

Position Description | Te whakaturanga ō mahi Te Whatu Ora | Health New Zealand

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| Title | Allied Health Clinical Co-ordinator | | | |
| Reports to | Allied Health Unit Manager - Southland | | | |
| Location | Southland | | | |
| Department | Allied Health Unit | | | |
| Direct Reports | 0 | | Total FTE | |
| Budget Size | Opex | N/A | Capex | N/A |
| Delegated Authority | HR | N/A | Finance | N/A |
| Date | May 2024 | | | |
| Job band (indicative) | Designated | | | |

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values and behaviour expected of the health sector. Health New Zealand Te Mauri O Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri O Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

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| Wairuatanga | The ability to work with heart | <i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i> |
| Rangatiratanga | Ensuring that the health system has leaders at all levels who are here to serve | <i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i> |
| Whanaungatanga | We are a team, and together a team of teams | <i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i> |
| Te Korowai Manaaki | Seeks to embrace and protect the workforce | <i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i> |

About the role

Clinical Coordinator:

Coordinates clinical activities within the team/service on a day-to-day basis as delegated by the line manager. This role will also be required to provide direct clinical care pro rata and within the relevant scope of practice in the coordinated service area.

Types of roles may include central coordination and a strong understanding of service specifications, clinical roles of MDT and clinical pathways.

Purpose of the role:

The primary purpose of the role is to provide day-to-day interprofessional clinical coordination within the specified team to enable patient flow, in consultation with the line manager.

Coordinators direct the day-to-day utilisation of staff using the staff mix, skill mix, and resources available to ensure that patients receive timely and appropriate care based on their needs. This is achieved by optimising caseload management, understanding, and overcoming barriers to patient flow, supporting patient pathways, and responding appropriately to service requests. The coordinator also facilitates communication and collaboration between allied health professionals and other members of the healthcare team to enable holistic patient care and efficient care transitions.

Core tasks may include:

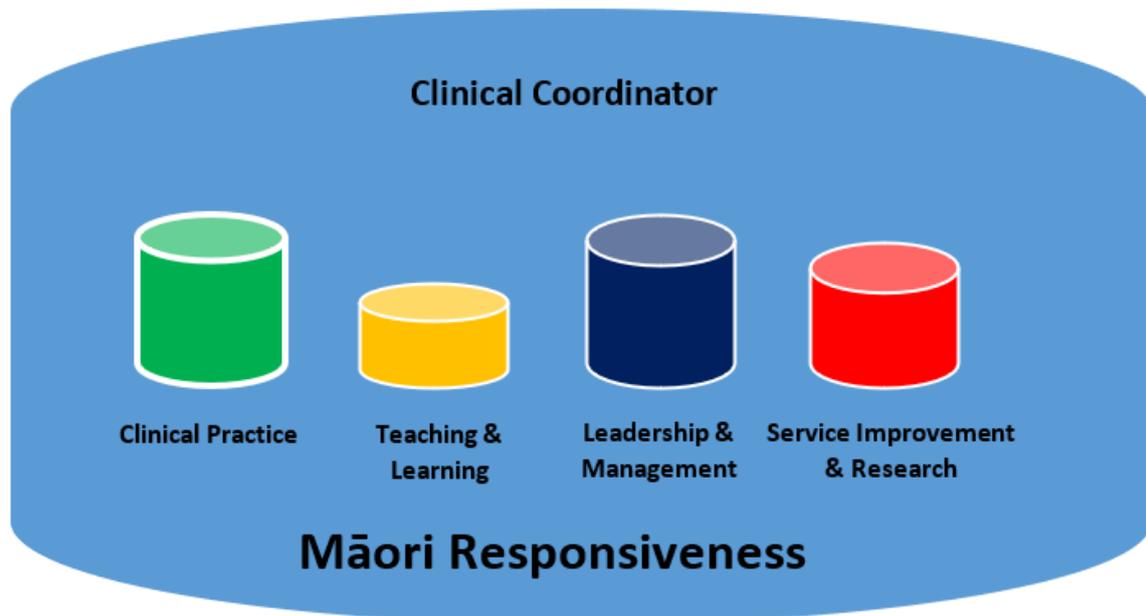
- Supporting the team with referral triage
- Referral and caseload management to ensure workload consistency across the team
- Waitlist management to ensure patients receive timely and appropriate care
- Support the team and stakeholders with solving problems related to patient flow
- Team representation
- Interprofessional coordination to ensure adequate staffing across the service (e.g. leave planning)

There may be variation in core tasks based on service need.

| Key Result Area | Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders |
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| Te Tiriti o Waitangi | <ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership |
| Equity | <ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses |
| Culture and People Leadership | <ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained and strengthened |
| Innovation & Improvement | <ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices |
| Collaboration and Relationship Management | <ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services |

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| Health & safety | <ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture |
| Compliance and Risk | <ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware |

PILLARS OF PRACTICE: As an Allied Health Professional you have opportunities for progression within the Te Waipounamu Allied and Public Health Career Framework / Te Anga Mahi Hauora Haumime Hauora-a-iwi. Your Te Whatu Ora Southern pillars of professional practice are described below. Figure 1 indicates the different amounts of time and focus are spent on the four pillars.



