

## Position Description

Employment Agreement:	DHB's/NZNO Nursing and Midwifery Multi-Employer Collective Agreement <b>OR</b> New Zealand (except Auckland Region) DHB's/PSA Mental Health & Public Health Nursing Multi-Employer Collective Agreement
Position Title:	<b>After Hours Clinical Nursing Co-ordinator - Registered Nurse</b>
Location:	Dunedin
Reports to:	Service Manager Adult Mental Health Service (Otago)
DHB Delegation Level:	
Number of direct reports:	
Date:	December 2018

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
 We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

<b>Kind</b> <i>Manaakitanga</i>	<b>Open</b> <i>Pono</i>	<b>Positive</b> <i>Whaiwhakaaro</i>	<b>Community</b> <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population  
 Promote the integration of health services across primary and secondary care services  
 Seek the optimum arrangement for the most effective and efficient delivery of health services  
 Promote effective care or support for those in need of personal health or disability support services  
 Promote the inclusion and participation in society and the independence of people with disabilities  
 Reduce health disparities by improving health outcomes for Māori and other population groups  
 Foster community participation in health improvement and in planning for the provision of and changes to the provision of services  
 Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

## PURPOSE OF ROLE

Registered Nurses use nursing knowledge and judgment to assess health needs, provide care and to advise and support people to manage their health.

They practise independently and in collaboration with other health professionals, perform general nursing functions, delegate to and direct enrolled nurses and healthcare assistants and others. They provide comprehensive assessments to develop, implement and evaluate an integrated plan of health care, and provide interventions that require substantial scientific and professional knowledge, skills and clinical decision making. They do this in a range of settings in partnership with individuals, families, whanau and communities.

Registered nurses may practise in a variety of clinical contexts depending on their educational preparation and practice experience.

They may also use this expertise to manage, teach, evaluate and research nursing practice.

Registered nurses are accountable for ensuring that all the health services they provide are consistent with their education and assessed competence, meet legislative requirements and are supported by appropriate standards.

Some registered nurses will have conditions on their scope of practice, if their qualifications or experience limit them to a specific area of practice.

<http://nursingcouncil.org.nz/Nurses/Scopes-of-practice/Registered-nurse>

This is a new role and the successful applicant will be required to work with the Nursing Director and Service Manager in successfully developing the specific functions associated with the After Hours Nurse Coordination. Key accountabilities include but are not limited to are

- Provide Clinical Leadership of the service while fostering a culture that strives for excellence in clinical service provision within allocated resources.
- To co-ordinate the nursing resources after hours ensuring areas of increased need are identified and responded to.
- Use Trendcare as a tool to ensure the nursing resource is appropriately allocated.
- Provide support and advice on managing challenging behaviours presented by patients.
- Maintain an up to date overview of the inpatient bed capacity and assist with problem solving when demand is greater than bed availability.
- Maintain an up to date overview of patient care situations, supporting and advising as required to ensure early intervention and de-escalation.
- Work closely with the Service manager in the recruitment and oversight as well as development of the staff that make up the Resource Team.

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

### Organisational Competencies

<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Role Specific Competencies</b>	
<b>Priority Setting</b>	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks, creates focus.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
<b>Motivating Others</b>	Relates well to all kinds of people - up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
<b>Decision Quality</b>	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; sought out by others for advice and solutions.

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
• Chief Nursing and Midwifery Officer	• Patients, Families and Whanau
• Directors of Nursing	• Nursing Council/Midwifery Council
• Directorate Leadership Team	• Unions
• Charge Nurse Managers	• Other District Health Boards
• Nursing Staff	•
• Medical Staff	• NZNO and other relevant professional colleges of nursing and midwifery
• Allied Health Staff	• Community Members
• Administration Staff	• Educational Institutions
• Southern DHB wide staff	• PHO
• Duty Manager(s)	• GPs
• Service Managers	• NGOs
	• New Zealand Police

## **PERSON SPECIFICATION**

The expertise required for a person to be fully competent in the role. Position specific competencies:

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• Registration as a Registered Nurse with the Nursing Council of New Zealand.</li> <li>• Hold a current Nursing Council of New Zealand Annual Practising Certificate.</li> <li>• Holds Level 4 or Senior Nurse PDRP or level 3 and working towards level 4.</li> <li>• Working forwards relevant Post graduate qualifications at a minimum of a Diploma or and a Masters degree.</li> </ul>	<ul style="list-style-type: none"> <li>• Competent Professional Development and Recognition Programme (PDRP) profile/portfolio or equivalent.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 5 years relevant clinical experience</li> <li>• Experience in a clinical setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in an equivalent clinical setting to which you are being employed into.</li> </ul>

