

## Position Description

Employment Agreement:	Te Whatu Ora Southern /NZNO Nursing and Midwifery Collective Agreement
Position Title:	<b>Clinical Nurse Coordinator</b>
Location:	Southland / Dunedin
Reports to:	Charge Nurse Manager
Te Whatu Ora Southern Delegation Level:	N/A
Number of direct reports:	N/A
Date:	March 2019

### 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

The purpose of the Clinical Nurse Coordinator role is to assist and work collaboratively with the Charge Nurse Manager in the establishment and promotion of clinical nursing professional standards.

The role ensures effective day to day coordination across shifts and management within the area, working collaboratively with the CNM. The role is responsible for promoting excellence in clinical practice and ensuring provision of high quality nursing care.

This position does not encompass budget responsibility, but has delegation of authority for management of staff within the unit/ward on a shift-by-shift basis.

## 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.

### Role Specific Competencies

<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>Interpersonal Savvy</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.

### KEY RELATIONSHIPS

Within Te Whatu Ora Southern	External to Te Whatu Ora Southern
Nurse Manager/Service Manager	Relevant associated groups, local and regional
Integrated Operations Centre	Healthcare providers
Unit team managers	Healthcare consumers
Clinical Charge Nurses	National Speciality groups
Clinical Leaders	NZNO, PSA and other relevant professional colleges of nursing and midwifery
All Nursing and Midwifery Staff	Nursing Council/Midwifery council
Allied Health Staff	
Nurse Educators	
Practice Development Unit	
Medical Staff	
Clinical Support Staff	

### PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>It is essential that the applicant be a registered nurse/midwife with strong clinical leadership skills</li> <li>Holds a current portfolio (PDRP/QLA) or equivalent, appropriate to the role.</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>It is essential that the applicant be a registered nurse/midwife with strong clinical leadership skills</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:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p><b>Professional Responsibility</b></p> <p>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>	
<ul style="list-style-type: none"> <li>Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical and relevant legislated requirements.</li> <li>Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice.</li> </ul>	<ul style="list-style-type: none"> <li>Practises nursing in accord with relevant legislation/codes/policies and upholds health consumers rights derived from that legislation.</li> <li>Accepts responsibility for actions and decision making within scope of practice.</li> <li>Identifies breaches of law that occur in practice and reports them to the appropriate person(s).</li> <li>Demonstrates knowledge of, and accesses, policies and procedural guidelines that have implications for practice.</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses and others.</li> <li>• Promotes an environment that enables health consumer safety, independence, quality of life, and health.</li> <li>• Practises nursing in a manner that the health consumer determines as being culturally safe.</li> <li>• Reads and adheres to Te Whatu Ora Southern vision, values, policies and procedures.</li> <li>• Represents the organisation and the nursing profession in a committed manner, projecting a professional image of nursing.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses professional standards of practice.</li> <li>• Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand.</li> <li>• Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori.</li> <li>• Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</li> <li>• Understands accountability for directing, monitoring and evaluating nursing care provided by enrolled nurses and others.</li> <li>• Seeks advice from a senior registered nurse if unsure about the role and competence of enrolled nurses and others when delegating work.</li> <li>• Takes into consideration the role and competence of staff when delegating work.</li> <li>• Makes appropriate decisions when assigning care, delegating activities and providing direction for enrolled nurses and others.</li> <li>• Identifies and reports situations that affect health consumers or staff members' health or safety.</li> <li>• Accesses, maintains and uses emergency equipment and supplies.</li> <li>• Maintains infection control principles.</li> <li>• Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public.</li> <li>• Applies the principles of cultural safety in own nursing practice.</li> <li>• Recognises the impact of the culture of nursing on health consumer's care and endeavours to protect the health consumer's wellbeing within this culture.</li> <li>• Practises in a way that respects each health consumer's identity and right to hold personal beliefs, values and goals.</li> <li>• Assists the health consumer to gain appropriate support and representation from those who understand the health consumer's culture, needs and preferences.</li> <li>• Consults with members of cultural and other groups as requested and approved by the health consumers.</li> <li>• Reflects on his/her own practice and values that impact on nursing care in relation to the health consumer's age, ethnicity, culture, beliefs, gender, sexual orientation and/or disability.</li> <li>• Avoids imposing prejudice on others and provides advocacy when prejudice is apparent.</li> </ul>
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<p><b>Management of Nursing Care</b></p>	
<p>Able to assess and manage health consumer care, is responsive to the consumers' needs, supported by nursing knowledge and evidence based research.</p>	
<ul style="list-style-type: none"> <li>• To provide professional direction, leadership and day to day management.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitation / involvement of multidisciplinary meetings affecting patient care.</li> </ul>

<ul style="list-style-type: none"> <li>• Coordinate staff to provide patient/client centred care, in collaboration with Charge Nurse Manager/Midwife Manager</li> <li>• Promote innovative and creative clinical practice and ensure it is validated with best practice and support research utilisation.</li> <li>• Assess and effectively delegate activities taking into consideration individuals knowledge and skill level and monitor progress.</li> <li>• Work collaboratively with all members of the health care team to ensure staff receives high quality education input and support.</li> <li>• Promote cost effective clinical nursing/midwifery practice.</li> <li>• Identify deficits in clinical and professional competencies of individuals and take appropriate action to support achievements of the same and raise appropriately to Charge Nurse/ Midwife Manager.</li> <li>• Promotes a team based model of care, handover practices, intentional and rapid rounding strategies to enhance patient delivery.</li> <li>• Ensures there is a good customer/ client service, working to improve customer satisfaction</li> <li>• Facilitate accurate and up-to-date information systems to reflect accurate patient/client admissions/discharges, and staff changes eg. iPM, Onestaff.</li> <li>• Delegate skill mix to acuity appropriately on the shift</li> <li>• Participate in workforce and development planning.</li> <li>• Ensure that patient allocation and model of care is based on appropriate skill mix utilising trend care.</li> <li>• Participate in the succession plan for other senior nursing role within the service area by identifying and supporting staff in their development.</li> <li>• Work to identify current and future staffing resource requirements and develop strategies to address these.</li> </ul>	<ul style="list-style-type: none"> <li>• Meets relevant MOH targets for e.g. smoking cessation, ED 6 Hour target.</li> <li>• Meets relevant Key Performance Indicators for clinical area for eg length of stay.</li> <li>• Safe staffing skill mix, meets the needs of the service and alignment with CCDM programme of work.</li> <li>• Elevate to Charge Nurse/ Midwife Manager resource requirements with strategies considered.</li> </ul>
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**Interpersonal Relationships**  
 To demonstrate effective interpersonal and therapeutic communication with health consumers, other nursing staff and inter-professional communication and documentation.

<ul style="list-style-type: none"> <li>• Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers.</li> <li>• Practises nursing in a negotiated partnership with the health consumer and family/whanau where and when possible.</li> <li>• Communicates effectively with health consumers and family/whanau and members of the health care team.</li> <li>• Maintains privacy and confidentiality in accordance with HIP Code, Te Whatu Ora Southern policies and procedures etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Initiates, maintains and concludes therapeutic interpersonal interactions with health consumers.</li> <li>• Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for health consumers with mental health needs.</li> <li>• Utilises effective interviewing and counselling skills in interactions with health consumers.</li> <li>• Demonstrates respect, empathy and interest in health consumer.</li> <li>• Establishes rapport and trust with the health consumers.</li> </ul>
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<ul style="list-style-type: none"> <li>Behaves respectfully and with tolerance towards patients, colleagues and members of the wider healthcare team.</li> <li>Contributes to the service's risk minimisation activities and service activities</li> <li>Actively contributes to health and safety activities and ensures infection control processes are maintained whilst facilitating and delegating others to also actively contribute</li> <li>Identifies risk management issues, appropriately initiates risk mitigation and educates staff about risks within the area</li> </ul>	<ul style="list-style-type: none"> <li>Undertakes nursing care that ensures health consumers receive and understand relevant and current information concerning their health care that contributes to informed choice.</li> <li>Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the health consumer and an understanding of therapeutic and partnership principles.</li> <li>Recognises and supports the personal resourcefulness of people with mental and/or physical illness.</li> <li>Acknowledges family/whanau perspectives and supports their participation in services.</li> <li>Uses a variety of effective communication techniques.</li> </ul>
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**Inter-professional healthcare and quality improvement**  
 To participate in inter-professional health care and quality improvement, evaluate the effectiveness of care and promote a nursing perspective within the inter-professional activities of the team.

