

Position title:	PlunketLine TeleNurse
Business unit:	Operations
Location:	
Reports to:	PlunketLine Clinical Leader PlunketLine Manager

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hāpori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust

Overview of the Operations Team

This role is part of the Operations team which delivers Plunket services to whanau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we're here to support families and whanau for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

Purpose of position

To use evidence-based practice and research to deliver high quality care to callers of 0800 PlunketLine. Experienced PlunketLine TeleNurses deliver high quality care and advice to PlunketLine callers using well developed listening skills, advanced assessment skills using evidence based resources.

Dimensions of the position

Functional relationships:	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:</i>
Internal:	Clinical Leaders Other PlunketLine TeleNurses Clinical Educators/Trainers
External:	External agencies District Plunket Staff

Scope of practice

PlunketLine TeleNurses are Registered Nurses with post graduate qualifications in Well-Child Health. PlunketLine tele nurses align to the wellness model of health that aims to reduce inequalities of health. The focus is on delivering a phone based, primary health care service based on the Tamariki Ora Schedule (health promotion, education, clinical assessment and whanau/family support) to child clients aged birth to 5 years, and their whanau/families/caregivers.

Advanced assessment skills and knowledge of child health and development enable PlunketLine tele nurses to provide and co-ordinate care, information and support appropriate to the whanau/families situation. Tele Nurses also need an appreciation of computer technology in order to be able to access the evidence-based database, complete triages, and process appropriate client documentation.

Before becoming a PlunketLine TeleNurse, Plunket nurses participate in an intensive training programme to gain competence in the skills and standards required of a PlunketLine TeleNurse. The information systems underpinning telenursing ensure that each PlunketLine TeleNurse's outputs are transparent and open to review.

PlunketLine TeleNurses are required to:

- Assess caller presentations, identify any underlying issues and provide appropriate and timely care, information and support appropriate to the whanau/families situation.
- Identify critical incidents, assess risk and manage these incidents also in a timely fashion in a 24/7 environment. Critical incidents are a particularly challenging aspect and often require conferencing the call to other services such as CYF, ambulance or the police. Managing these incidents requires full working knowledge of all appropriate policies and procedures.
- Participate in comprehensive call review processes aimed at identifying quality improvement options.
- Understand implications of clinical practice outcomes.
- Accurately and efficiently document all calls and participate in routine ongoing quality monitoring and improvement of calls and their documentation
- Utilise the online triage system and own clinical knowledge to provide best advice to callers with potentially symptomatic presentations.
- Empathise with callers who are often stressed and manage the calls to the client's satisfaction using a partnership model of practice and meeting PlunketLine standards.

PlunketLine TeleNurses work in collaboration with district Plunket Nurses and external agencies to enhance parenting capacity and child health outcomes. Practice is therefore socially defined and connects health to families and communities.

Key accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

Domain	Key Concepts	Performance Indicators/Outcomes
<p>PRIMARY HEALTH CARE NURSING. Standard. The PlunketLine TeleNurse incorporates principles of primary health care within nursing practice.</p>	<p>Using Plunket approved information to support service delivery, public health policy, service provision, nursing leadership.</p>	<ul style="list-style-type: none"> • Demonstrates effective and responsible utilisation of health and service delivery resources • Understands the contracted service levels that must be met • Understands Plunket's health promotion and protection role in primary health care
<p>CHILD HEALTH. Standard. The PlunketLine TeleNurse provides assessment, interventions and information that supports and promotes developmental health of child populations under 5 years, in an integrated model of care.</p>	<p>Assessment, screening, care planning, anticipatory guidance, safe environments, media policy, equity.</p>	<ul style="list-style-type: none"> • Assesses need based on health determinants, clinical findings and/or careful interviewing skills • Uses knowledge of external service providers and child health to plan for child health needs to be met • Advocates for optimal health, safety and wellbeing for children
<p>FAMILY/WHANAU HEALTH. Standard. The PlunketLine TeleNurse supports and strengthens the health and well-being of families/whanau with children under 5 years of age.</p>	<p>Partnership, informed decisions, client's rights, role modelling, evaluating outcomes, parenting practice.</p>	<ul style="list-style-type: none"> • Supports parents/caregivers/whanau to optimise child health outcomes • Works in a partnership model with families, enabling informed decisions to be made • Promotes effective behaviours that have a positive impact on child health • Makes referrals to Plunket district to ensure continuity of care and better outcomes for children
<p>PROFESSIONAL ROLE. Standard. The Plunket Line TeleNurse accepts the responsibility of the professional speciality telenursing practice role at the speciality level of practice.</p>	<p>Legislation, standards, policies, appraisals, professional development, clinical judgement, critical reflection, recognising limits, ethical practice.</p>	<ul style="list-style-type: none"> • Works within relevant legislation, telenursing standards, policies and professional codes • Participates in professional development activities • Understands accountabilities to self, team, client and employer

Domain	Key Concepts	Performance Indicators/Outcomes
<p>COMMUNICATION AND RELATIONSHIP BUILDING. Standard. The PlunketLine TeleNurse models communication and develops relationships with families, children and colleagues for open and transparent interpersonal relationships.</p>	<p>Communication skills, appropriate involvement of team, networking, collaborative relationships, referrals, challenging unacceptable behaviour, language level.</p>	<ul style="list-style-type: none"> • Demonstrates effective communication skills • Develops positive relationships with clients, team and other agencies and works collaboratively to improve child health • Works within scope of practice and enables others to do the same • Communicates with Clinical Leader about relevant practice and service delivery issues
<p>CULTURALLY EFFECTIVE PRACTICE. Standards. The PlunketLine TeleNurse demonstrates recognition and respect for the unique and diverse make-up of families, and the ability to adapt services and practice to meet their needs.</p>	<p>Respect, diverse realities, integrating Te Tiriti o Waitangi into practice, skillmix, prioritising resources for Maori, cultural networks, appropriate practices for unique families.</p>	<ul style="list-style-type: none"> • Knows how the Treaty of Waitangi relates to practice • Demonstrates respect of diverse values and cultural beliefs • Communicates effectively with clients from differing cultural backgrounds • Demonstrates commitment to addressing health inequities related to specific cultural groups • Uses appropriate processes and approaches in service delivery
<p>RESEARCH AND QUALITY IMPROVEMENT. Standard. The PlunketLine TeleNurse improves practice through peer review, open investigation, research analysis and formal processes.</p>	<p>Research utilisation, service review, documentation, reporting requirements, statistical information, evidence-based practice.</p>	<ul style="list-style-type: none"> • Uses evidence based information in practice wherever possible • Provides written reports and completes other documentation in a timely fashion to required standard • Demonstrates inquiry based practice including reflection, critique, analysis and evaluation • Participates in processes to improve resources for PlunketLine
<p>HEALTH EDUCATION. Standard. The PlunketLine TeleNurse facilitates opportunities to learn in a range of contexts, developing individual and group knowledge and skills to optimise child and family health.</p>	<p>Health teaching, resources, education methods, health education programmes, evaluation.</p>	<ul style="list-style-type: none"> • Utilises appropriate resources in service delivery • Demonstrates use of a variety of education strategies appropriate to client level of understanding • Enlists Plunket district services to address the limitations of Telenursing service

Domain	Key Concepts	Performance Indicators/Outcomes
HEALTH PROMOTION. Standard. The PlunketLine TeleNurse participates in advocacy and building collaborative relationships to influence local and national decision-makers for healthy child and family policy.	Participation, collaborative programmes, health determinants, advocacy. Lobbying and community involvement.	<ul style="list-style-type: none"> • Uses the principles of health promotion in service delivery • Works to improve social connectedness • Provides referrals to community healthcare providers, follows up with a call back where required

Person specification

Knowledge, Skills and Experience (including Technical Competencies)

Qualifications

- NZ Registered Comprehensive Nurse with Plunket Certificate
- Current Annual Practicing Certificate
- Preferred 2-3 years experience as a Plunket Nurse
- Commitment to complete the Post Graduate Certificate in Primary Health Care Specialty Nursing
 - Well Child/Tamariki Ora strand (if not already held)

Skills

- Computer skills to navigate a computerised record system and referral database
- Clear communication and strong empathetic listening skills
- Ability to keep accurate records – document all calls to benchmarked standard
- Ability to practise autonomously after prescribed training and assessment period
- Ability to work cooperatively with PlunketLine team and external agencies
- Commitment to practising in manner that upholds the principles of the Treaty of Waitangi
- Commitment to health and wellbeing of children and their families
- Understands population health issues, community health issues, contexts and practices

Standards

- Commitment to bicultural development and cultural safety. (Nursing Council Cultural Competence Standards)
- Professional Standards for Telenursing Practice
- All other Nurses standards will be in line with those already established by Plunket through Standards of Care (SOC) and Standards of Practice (SOP)

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability Thinking

- Is comfortable with complexity and can think beyond the operational
- Can look beyond face value to see possibilities from different angles and viewpoints
- Keeps perspective
- Accepts and able to work with ambiguity and change

Interpersonal

- Is committed and capable of initiating and broadening professional and social networks
- Holds courage to face and deal with difficult people and issues

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice

Emotional Maturity

- Is non-reactive and objective
- Understands the degree of influence in their role
- Understands own limitations