<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Advanced communication techniques such as conflict resolution, diffusion and mediation skills.</li> <li>• Demonstrate professional accountability within scope of practice.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Be a critical consumer of research and embrace evidenced based practice when carrying out any task/function.</li> <li>• Have a commitment to ongoing development of nursing skills and in-service education.</li> <li>• Have the ability to work as part of a team.</li> <li>• Have ability to 'work together' in a collaborative manner.</li> <li>• Have ability to 'work smarter' by being innovative and proactive.</li> <li>• Accept responsibility for actions.</li> <li>• Be prepared to undertake other duties as reasonably requested by Director of Nursing.</li> </ul>	

**KEY RESULT AREAS:**

<b>Key Accountabilities:</b>	<b>Example of successful delivery of duties and responsibilities</b>	
<p><b>Professional Responsibility</b> Able to demonstrate knowledge, judgement and accountability in relation to: professional, legal and ethical responsibilities and cultural safety. Promotes and environment that maximises patient's safety, independence and quality of life and health.</p>		
<p>Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical and relevant legislative requirements.</p> <p>Demonstrates the ability to apply the principles of the Treaty of Waitangi to nursing practice.</p> <p>Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses and others, and utilises more experienced RNs to assist with problem solving and setting priorities.</p> <p>Promotes an environment that enables patient safety, independence, quality of life and health.</p> <p>Practices nursing in a manner that the patient determines as being culturally safe.</p> <p>Reads and adheres to DHB vision, values, policies and procedures.</p> <p>Represents the organisation and the nursing profession in a committed manner, projecting a professional image of nursing.</p>	<ul style="list-style-type: none"> <li>• Meets and maintains organisational mandatory requirements for nurses</li> <li>• Attains and maintains area specific mandatory requirements and key accountabilities</li> <li>• Engages in appraisal systems with manager</li> <li>• Professional Portfolio current– PDRP preferred Portfolio</li> <li>• APC</li> <li>• Adhere to policies and procedures</li> <li>• Respect for others</li> <li>• Partakes in regular team meetings engaging in discussion</li> <li>• Presents self in a tidy and professional manner</li> <li>• Promotes health utilising teachable moments</li> <li>• Adheres to policy – ID badge worn on person at all times</li> </ul>	
<p><b>Management of Nursing Care</b> Able to assess and manage health consumer care, responsive to consumers' needs, supported by nursing knowledge and evidence based research.</p>		
<p>Provides planned nursing care to achieve identified outcomes.</p> <p>Undertakes a comprehensive and accurate nursing assessment of patients in a variety of settings.</p>	<ul style="list-style-type: none"> <li>• Professional Portfolio maintained(PDRP preferred)</li> <li>• Engages in appropriate audit</li> <li>• Mandatory certification current</li> <li>• Ensures documentation is accurate and maintains confidentiality of information</li> </ul>	

<p>Ensures the patient has adequate explanation of the effects, consequences and alternatives of proposed treatment options.</p> <p>Acts appropriately to protect oneself and others when faced with unexpected patient responses, confrontation, personal threat or other crisis situations.</p> <p>Evaluates patient's progress toward expected outcomes in partnership with patients.</p> <p>Validates and documents decision-making and outcomes based on nursing knowledge and clinical experience.</p> <p>Recognises early and subtle changes in the patient's health status and/or circumstances and intervenes appropriately and promptly.</p> <p>Acknowledges own limitations of knowledge in complex situations and utilises appropriate resource people when necessary.</p> <p>Provides health education appropriate to the needs of the patient within a nursing framework.</p> <p>Teaches patients and family groups effectively by assessing learning readiness; providing teaching; evaluating knowledge and lifestyle changes and maximising opportunities for patient learning and independence.</p> <p>Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.</p> <p>Continues to advance clinical knowledge and skills through self-learning, ward teachings, in-service education and external programmes as approved by his/her line manager.</p> <p>Works collaboratively with all members of the health care team to ensure staff receives high quality education input and support.</p> <p>Promotes cost effective clinical nursing practice.</p> <p>Promotes a collaborative model of care, teamwork, handover practices, and rapid rounding strategies to enhance patient delivery as appropriate.</p>	<ul style="list-style-type: none"> <li>• Meets NCNZ requirements for APC</li> <li>• Proactive in sourcing appropriate information and/or referral for patients and families</li> <li>• Seeks and engages in professional development of self and others</li> <li>• Use of appropriate assessment tool</li> <li>• Assessment reflects current health status</li> <li>• Completed restraint/de-escalation workshop/training</li> <li>• Use of appropriate referrals</li> <li>• Utilises ISBAR and escalates as appropriate</li> <li>• Aware of own scope and scope of others</li> <li>• Engages in peer review procedures</li> <li>• Accesses and utilise appropriate resources to educate patients and families</li> <li>• Accesses and utilises appropriate resources to educate patients and families</li> <li>• Observed sharing knowledge with others</li> <li>• Engages in education of peers</li> <li>• Completes incident reports to identify and manage risk</li> <li>• Maintains professional development.</li> <li>• Data entry and accurate</li> <li>• Is responsible in appropriate use of technology and social media within clinical settings (as per NCNZ Code of Conduct and social media policy)</li> <li>• Participates in teaching others, including students of nursing.</li> <li>• Shares patient information appropriately with other involved health professionals</li> <li>• Actively teaches and supports patients in independence and self-care as appropriate</li> <li>• Identifies deficits in clinical and professional competencies of individuals and takes appropriate action to support achievements of the same and raise appropriately to nurse manager.</li> <li>• Uses technology to communicate effectively</li> </ul>
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**Effective Relationships**  
To demonstrate effective interpersonal relationship skills