<ul style="list-style-type: none"> <li>Collaborates and participates with colleagues and members of the health care team to facilitate and co-ordinate care.</li> <li>Recognises and values the roles and skills of all members of the health care team in the delivery of care.</li> <li>Participates in quality improvement activities to monitor and improve standards of nursing.</li> <li>Initiates referrals to other members of the health care team in a timely manner.</li> <li>When required, assists in formulating and reviewing nursing standards, procedures and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Promotes a nursing perspective and contribution within the inter-professional activities of the health care team.</li> <li>Provides guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area.</li> <li>Collaborates with the health consumer and other health team members to develop plan of care.</li> <li>Maintains and documents information necessary for continuity of care and recovery.</li> <li>Develops a discharge plan and follow up care in consultation with the health consumer and other members of the health care team.</li> <li>Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation.</li> <li>Contributes to the co-ordination of care to maximise health outcomes for the health consumer.</li> <li>Collaborates, consults with and provides accurate information to the health consumer and other health professionals about the prescribed interventions or treatments.</li> <li>Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them.</li> <li>Reviews policies, processes, procedures based on relevant research.</li> <li>Recognises and identifies researchable practice issues and refers them to appropriate people.</li> <li>Distributes research findings that indicate changes to practice to colleagues.</li> </ul>
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**Quality and Risk**

<ul style="list-style-type: none"> <li>Adherence to Te Whatu Ora Southern Performance Excellence and Quality Improvement Strategy.</li> </ul>	<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 Te Whatu Ora Southern's policies and procedures. Identifies, takes appropriate action and</li> </ul>
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<ul style="list-style-type: none"> <li>• Works collaboratively with Occupational Health, Quality and Risk and Infection Control to maintain organisational standards.</li> <li>• 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.</li> <li>• Demonstrates an understanding of risk, identifying emerging risks and ensuring risk mitigation action plans are developed and followed through.</li> <li>• Demonstrates a sound understanding of the Southern District Health Board quality management framework, contributing to and leading quality initiatives.</li> </ul>	<p>promptly reports clinical, Occupational Safety &amp; Health and security incidents.</p> <ul style="list-style-type: none"> <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>	
<ul style="list-style-type: none"> <li>• Develops logical and complete plans to resolve issues.</li> <li>• Manages own time adopting a disciplined approach to establishing and following priorities of work.</li> <li>• Exhibits self-confidence.</li> </ul>	<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>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> <li>• Act as a role model for the Te Whatu Ora Southern Organisational Values.</li> </ul>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with Te Whatu Ora Southern processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the Te Whatu Ora Southern values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<ul style="list-style-type: none"> <li>• Identifying areas for personal and professional development.</li> </ul>	<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>	
<ul style="list-style-type: none"> <li>• Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora Southern’s Health, Safety and Wellbeing policies, procedures and systems.</li> </ul>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Te Whatu Ora Southern’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>	
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<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-</li> </ul>

	<p>economic conditions that face our people and work hard to remove barriers of access to health and education.</p> <ul style="list-style-type: none"> <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>
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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