

Job Title: Registered Nurse
Function: Service Delivery
Reports to: Clinical Leader
Last review date: June 2025

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori 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/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 Service Delivery Team

This role is part of the Service Delivery team which delivers Whānau Āwhina Plunket services to whānau right across New Zealand. As a member of the Service Delivery team, you will help families and whānau to reach their goals and contribute to national and local initiatives that improve our performance.

Service Delivery team members work as part of one Whānau Āwhina Plunket team and are skilled, passionate, performance improvement driven and work with others to deliver services to families and whānau to improve equitable health outcomes so that every child in Aotearoa New Zealand has the chance to be the best they can be.

Purpose of the Position

The purpose of the Registered Nurse position is to deliver primary health care services based on the Tamariki Ora Schedule (health promotion, education, clinical assessment and whānau/family support) to tamariki aged birth to approximately five years, and their whānau/families/caregivers.

The position is responsible for providing a range of services to whānau in their communities through the delivery of comprehensive care. This role takes a holistic approach to supporting the health and wellbeing of whānau. It involves ensuring whānau feel connected to and included in the service and experience culturally safe care. This is achieved through the development of authentic and trusting relationships with whānau, building reciprocal community connections, promoting healthy development, and by working alongside whānau to understand their needs, strengths, and aspirations. Alongside holistic assessments, the registered nurse develops care pathways in partnership with whānau, provides evidence-based guidance, and supports whānau to access the resources and services they need. The role also involves monitoring and responding to a wide range of health, developmental, and social factors at a population health level to enhance outcomes and promote equity for all.

Advanced assessment skills and knowledge of child health and development enable Registered Nurses to provide information, surveillance, co-ordination of care and support appropriate to the whānau situation.

Registered Nurses act as case managers within a Plunket team and work in collaboration with volunteers and external agencies to enhance parenting capacity and child health outcomes. The position works in a range of settings, including the community, virtually using teleconference technologies, whānau homes, and Plunket clinics. Nurses are frequently required to work within environments where whānau needs may be complex, and require extensive clinical knowledge to ensure appropriate care, support and referrals.

As a part of their role, Registered Nurses at Whānau Āwhina Plunket complete post-graduate education to further develop critical thinking and practice development in primary health care nursing and population health.

Scope of Practice

Registered nurses uphold and enact the principles of Te Tiriti o Waitangi, applying the Kawa Whakaruruhau framework related to cultural safety, to promote equity, inclusion, diversity, and rights of Māori as tangata whenua. They extend these concepts to Pacific peoples and all population groups to support quality services that are culturally safe and responsive.

Registered nurses are accountable and responsible for their nursing practice, ensuring that all health care provided is consistent with their education, assessed competence, relevant legislative requirements, and is guided by the Nursing Council of New Zealand's standards of competence for registered nurses, 2025.

Registered nurses use substantial scientific and nursing knowledge to inform comprehensive assessments, determine health needs, develop differential diagnoses, plan care and determine appropriate interventions. Interventions are evaluated to assess care outcomes based on clinical judgement and scientific and professional knowledge.

Registered nurses practise independently and in collaboration with individuals, their whānau, communities, and the interprofessional healthcare team, to deliver equitable whānau/whakapapa-centred nursing care for tamariki up to age five. They are also responsible and accountable for coordinating and assigning care, delegating activities and providing support and direction to others including the unregulated workforce.

Registered nurses at Whānau Āwhina Plunket may be able to specialise in advanced skill pathways including; child protection, breastfeeding, supporting whānau with complex needs, cultural safety, infant mental health, whānau mental health and other agreed speciality areas.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Chief Nurse
- General Manager Service Delivery
- Regional Operations Manager
- Clinical Services Manager
- Clinical Leader
- Plunketline Kaimahi
- Community Karitane / Kaiāwhina
- Community Services
- Administration Kaimahi
- Clinical Quality Advisors
- National Educators

External:

- Customers and Whānau
- Midwives
- Nursing Council
- NZNO
- Whitireia
- Local iwi
- Social services, inclusive of Oranga Tamariki
- Medical Practices (GP and Practice Nurses)

Standards of Competence / Key Accountabilities

Māori health

- Reflecting a commitment to Māori health, registered nurses must support, respect and protect Māori rights while advocating for equitable and positive health outcomes. Nurses are also required to demonstrate kawa whakaruruhau by addressing power imbalances and working collaboratively with Māori.