<p>Establishes, maintains and concludes therapeutic interpersonal relationships with patient.</p> <p>Practises nursing in a negotiated partnership with the patient and family/whanau where and when possible.</p> <p>Communicates effectively with patients and family/whanau and members of the health care team.</p> <p>Maintains privacy and confidentiality in accordance with HIP Code, DHB policies and procedures etc.</p> <p>Behaves respectfully and with tolerance towards patients, colleagues and members of the wider healthcare team.</p>	<ul style="list-style-type: none"> <li>• Communicates in an appropriate and professional manner, verbal and written.</li> <li>• Privacy Act, Informed Consent and Code of Rights adhered to.</li> <li>• Abides by NZNC Code of Conduct and Professional Boundaries guidelines.</li> </ul>
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<b>Quality and Service Improvement</b>	
To participate in inter-professional health care and quality improvement	
<p>Collaborates and participates with colleagues and members of the health care team to facilitate and co-ordinate care.</p> <p>Recognises and values the roles and skills of all members of the health care team in the delivery of care.</p> <p>Initiates referrals to other members of the health care team in a timely manner.</p> <p>When required, assists in formulating and reviewing nursing standards, procedures and guidelines.</p>	<ul style="list-style-type: none"> <li>• Initiates timely referrals to other services in timely and thorough manner.</li> <li>• Engages in team and MD meetings as appropriate.</li> <li>• Engages in and initiates appropriate audit processes.</li> <li>• Attends MDT meetings to progress patient through health care journey.</li> <li>• Consistently participates and where appropriate co-ordinates multi-disciplinary team meetings and family conferences, representing the nursing perspective of patient needs, and enacting outcomes appropriately.</li> <li>• Appropriate representation eg. infection control, quality role, pressure injury.</li> <li>• Participates in activities which monitor/audit delivery of quality patient care eg, certification processes, and current or retrospective nursing audits.</li> <li>• May be the ward/department representative on professional nursing and/or other committees.</li> <li>• Shares knowledge and networks with nursing colleagues within and external to DHB.</li> <li>• Engages in submission processes.</li> <li>• Develops and/or participates in activities which monitor and audit nursing practice and quality patient health outcomes.</li> </ul>
<b>Quality and Risk</b>	
<p>Adherence to Southern DHB Performance Excellence and Quality Improvement Strategy.</p> <p>Works collaboratively with Occupational Health, Quality and Risk and Infection Control to maintain organisational standards.</p> <p>Reviews and implements systems to ensure that processes to establish monitor and review the service specific standards of practice and indicators of clinical practice for nursing are established and maintained.</p> <p>Demonstrates an understanding of risk, identifying emerging risks and ensuring risk mitigation action plans are developed and followed through.</p> <p>Demonstrates a sound understanding of the Southern District Health Board quality management framework, contributing to and leading quality initiatives.</p>	<ul style="list-style-type: none"> <li>• Demonstrates competence in emergency procedures, e.g. fire, and CPR.</li> <li>• Completes Fire, CPR training and updates regularly as required by DHB's policies and procedures. Identifies, takes appropriate action and promptly reports clinical, Occupational Safety &amp; Health and security incidents.</li> <li>• Evidence of assisting in the maintenance of ward equipment and where necessary, promptly reports unsafe or malfunctioning equipment.</li> <li>• Maintains standards for safety, hygiene and medico-legal requirements.</li> </ul>
<b>Self-Management</b>	
<p>Develops logical and complete plans to resolve issues.</p> <p>Manages own time adopting a disciplined approach to establishing and following priorities of work.</p> <p>Exhibits self-confidence.</p> <p>Engages in appraisal.</p>	<ul style="list-style-type: none"> <li>• Relationships are developed and maintained with own peer group for robust peer review and support.</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> </ul>

