



Care Capacity Demand Management

# Role and responsibilities for NZNO delegates involved in implementing CarePoint CCDM within DHBs

## Aim

The delegate will represent NZNO (alongside NZNO staff) and its members during the implementation of the CarePoint programme, and continue to represent NZNO and its members when the programme becomes 'business as usual' within the DHB.

## How

It is expected the delegate will:

- » attend all meetings for the working groups they have agreed to be on
- » work within the terms of reference of those working groups
- » appoint a proxy (if agreed in the terms of reference) to attend working group meetings if the delegate is not available
- » report developments that arise from working group meetings to the NZNO organiser
- » raise any risks and issues which may affect either NZNO or its members with the NZNO organiser
- » advocate for NZNO and its members
- » demonstrate knowledge of the CarePoint tools being implemented at the DHB
- » educate NZNO members about CarePoint
- » identify education needs to the NZNO organiser
- » report on CarePoint to the Joint Action Group and other appropriate forums

## Link to NZNO organisation structure

The NZNO Delegate Handbook notes a delegate's duty to take up member issues with the employer, and liaise with regional councils, the NZNO Board of Directors and NZNO members. This role links to the NZNO Delegate Handbook and the values of

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|-----------------------------|-------------|
| » Leadership                | » Advising  |
| » Listening                 | » Mentoring |
| » Communicating / reporting | » Educating |
| » Problem solving           | » Advocacy  |
| » Negotiating               |             |