

Supervisor – Veterinary Nursing Frontline Services

Position Purpose:	To lead a professional support team to deliver excellent and high-quality patient, student and client services and care within Frontline Services (Emergency and Critical Care, Community Practice and Reception) of the Companion Animal Hospital.	
Department:	School of Veterinary Science	
Location:	Palmerston North	
Reports to:	Practice Manager, Companion Animal Hospital	
Responsible for:	Professional staff within the Frontline Services Group	
Delegations:	D	
Job Title:	Supervisor – Veterinary Nursing	
Key relationships:	Internal Practice Manager – Companion Animal Hospital Fellow Veterinary Colleagues	External Clients of the Veterinary Teaching Hospital Referring Veterinarians
Massey University:	We are a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together across disciplines and locations, we solve national and global problems through fundamental, applied and interdisciplinary research, while culturally and artistically enriching our world. We are deeply committed to being a Te Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people. Our educators are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals or make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership. We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart enterprises. Wherever we are, we will operate in partnerships founded	

About this area

on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

This role works within our Companion Animal Hospital Team where you will be working alongside Veterinary Professionals in New Zealand's only Veterinary Teaching hospital facility. Massey Vets provides 24/7 Emergency Critical Care for Vet Clinics throughout the wider Manawatu-Whanganui region. Alongside our Community Practice and Referral clinics, this leads to both a challenging and extremely rewarding environment.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, we:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society.
- Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
- Embracing Te Reo in relevant and practical ways in our workplace interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.

At Massey we work together with mutual respect and caring. we:

- Act with integrity and trustworthiness and give credit to others for the work they do.
- Work cooperatively and inter-dependently to foster and promote the One University approach.
- Share knowledge and communicate professionally with courtesy and mutual respect.
- Are ethical in all transactions, working within the parameters of our policies and procedures.
- Are direct, truthful and maintain confidentiality.
- Seek to understand and appreciate our differences.
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- Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives: and by actively engaging in health and safety improvement opportunities.

At Massey we are future-focused, results- oriented and strive for excellence. we:

- Take ownership and responsibility for delivering results to support achievement of University objectives.
 - Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
 - Deliver or support world-class research, teaching and learning and citizenship.
 - Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
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- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

Clinical management

- Support the nurse coordinators and nursing team in managing and delivering daily nursing duties, tasks and other requirements.
- Lead the nursing team in running a highly effective and high-quality nursing service.
- Ensure nursing practices, protocols and procedures are established, maintained and implemented to current best practice standards.
- Recognise CPD requirement for the nursing team and recommend and organise in-house and/or external CPD.
- Be the contact person for clinical staff requiring nursing input.
- Be the contact person for issues relating to nursing duties and respond and/or escalate as required.
- Assist nursing team with nursing duties if required.

Operational Management

- Ensure operational processes and guidelines are established, maintained and implemented and ensure up to date knowledge in the team and between teams.
- Ensure all team members are proficient in the use of Cornerstone and that all patient and client records and patient charges are appropriately recorded.
- Manage the team rota in liaison with coordinators and ensure its availability three (3) months in advance for staff.
- Maintain the nurse locum list in liaison with coordinators and other professional group leaders.
- Manage the team on-call roster in liaison with coordinators and other professional group leaders.
- Develop and manage leave plan in liaison with coordinators and other professional group leaders.
- Manage requests for nursing assistance in practical classes and/or examinations throughout the year.

HR Management

- Motivate, direct and provide feedback to staff.
 - Organise informal and formal meetings for individuals and teams,
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- discussing performance, current issues and provide guidance to be able to excel.
 - Provide support and attempt resolution of concerns/issues raised by team members.
 - Be sensitive to individual needs, strengths and weaknesses of team members.
 - Monitor, coordinate and authorise leave requests and TOIL, according to University policies, and arrange cover, if required and ensure no significant leave balances accrue.
 - Process all relevant timesheets in a timely fashion to coincide with official pay periods and inform all relevant staff of any changes to submission dates due to public Holidays.
 - Process TOIL sheets and distribute to relevant parties for their records monthly.
 - Assess performance and development of team members; complete performance reviews, salary reviews and development plans.
 - Create succession plans for the roles of supervisor, coordinator and nursing staff, in liaison with service coordinators and practice manager.
 - Follow-up regularly with team members to ensure they are developing and improving in their areas of development.
 - Recruitment; coordinate approved recruitment of team members, ensure relevant documentation i.e. work visas are acquired, and organise the necessary employment agreements for team members and locums.
 - Ensure a comprehensive induction process takes place for all new staff and students, in liaison with the service coordinators.

Facilities, Equipment and Resources

- Identify and log FM jobs as required through the School office.
 - Oversee the maintenance of the CAH facility in liaison with other professional group leaders in regards to cleanliness and organisation.
 - Ensure clinical equipment is serviced and maintained.
 - Ensure appropriate stock holding and management of stock.
 - Coordinating orders between the team and the purchasing office and approving small purchase items.
 - Liaise with senior management in regards to higher priced purchase items.
 - Compile, organise, process and store all documentation relating to purchase orders and capital equipment.
 - Oversee the nurses' library in liaison with other professional group leaders to ensure no books are lost and source new literature as required.
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Health and Safety

- Ensure health and Safety and other compliance needs are met.
- Ensure all team members are aware and up to date with Health and Safety procedures.
- Process incident reports in a timely fashion and submit to the Health and Safety Officer.
- Maintain and review the hazards register annually (Sep-Oct) in liaison with other professional group leaders (ECC, Treatment Room, Feed Room, Wards/Runs and outdoor kennels, Diagnostics and Isolation areas.
- Ensure fire warden positions are covered.

General Duties

- Protect confidential information at all times.
- Communicate specific instructions in relation to above categories, to team members, students and clients.
- Liaise with external sources e.g., reps, providers of different services.
- Liaise with other professional and academic group leaders in regards to effective operational flow of the companion animal hospital.
- Attend other meetings as required.

Qualifications and Experience

Qualifications:

Diploma (or demonstrable equivalent) of Veterinary Nursing or Bachelor of Veterinary Technology.

Experience:

Essential:

- Following qualification, at least two years in a multi-department veterinary hospital or companion animal veterinary practice
- Demonstrated ability to coordinate and direct team members to achieve the required daily outcomes for service delivery as well as working unsupervised.

Desirable:

- Have previous experience with Cornerstone Software
- Experience working in Microsoft Office

Capabilities - Behaviour

Working Together

Essential

- Establishes and maintains productive working relationships with key stakeholders internally and externally.
- Contributes as a member with multiple teams that span function, issue, and location.

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- Establishes and maintains credibility and appropriate confidentiality with stakeholders.
 - Proactively Identifies and addresses potential issues with stakeholders.
 - Leverages partnerships to improve the performance of programs or portfolios, and expertly resolves conflict and other obstacles to team performance.
 - Able to coach and influence internal and external stakeholders, building productive working relationships.
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**Continuous
Transformation**

Essential

- Implements new systems, procedures and tools efficiently when changes occur in the work environment.
 - Works with agility, adjusting current working processes or adopting new approaches in response to changes in the business environment.
 - Seeks challenging opportunities or assignments to grow and develop one's own knowledge, skills and abilities.
 - Uses digital tools to innovate programs, processes, systems or services.
 - Communicates and analyses assumptions about a particular issue with colleagues to gain new perspectives or more effective solutions.
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**Organisational
Leadership**

Essential

- Recognises and acts immediately to address any issues with equity, diversity and inclusion in the team and/or in direct reports.
 - Manages appropriate systems, structures and processes to meet departmental requirements.
 - Works to develop team capability and performance, through coaching and feedback.
 - Builds engagement and collaborations within department / functional area that aligns with the University's goals.
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Communication

Essential

- Develops a clear, complete understanding of needs and problems through careful listening, probing, reflecting, and summarising.
 - Leads discussions in a respectful manner, that are sincere and professional.
 - Delivers written and oral communications that engage audience participants, respond to their questions and concerns, and produce specific outcomes and impact.
 - Communicates in a timely manner using the appropriate style and method.
 - Able to address broad audiences and stakeholder groups, working with communication plans and a mix of communication methods.
 - Able to present information clearly, concisely and logically. Varies content, style and form to suit the subject.
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**People
Management**
Essential

- Manages a team to the successful completion of a project or task.
- Facilitates discussion of team goals, roles, needs, and responsibilities and how these link to the wider organisation.
- Leads individual and team meetings to review progress and performance, ensuring follow-up on previous decisions.
- Responsible for proactively engaging in people management activities such as performance, recruitment, development, engagement.
- Manages individuals and team behaviours in line with capabilities/values, expected standards and staff conduct policies.

Delivering Results
Essential

- Maintains focus on critical work and expectations.
- Helps others drive tasks to completion. Able to track and complete agreed work in planned timeframes.
- Takes responsibility for escalating issues that impact on planned work and outcomes.
- Documents how results were obtained to support knowledge transfer and best practices.
- Supports self during change by remaining flexible, focusing on the positives, and proactively seeking out opportunities to get involved.

Service Centric
Essential

- Acts with the internal/external stakeholder or customer in mind, seeks to understand and deliver on customer perceptions and expectations.
- Able to respond to common stakeholder/customer queries and problems or escalate if required.
- Responds to unexpected stakeholder/customer requests with a sense of urgency and positive action.
- Provides a level of customer centric service excellence that contributes to the department's objectives.

Capabilities - *Technical*

Risk Management
Essential

- Proactively identifies and manages risk within business area.
- Develops or implements risk mitigations and ensures key control measures are operating effectively.
- Makes use of organisational resources for risk avoidance and management.

Animal Handling
Essential

- The ability to handle all types of common domestic pets in such a way that the level of restraint is appropriate for the purpose and injury is prevented to animals, handlers and veterinary staff.