Act as a role model for the Southern DHB Organisational Values.	<ul style="list-style-type: none"> <li>You produce work that complies with SDHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the DHB values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <li><i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li><i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li><i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

.....  
Manager

.....  
Date

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Mental Health Nursing is a specialised branch of nursing practice that builds on the competencies expected of all nurses who practice in Aotearoa, New Zealand. It is a specialised expression of nursing which focuses on collaborative partnerships and meeting the needs of people with mental health issues, family/whānau and communities. It is an interpersonal process that embodies the concepts of caring and therapeutic relationship within a cultural context. Mental health nursing is holistic and considers the needs and strengths of the individual, family, group and community.

The Mental Health Nurse is a registered nurse who is a graduate of a nursing education programme with a specialisation in mental health nursing and is registered by the Nursing Council of New Zealand to practise in the specialty of mental health. This includes nurses who have completed a hospital based specialist undergraduate programme, or a tertiary education undergraduate programme followed by a postgraduate programme in the specialty of mental health nursing.

The Mental Health Nurse provides comprehensive care which includes health education, health promotion and illness prevention, assessment, diagnosis, intervention, treatment and evaluation in a variety of settings along the continuum of care and across the lifecycle. Within the context of mental health care, the Mental Health Nurse addresses a person's physical health care needs and ensures through direct care provision or referral, consultation and co-ordination of care processes, that care is individualised and integrated in the context of the person's social and cultural context. Mental Health Nurses recognise the need for flexibility, adaptability, responsiveness and sensitivity as they shape their practice to the changing needs of people, family/whānau and communities. *Te Ao Maramatanga: The New Zealand College of Mental Health Nurses, 2012.*

The Registered Nurse practicing in Mental Health will meet the competency requirements of NCNZ and the Te Ao Maramatanga NZ College of Mental Health Nursing Inc Standards of Practice for Mental Health Nursing in New Zealand 2012 both of which underpin the development of this job description.

#### **Focus**

The focus of the nursing role is responding to the health needs of individuals, families and communities. The registered nurse is responsible for assessment, planning, implementation and evaluation of consumer care.

#### **Specific Skills**

- Initiating, maintaining and terminating therapeutic relationships
- Comprehensive training in psychiatric illness and a broad knowledge of physical health disorders
- Comprehensive assessment skills
- Ability to manage clinical risk
- A broad based pharmacological knowledge
- Knowledge, skills and training of crisis intervention strategies
- Knowledge and understanding of the medico-legal and ethical aspects of mental health care
- Knowledge of human development across the life span
- An ability to work as a primary nurse/case manager
- Coordinating the processes of care with the consumer and others involved in providing care
- Effective communication strategies with consumers, families, communities, and within the multi-disciplinary team
- Ability to document to professional and legal standards

#### **Specific Assessments**

- Comprehensive assessment – may include but not be limited to the following assessments - physical, mental, spiritual, educational cultural, and emotional health, and safety/risk factors at an individual, family and community level
- Monitoring of medication – effects, side effects and barrier to people taking medication

#### **Specific Interventions**

- Initiating, maintaining and terminating therapeutic relationships
- A range of psychosocial interventions to assist the consumer towards Recovery
- Administering and monitoring medication
- Crisis and rehabilitative interventions
- Linking consumers with systems that provide resources and services within other health services or the community in line with discharge planning

- Education around personal health, mental and physical illness, health promotion and maintenance, healthy lifestyles and medication
- Managing complex and rapidly changing situations within an individual or an environment
- Broad range of interventions using the principles of the following – (may include but not be limited to), cognitive and behavioural therapies, family work, solution focused and crisis intervention therapies

#### **Specific Responsibilities**

- Initiating, maintaining and terminating therapeutic relationships
- Assessment, planning, implementing, coordinating and evaluating nursing care
- Developing and maintaining a therapeutic environment
- Multi-disciplinary team member
- Consultation/liaison on nursing issues
- Medication administration and associated administrative and monitoring tasks
- Participating in clinical supervision process
- Supervision and support of nursing students
- Maintaining clinical competence in the delivery of nursing care
- Developing and maintaining effective interagency networks
- Education in relation to mental illness and the nursing role

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