li>- All nursing staff are trained to the appropriate level of competency and all mandatory training/updates are current and up to date.</li> <li>- Promotion and compliance of PDRP programme in alignment with Te Whatu Ora (Middlemore Hospital)</li> <li>- Ensure adequate resources</li> </ul>
3		Business Management	
	3.1	Financial Management	<p>Invoicing: ensure all patient services undertaken are charged out in accordance with appropriate protocols.</p> <p>Investigate PHO initiatives and the way to implement these services</p> <p>Review charges for nursing services in conjunction with Practice Manager</p>
	3.2	Supply Management	<p>Coordination/delegation for maintaining adequate medical supplies</p> <p>Ensure medical supplies are purchased within budget and in reasonable quantities</p> <p>Usage is monitored</p> <p>Expiry dates are identified and there is a process to maintain integrity of products.</p> <p>Drug Supplies/Controlled drug register:</p> <ul style="list-style-type: none"> <li>- Maintain minimum levels of drug supplies for the practice and the doctors; bag and ensure process in place to check adequate stock and expiry dates.</li> <li>- Maintain control over the Controlled Drug Register in accordance with defined protocols.</li> </ul> <p>Equipment:</p> <p>A system is in place to ensure that equipment is calibrated annually</p> <p>Faulty equipment is repaired or replaced as required.</p>
4		Communication	
	4.1	External	<p>Professional liaison with other health professionals, suppliers is maintained.</p>

			Relates in a professional manner and communicates effectively to support the patient through the healthcare experience.
	4.2	Internal	All staff and owners are kept informed, about anything that they should be aware of regarding a patient, or regarding the internal workings of the practice Regular Nurse meetings are organised and minutes are kept of these and all other meetings are attended as requested.
	4.3	Staff problems or issues	All staff problems or issues are referred to the Practice Manager in the first instance.
5		Compliance	
	5.1	Health professional Competency Assurance Act	All nurses are registered with the Nursing Council and hold current practicing certificates, and practice within the scope of practice set by the responsible body
	5.2	Health & Disability Commission	Ensure all nursing related complaints are dealt with in a professional and empathetic manner, within agreed timeframes. Confer with Practice Manager and Principals
	5.3	Privacy Act & Health Information Privacy Code (HIPC)	Training of all nursing staff in Privacy and HIPC Issues and ensuring these standards are maintained.
	5.4	Health & Safety	Health and Safety Officer for practice or delegate. Ensure all staff comply with current NZ legislation and established health and safety policies with regard to handling of instruments, infection control, storage of drugs and disposal of sharps and other potentially dangerous equipment and substances.  Incident management: ensure all incidents are lodged appropriately and investigated as required and resolved with an appropriate timeframe.
6		Health Equity and Cultural Safety	
	6.1	Health Equity and Cultural Safety	Understands and demonstrates an ability to apply the Treaty of Waitangi/Te Tiriti o Waitangi to the practice principles and values. Demonstrates knowledge of differing health and socio-economic status of Maori in Aotearoa/New Zealand and non-Maori. Demonstrates knowledge of Health Equity principles and their desired outcomes. Give all people equal opportunities and prevent unfair treatment on the basis of irrelevant personal characteristics, sex, marital status, religious belief, ethnic belief, colour, race, ethnic or national origins, disability, age, political opinion, employment status, sexual orientations (The Human Rights Act 1993).
7		Other	

7.1	Other Duties	The Nurse Lead may be asked from time to time to perform other tasks in order to maintain the smooth and effective service of the practice.
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**Delegations**

1. Financial

- Capital Expenditure within budget      Delegated
- Capital Expenditure-not budgeted      Confer with Owners/Board
- Operating Expenses within budget      Delegated
- Operating Expenses-not budgeted      Confer with Owners/Board

2. Staff

- Day to day management of: Nursing staff and Health care Assistants
- Additional or replacement staff: confer with Practice Manager/Owners/Board
- Formal Discipline of staff: Confer with Practice Manager/Owners/Board

Date this document was initially agreed upon: .....

Next review date: .....