Cultural safety

- Cultural safety in nursing practice ensures registered nurses provide culturally safe care to all people. This requires nurses to understand their own cultural identity and its impact on professional practice, including the potential for a power imbalance between the nurse and the recipient of care.

Whanaungatanga and communication

- A commitment to whanaungatanga and communication requires registered nurses to establish relationships through the use of effective communication strategies which are culturally appropriate, and reflect concepts such as whānau-centred care, kawa whakaruruhau and cultural safety. An understanding of the need for different forms of communication enables the nurse to influence the interprofessional healthcare team, advocate for innovative change where appropriate and influence the direction of the profession

Pūkengatanga and evidence-informed nursing practice

- Pūkengatanga and evidence-informed nursing practice requires registered nurses to use critical thinking strategies informed by cultural and scientific knowledge to provide quality, safe nursing care. Evidence-informed knowledge prepares and supports the nurse to undertake assessment, differentially diagnose, identify appropriate interventions, plan care, lead the implementation and ensure that practice is constantly evaluated.

Manaakitanga and people-centred care

- Manaakitanga and people-centred care requires nurses to demonstrate the values of compassion, collaboration and partnership to build trust and shared understanding between the nurse and the recipient of care – people, whānau or communities. These values underpin acceptable and effective decision-making related to the provision of care and appropriate interventions, and ensure the integration of beliefs and preferences of people and their whānau.

Rangatiratanga and leadership

- Rangatiratanga in nursing practice is demonstrated when nurses proactively provide solutions and lead innovation to improve the provision of care. Rangatiratanga requires all nurses to act as change agents and lead change when appropriate. Fundamental to the integration of rangatiratanga is the need for nurses to act as independent thinkers and intervene, speak out, advocate and follow processes to escalate concerns on behalf of, or supporting, recipients of care or team members.

Accountabilities (in-person, virtual and telehealth settings)

- Undertakes comprehensive and accurate nursing assessments in a variety of settings. This may include both Well Child and symptomatic presentations and the use of an online decision support (triage) system when working in a tele-health setting to identify and give appropriate advice and plan of care.
- Uses applicable and required assessment tools and methods to assist in the collection of data and ensures clear, concise, timely, accurate and current records are documented for whānau.
- Utilises effective interviewing and communication skills to identify underlying issues and provide appropriate and timely care, information and support to whānau.
- Identifies critical incidents, assesses risk and manages incidents (this may occur in a 24/7 environment if working in a telehealth setting). Note - critical incidents may require contacting other services such as Oranga Tamariki, ambulance or the police, as a part of timely intervention and plan of care.
- Provides appropriate information to protect the rights of whānau and to allow informed decisions.
- Provides health education using evidence-based information within a nursing framework.
- Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care. This may include participation in clinical observations and/or comprehensive call review processes if working in a telehealth setting. These are aimed at identifying practice and quality improvement options.

All Registered Nurses

Health & Safety

- Manage own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Ensures safety for own and others at all times and observes health and safety practices in all workplace activities.
- Understand the responsibility individuals and their manager play in health and safety.
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting.
- Identify and report all incidents, accidents, and near misses in accordance with policy.

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Whānau Āwhina Plunket's performance and development programmes.

Person Specification

Qualifications

- Registered nurse qualification
- Relevant child health nursing qualification (desirable) or willing to undertake post-graduate education

Experience (desirable)

- Ideally one years' post graduate (Nurse Entry to Practice or equivalent) experience or be undertaking this (noting we also welcome applications from nursing graduates).
- Able to confidently navigate computer systems

Technical Skills

- Registration as a Registered Nurse with the Nursing Council of New Zealand (essential)
- Hold a current Nursing Council of New Zealand Annual Practising Certificate (essential)
- Competent Professional Development and Recognition Programme (PDRP) portfolio (desirable)

Skills

- Commitment to health and wellbeing of children/tamariki and their families/whānau
- Ability to communicate clearly and professionally using oral and written skills
- Advanced communication techniques such as conflict resolution, diffusion and mediation skills
- Holistic assessment skills
- Understanding of population health issues, community health issues and disparity for Māori and Pacific
- Current full driver's license and willing and able to drive a manual and automatic Plunket car

Personal Qualities

- Embrace research and evidenced based practice when carrying out any responsibilities
- Have a commitment to ongoing professional development
- Ability to practice autonomously and to work cooperatively with others.
- Embraces change and demonstrates agility and willingness to adopt new processes
- Accept responsibility for actions
- Be prepared to undertake other duties as reasonably requested by Clinical Leader.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date