| Clinical Practice/ Te Mahi Haumanu | |
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| <p>Provides direct care within own profession discipline/speciality</p> <p>Refer to profession specific Position Description</p> <p>Professional Development</p> <ul style="list-style-type: none"> • Appraisal, peer review, observed practice or other professional audits as applicable • Develop both personally and professionally to meet the changing needs of your career and profession | <ul style="list-style-type: none"> • Adheres to professional and legislative standards of practice • You work according to the scope of your Annual Practising Certificate • You hold current registration where applicable or as required • You maintain an up-to-date professional development plan • Understand the role and scope of practice of the disciplines in your team |
| Leadership and Management/ Te Ārahi me te Whakahaere | |
| <p>Provides day to day Clinical coordination of the team to facilitate patient flow</p> <p>Utilisation of staff</p> <p>Referral Management</p> <p>Communication</p> <p>Clinical Advice</p> <p>Clinical Risk</p> <p>Represents team</p> <p>Recruitment and Retention</p> <p>Time Management</p> <ul style="list-style-type: none"> • Manage own time adopting a disciplined approach to establishing and following identified role-related priorities | <ul style="list-style-type: none"> • Caseload management optimised • Patient flow is planned • Patient pathways are clear with continuity of care coordinated and transitions into other services occur • Requests to services are appropriately responded to • Direct day to day utilisation of staff as required using skill mix and clinical experience of the team to manage patient flow • Work with the team to support the triaging of referrals to the most appropriate clinician(s) • Where appropriate, liaise with referrers to manage expectations • Implements agreed priority tools in consultation with professional leads, unit managers and service managers • Communicates regularly with relevant leaders of associated teams e.g., medical directors, professional leads, charge nurse managers • Source or provide clinical advice, support and guidance to the team • Identifies risk in clinical areas in consultation with unit manager, professional leads and other clinical leaders, plans • Represents the clinical team, and where requested, the service at relevant department, clinical and team meetings • Leads and facilitates meetings as required • Works in collaboration with unit manager and professional leads to identify future workforce needs – recruitment, succession planning and career development • Your tasks are scheduled and completed in a timely manner |

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| <p>Skill Sharing</p> <ul style="list-style-type: none"> You support the team to Share skills (as appropriate) with other health professionals and unregulated (assistant) workforces to enhance person centred outcome <p>Performance</p> <p>Clinical Orientation</p> <ul style="list-style-type: none"> Facilitates clinical orientation of staff | <ul style="list-style-type: none"> You support the team to use recognised skill sharing processes such as the Calderdale framework to delegate practice to other team members where appropriate. Reports on clinical team performance to unit manager, and the relevant professional lead where appropriate. This includes team capacity and demand, variance response management, staff mix, skill mix, patient flow, referral volumes, caseload volumes, and waiting lists where appropriate. Ensures all staff have a thorough team orientation. |
| <p>Teaching & Learning // Ako Atu, Ako Mai</p> | |
| <p>Evidence based practice</p> <ul style="list-style-type: none"> Leads and fosters a learning environment for the team Consistently refer to and relate practice to literature and research Critique, discuss and disseminate evidence based best practice | <ul style="list-style-type: none"> Review professional growth areas that would enhance day-to-day service delivery You implement evidence-based best practice procedures and guidelines You update your knowledge related to best practice guidelines and area of practice. |
| <p>Service Improvement and Research / Te Whakapai Ratonga me te Rangahau</p> | |
| <p>You support the team to participates in quality improvement activities to develop and improve service delivery, clinical practice and patient flow.</p> <p>Support the team to practises in a way that utilises resources in the most cost-effective manner, including inter-disciplinary and transdisciplinary practice</p> <p>Working in a collegial manner</p> <ul style="list-style-type: none"> Contribute to the support and education of colleagues and students to enhance development of the profession Participate in and contribute to the functioning of the team Establish and maintain an effective working relationship with all staff Reflect on and evaluate the effectiveness of own practice | <ul style="list-style-type: none"> You have formal and informal systems in place for supporting colleagues You participate as a team member to ensure the best outcomes for patients/ people |
| <p>Other Duties</p> | |
| <p>Occasionally undertaking duties that are in addition to those outlined above but which fall within your capabilities and experience.</p> | <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 SDHB processes and reflects best practice. Research undertaken is robust and well considered. |

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| | <ul style="list-style-type: none"> Support the unit manager with incident investigation (e.g. Safety 1st) if relevant and appropriate |
| Professional Development – self | |
| 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. You actively seek feedback and accept constructive criticism. You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements) |

Relationships

| External | Internal |
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| <ul style="list-style-type: none"> ACC Health Care Service Providers Non-governmental organisations Primary care -General Practitioners and other health practitioners Tertiary training institutions (polytechnics and Universities) Unions | <ul style="list-style-type: none"> General Manager Service Managers AHA and Community Unit Managers NASC Allied Health Unit and ward staff Geriatricians / other SMOs Administration staff Professional Leaders |

About you – to succeed in this role

You will have

Essential:

- A relevant graduate qualification
- You must be an AHS&T professional with a minimum of five years clinical experience, at least three of which must be current and relevant to the coordination area.
- Experience in implementing Te Tiriti o Waitangi in action
- Current APC as appropriate in an allied health discipline
- You must have an understanding of the roles of each of the allied health professions within this clinical area of practice
- Be highly organised, honest, trustworthy and open to feedback

Desired:

- A relevant** post-graduate qualification
- Experience of leadership

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role

- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date