



Health and Disability Commissioner Te Toihau Hauora Hauātanga

Position Description:

POSITION: Nursing Advisor (Aged Care)

DEPARTMENT: Aged Care Team

REPORTS TO: Aged Care Commissioner

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner (HDC) is required to promote and protect the rights of health and disability services consumers and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The principal role of the Nursing Advisor (Aged Care) is to provide advice to the Commissioner, complaints resolution and investigations staff on clinical issues which arise in the assessment and management of complaints about aged care facilities or services relating to older people.

You will work closely with other members of the Aged Care Team and wider Health and Disability Commission to support older people and their whanau through resolution of their complaint.

He aha tāu e mahi ana | What you'll be doing

- Reviewing complaints, clinical records, and other information in order to assist staff with the identification of clinical issues, and gaps in clinical information.
- Answering clinical questions arising from complaints and investigations.
- Providing timely clinical advice on matters within expertise and scope of practice including whether there has been a departure from accepted practice and recommendations for improvements.
- Assisting to progress complaints relating to older people through suggesting and taking part in quality improvement processes.
- Assisting with in-house training and coaching on nursing issues.
- Assisting with training and support for external, independent nursing advisors.

- Developing and maintaining effective relationships with HDC staff.

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful

- A post-graduate qualification in nursing.
- Experience as a registered nurse in aged care and care of older people, preferably with relevant clinical leadership experience.
- Highly developed written and oral communication skills.
- Analytical and enquiring mind with an ability to express complex ideas in a logical and easily understood way.
- Ability to review and summarise large amounts of information accurately.
- Ability to work under pressure and meet deadlines.
- A sound understanding of clinical governance.
- Sound understanding of the New Zealand health and disability sector and consumer rights issues.
- Ability to make good decisions based upon a mixture of analysis, wisdom, experience and judgement taking a restorative practice approach.
- Experience in making quality improvements focused on consumers experience
- Understanding of the Treaty of Waitangi and the aims and aspirations of Māori.
- Understanding of the social, religious beliefs and values of different cultural and ethnic groups in New Zealand.

Te aranga o te ratonga tūmatanui | Public service purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop.