

Position Description

Employment Agreement:	NZNO Nursing and Midwifery Multi-Employer Collective Agreement
Position Title:	Clinical Team Coordinator
Service & Directorate:	CNMO
Location:	Dunedin/Invercargill
Reports to:	Charge Duty Manager Dunedin/ Associate Director of Nursing Southland
Number of direct reports:	Nil
Date:	November 2021

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

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

Employee's initials: _____

PURPOSE OF ROLE

The Clinical Team Coordinator provides specialist nursing care and expertise both in direct care delivery and in support to other staff in the management of a defined patient/consumer group/area of speciality practice.

The Clinical Team Coordinator works across the Dunedin or Invercargill hospital site acting in the roles of, educator, consultant, researcher, practice leader/change agent and care coordinator in the pursuit of clinical excellence and improved health outcomes.

Clinical Team Coordinators are recognized internationally as expert practitioners, having in-depth knowledge of a speciality that results in expanding boundaries of nursing practice and the implementation of evidence-based practice and clinical research. (Austin and Luker, 2005; NACNS, 2009).

Clinical practice is central to the Clinical Team Coordinator role, however in order to influence and improve nursing practice it is essential the role is underpinned by the competencies as outlined in the job description below. Due to the diversity of the CTC role key accountabilities and key performance indicators will vary according to patient/consumer and service needs.

The Clinical Team Coordinator practices both autonomously and in collaboration with the multi-disciplinary team to assess, treat and manage patient/consumer health care needs.

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

Customer Focus	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.
Integrity and Trust	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.
Drive For Results	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.

Role Specific Competencies

Patient Focus	Is dedicated to meeting the expectations and requirements of all patients/consumer; gets first hand patients/consumer information and uses it for improvements in products and service delivery; acts with patients/consumer in mind; establishes and maintains effective relationships with patients/customers and gains their trust and respect.
Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
Motivating Others	Creates a climate in which people are motivated and want to do their best; can motivate many team or project members; empowers others to achieve desired results; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working with.
Decision Quality	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; sought out by others for advice and solutions.
Informing	Provides the information people need to know to do their job and to feel good about being a member of the team, unit, and/or the organisation; provides individuals with information in a timely manner to make accurate decisions.

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KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Chief Nursing and Midwifery Officer 	<ul style="list-style-type: none"> Healthcare providers including rural and aged residential care settings
<ul style="list-style-type: none"> Directors of Nursing 	<ul style="list-style-type: none"> Patients and whanau/care givers
<ul style="list-style-type: none"> Nursing and Midwifery staff 	<ul style="list-style-type: none"> Health Quality and Safety Commission
<ul style="list-style-type: none"> Junior medical staff 	
<ul style="list-style-type: none"> Senior medical staff 	
<ul style="list-style-type: none"> Allied Health staff 	
<ul style="list-style-type: none"> Duty Managers 	
<ul style="list-style-type: none"> Charge Nurse Managers 	
<ul style="list-style-type: none"> Clinical Nurse Specialists 	

PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Be registered with the Nursing Council of New Zealand as a registered Nurse Hold a current Nursing Council of New Zealand annual practising certificate Working towards relevant Post graduate qualifications at a minimum of a Diploma or/and a master's degree e.g. health assessment. Advanced learning and contemporary knowledge in either Acute Care, HDU, ED or ICU nursing. Current Core Advanced certification Holds Level 4 or Senior Nurse PDRP or level 3 and working towards level 4. 	<ul style="list-style-type: none"> Completed or currently studying towards completion of Masters in Nursing and advanced nursing practice
Experience	<ul style="list-style-type: none"> Experience and credibility with the health care team as a professional resource in managing the deteriorating patient Networking effectively in area of deteriorating patient Demonstrated ability to articulate evidence based nursing advice to a Multidisciplinary Team. Demonstrated education provision in area of clinical practice. Minimum of 3 years post registration experience in ICU or evidence of extensive background in critical care nursing area or 5 years within an acute setting 	<ul style="list-style-type: none"> Demonstrated clinical teaching experience
Knowledge and Skills	<ul style="list-style-type: none"> Exercise independent nursing judgement, apply advanced assessment skills, initiate appropriate clinical interventions, evaluate outcomes, advise others and provide sound rationale for actions in area of deteriorating patient Work independently and in the interdisciplinary team, using evidence based evidence and international best practice, in area of deteriorating patient Be a professional leader and role model, with proven ability to inspire, motivate and develop others, in area of deteriorating patient 	

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	<ul style="list-style-type: none"> • Current issues for nursing and health in NZ and international context. • Current government policies, codes, guidelines, and legislation impacting on area of deteriorating patient • Current nursing professional standards and codes. • Southern DHB current vision, goals and objectives. • Principles of the Treaty of Waitangi and biculturalism. 	
Personal Qualities	<ul style="list-style-type: none"> • Positive, proactive and enthusiastic attitude • Seen as approachable by other staff- sensitive and constructive to others • Demonstrated insight into own knowledge and behaviour and how this affects others • Self-directed and motivated • Demonstrated patient focused approach to practice • Have the ability to work as part of a team • Displays energy and drive and persists in overcoming obstacles. • Seeks out opportunities to support others in achieving goals • Able to manage conflict constructively • Demonstrated strong written and verbal communication skills • Escalates issues appropriately- knows where to go and ask for help • Accepts responsibility for actions • Committed to ongoing development of nursing skills and education 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Leadership	
Works collaboratively to achieve the organisation, nursing and specialty vision and values, and promotes quality patient outcomes. Inspires, motivates and encourages nurses to initiate and maintain best practice in their specialty area.	
<ul style="list-style-type: none"> • Undertakes the out of hours leadership role through both direct and indirect patient care delivery • Provides senior nursing leadership for the deteriorating patient to all staff. • Supports a culture of evaluation and the ongoing quality improvement of nursing practice • Is able to participate in relevant policy development • Participates in system change to improve health outcomes through evidence based practice • Participates in clinical governance forums relevant to this role • Works closely with team members from a wide range of clinical disciplines, helping to create a productive responsive patient focused team that is able to deliver cost effective quality care. • Represents the specialty nursing and junior medical staff perspective. • Involvement with the workforce development and succession planning for the service from a nursing perspective • Employs and role models transformational leadership style and coaches nurses to develop own leadership skills. 	<ul style="list-style-type: none"> • Staff are encouraged and supported in their work as it relates to the area of specialty practice. • Fosters and participates in peer review processes, case review and reflective practice • Team members are motivated and stimulated • Evaluates current practice, identifies deficits/needs and introduces quality measures • Participates actively in team meetings/ handovers
Clinical Practice	
Promotes and role models expert nursing care either directly or indirectly, especially for those with complex needs.	
<ul style="list-style-type: none"> • Provides expert nursing knowledge in the management of patients/consumer care within a defined area of speciality practice, working with the patient, family/whanau or other health professionals to support timely nursing care to optimise outcomes. Exercises independent nursing judgement, applies 	<ul style="list-style-type: none"> • Maintains a significant presence in the clinical area as a resource, role model, mentor and advocate. • Facilitates / initiates inter-service/ disciplinary collaboration to improve patient care • Professional portfolio maintained PDRP at level 4 or Senior Nurse.

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<p>advanced assessment skills, initiates appropriate clinical interventions, evaluates outcomes, advises others and provides sound rationale for actions</p> <ul style="list-style-type: none"> Utilises advanced evidenced based nursing therapeutics, non-pharmacological interventions, diagnostic measures, equipment, procedures, and treatments to meet the needs of patients/consumer, families and groups, in accordance with professional preparation, institutional policies and scope of practice. Acts as a mentor, guides and supports others in the speciality in their assessment, clinical decision making, implementation, evaluation and documentation of care. Facilitates/initiates inter service collaboration and promotes integrated care between services to improve patient care. Any advanced practice is credentialed when undertaking extended interventions Networks nationally and internationally to identify and implement nursing advances and changes in speciality practice. 	<ul style="list-style-type: none"> Uses advanced clinical assessment skills of the acutely unwell or patients at risk of deterioration/ physiologically unstable patient Demonstrated technical competence in undertaking relevant treatments and practices including expanded practice roles
<ul style="list-style-type: none"> Works with nursing staff to continuously improve nursing practice and patient/consumer outcomes. Role models expert evidenced based clinical practice, is seen as highly effective, progressive and knowledgeable Provides leadership, role models and guides others in nursing practice that is evidenced based and consistent with the principles of the Treaty of Waitangi 	<ul style="list-style-type: none"> Gains support for changes to nursing practice that are based on: <ul style="list-style-type: none"> quality improvement activity reports patient/consumer feedback contractual/ legislative changes treatment changes current evidence based best practice Participates in auditing nursing quality standards, policies, procedures and guidelines and developing action plans relevant to speciality
<ul style="list-style-type: none"> Provides input into, and helps interpret requirements of new legislation /guidelines. Supports clinicians in identifying ethical dilemmas working through a decision making framework. 	<ul style="list-style-type: none"> Actively manages risk. Assess the quality of nursing practice in the clinical setting. Collaborates on any changes required.
<p>To demonstrate effective interpersonal relationship skills</p>	
<ul style="list-style-type: none"> Establishes, maintains and concludes therapeutic interpersonal relationships with patient/consumer Practices nursing in a negotiated partnership with the patient/consumer and family/whanau where and when possible Communicates effectively with patients/consumer and family/whanau and members of the health care team. Considers patient/ family/ whanau involvement in care- including consideration for goals of care, not for resuscitation status, end of life care. Maintains privacy and confidentiality in accordance with HIP Code, DHB policies and procedures etc. 	<ul style="list-style-type: none"> Communicates in an appropriate and professional manner, verbal and written. Privacy Act, Informed Consent and Code of Rights adhered to Role models an expert understanding of organisational processes regarding not for resuscitation, end of life care, and coaches' staff on these areas. Abides by NCNZ Code of Conduct and Professional Boundaries guidelines.
<p>To participate in inter-professional health care</p>	
<ul style="list-style-type: none"> Initiates referrals to other members of the health care team in a timely manner Evaluates results of interventions using recommended criteria, revises management/treatment and initiates timely referral/care with relevant services/agencies Contributes to research and the dissemination of findings where possible 	<ul style="list-style-type: none"> Initiates timely referrals to other services in a timely and thorough manner. Engages in team and MDT meetings as appropriate. Participates in multi-disciplinary team meetings and family conferences, representing the nursing perspective of patient/consumer needs, and enacting outcomes appropriately

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<ul style="list-style-type: none"> • Contributes to the development of interdisciplinary standards of practice and evidence-based guidelines. • Demonstrate leadership in establishing collaborative relationships within and across departments, hospitals, primary and secondary health to promote optimal patient/consumer health and safety and continuity of care. 	<ul style="list-style-type: none"> • Participates in activities which monitor/audit delivery of quality patient care e.g. • Engages in submission processes.
Education Assists in providing for the educational needs of staff within the specialised area of practice.	
<ul style="list-style-type: none"> • Collaborates in the development of education programmes related to the area of speciality knowledge and skill. • Develops professional networks Locally, Nationally and Internationally to maintain current knowledge of trends and developments in specialty area. • Shares specialist knowledge and skills in formal and informal education activities and ensures that nurses are supported in their development of culturally safe practice 	<ul style="list-style-type: none"> • Participates in the educational plan for the deteriorating patient • Participates in nursing forums where relevant to area of practice • Colleagues are informed of relevant nursing professional trends and issues. • Assists in evaluating educational programmes offered, that focus on the area of speciality practice, to ensure content is evidence based and reflective of current thinking. • Nurses are kept informed of relevant evidence based practice and issues, including ethical issues
<ul style="list-style-type: none"> • Shares specialist knowledge and skills in formal and informal education activities and ensures that nurses are supported in their development of culturally safe practice. • Acts as a resource person for patients and health professionals • Collaborates with Nurse Educators and line managers to identify staff training needs and to develop an educational plan to address these needs • Provides clinical guidance and mentoring to nursing, medical and allied health colleagues. 	<ul style="list-style-type: none"> • Assists in the compilation of resource material for educational purposes for patients/consumer, families and healthcare professionals updating as required, to promote the sharing of current evidence-based information.
<ul style="list-style-type: none"> • Maintain professional and organisational quality standards • Ensure delivered work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in most effective manner. 	<ul style="list-style-type: none"> • Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.
Research Promotes quality nursing care through research-based practice	
<ul style="list-style-type: none"> • Relevant nursing and related research is read, critiqued and discussed as a means of supporting the development of quality nursing practice. • Participates in conferences relevant to area of speciality, as agreed line manager. 	<ul style="list-style-type: none"> • Patients/consumer research which challenges practice at local and national forums. • Information is communicated to staff within Southern DHB, to maximise the benefit for the patient/consumer and organisation.
Other Duties	
<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. • Act as a role model for the Southern DHB Organisational Values. 	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Southern DHB processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the DHB values in everything you do.
Professional Development – self	
<ul style="list-style-type: none"> • Identifying areas for personal and professional development. 	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager.

Employee's initials: _____

	<ul style="list-style-type: none"> You actively seek feedback and accept constructive criticism. Develops and maintains a professional portfolio, utilising NZ Nursing Council's Standards for Advanced Nursing Practice. Maintains own clinical competence within specialty area.
Health, Safety and Wellbeing	
<ul style="list-style-type: none"> 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"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<ul style="list-style-type: none"> 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"> Partnership – 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. Participation – 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. Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

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

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Manager

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Date