

CLINICAL MIDWIFE COORDINATOR

1. PURPOSE OF POSITION

This position is integral to the clinical leadership and coordination of people, process and physical resources to support midwives, LMC's, nursing and families. The position is designed to provide day to day clinical coordination within the maternity unit and across shifts; work collaboratively with the multidisciplinary teams and be a clinical leader. This role will promote excellence in clinical practice and evidence based care and contribute to supervision of the Midwifery/Nursing staff and students.

2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Clinical Midwife Manager – Maternity Department
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
Lead Maternity Carer's/Access agreement holders	Clinical Midwife Manager
Primary maternity Unit	Clinical Midwife Educator
Laboratory	Hospital Midwives and Nurses
General Practitioners	Lactation consultant
Radiology providers	Maori Health team
Oranga Tamariki	Neonatal staff
Maternal Mental Health providers	Operating Theatre staff
SANDS volunteers	Health Care Assistants
Perinatal and Maternal Mortality Review Committee (PMMRC)	Admin support
Coroners office	Allied Health Professionals
St Johns ambulance	Obstetric team
Flight transport providers	Anaesthetic and theatre team.
Waikato tertiary maternity unit	Paediatric and Neonatal teams
Maternal Fetal Medicine	Duty Nurse Managers
New Zealand Police	
Schools of Midwifery	

5. ACCOUNTABILITIES

What accountabilities you will have in this position	Associated Measure
Midwifery Clinical Leadership	
<p>What you will achieve:</p> <ul style="list-style-type: none"> ▪ Support and provide leadership for the relevant Midwifery, nursing, LMC's and clinical staff on a shift basis in the Maternity department ▪ Maintain close and effective communication with all staff and LMC's who have access ensuring that the DHB responsibilities as per Maternity Service Specifications are met ▪ Ensure compliance with relevant standards, procedures and protocols ▪ Identify improvement opportunities and implement as necessary ▪ Direct and delegate to Maternity staff with a view to ensuring efficiency and effectiveness within the 	<p>How this will be measured:</p> <ul style="list-style-type: none"> ▪ Performance review ▪ Evidence based policies, protocols and procedures that are regularly reviewed ▪ Quality improvements ▪ Customer satisfaction ▪ Complaints ▪ Staff feedback ▪ Documentation audits <ul style="list-style-type: none"> ▪ Safe staffing/skill ,mix

What accountabilities you will have in this position	Associated Measure
<p>department</p> <ul style="list-style-type: none"> ▪ Coordinate bed management and oversee workload allocation to ensure optimum use of department resources, including 100% completion of Trendcare and safe staffing/Variance response management ▪ Ensure discharge planning and preparation for parenting is completed with a focus on timely discharge in partnership with the Postnatal ward ▪ Undertake clinical responsibilities as appropriate to meet the needs of the unit whilst acknowledging continuing coordination responsibilities ▪ Continuing coordination/leadership responsibilities ensuring DHB clinical handover guidelines are followed to enable safe handover of care ▪ Promote a culture of learning, best practices and good relationships ▪ Shares knowledge and skills with others as required and provides a “fresh eyes approach” on secondary inpatients ▪ Supervises, mentors and educates ▪ Give recognition of good performance ▪ Assist with performance appraisals in an open and constructive manner on staff assigned as delegated ▪ Develop and sustain productive working relationships with the multi-disciplinary team to enable changes to be introduced ▪ Maintain and promote Health and Safety standards ▪ Provide input into the department business plans, procedures and protocols as requested ▪ Provide feedback to address staff performance deficits ▪ Provide reports and assist with departmental audits such as documentation, care plans and check lists ▪ May be required to deputise for CMM in their absence 	<ul style="list-style-type: none"> • Trendcare completion
<p>Customer Service - ensure maintenance of effective and efficient customer service to both internal and external customers</p>	
<p>What you will achieve:</p> <ul style="list-style-type: none"> ▪ Maternity service is consumer focused, safe, effective, timely and appropriate to maximise wellbeing and outcomes ▪ Care and service meets professional practice standards and maternity service specifications ▪ Maintain close and effective communication with all staff and clients 	<p>How this will be measured:</p> <ul style="list-style-type: none"> ▪ Performance review ▪ Customer and clinical staff satisfaction ▪ Complaints ▪ Audit findings

What accountabilities you will have in this position	Associated Measure
<ul style="list-style-type: none"> ▪ Advocate and demonstrate a high standard of customer service at all times ▪ Respond to issues, queries and concerns as needed with the department ▪ Contribute to development and maintenance of departmental quality plan 	
Environment and Facilities - maintenance and effective use of department equipment and facilities	
<p>What you will achieve:</p> <ul style="list-style-type: none"> ▪ Maintain environment to ensure effective, quality service provision ▪ Oversee all equipment and maintenance ▪ Ensure notification of equipment/utility failure to appropriate support service ▪ Assist staff awareness of emergency plans, electrical safety policy and relevant legislation ▪ Liaise with clinical Midwife manager regarding equipment and facility requirements and capital requests 	<p>How this will be measured:</p> <ul style="list-style-type: none"> ▪ DATIX/Accident/incident reports ▪ Customer satisfaction ▪ Complaints ▪ Use of engineering weblink ▪ Staff and self have attended appropriate training courses, core competencies completion
Teamwork	
<p>What you will achieve:</p> <ul style="list-style-type: none"> ▪ Promotes the fostering of a team environment that enhances partnership and co-operation ▪ Assists in the development of new policies and procedures with the Department ▪ Attends meetings where appropriate ▪ Demonstrates a commitment to continual improvement activities ▪ Facilitates the appropriate exchange of client information between the multi-disciplinary team and other departments/services within the organisation, ensuring all new admissions are assessed timely by Midwifery and Medical staff 	<p>How this will be measured:</p> <ul style="list-style-type: none"> ▪ Customer satisfaction ▪ Complaints ▪ Performance assessment
Staff Development	
<p>What you will achieve:</p> <ul style="list-style-type: none"> ▪ Offers leadership and support for the preceptor group ▪ Participates in in- service education, case reviews, perinatal and maternal mortality meetings, clinical scenario runs and encourages others to do so ▪ Participates in the ongoing training of staff in the advent of equipment and protocol changes ▪ Undertakes additional courses and conferences to promote personal and professional development 	<p>How this will be measured:</p> <ul style="list-style-type: none"> ▪ Performance review ▪ Customer satisfaction ▪ Complaints ▪ Staff have attended appropriate education and have reported back to the wider group

What accountabilities you will have in this position	Associated Measure
<ul style="list-style-type: none"> ▪ Encourages and promotes personal development of staff 	
Continuous Quality Improvement/Risk Management	
What you will achieve: <ul style="list-style-type: none"> ▪ Demonstrate leadership in identifying and proposing quality improvement. ▪ Review and develop policies relevant to position. ▪ Facilitate the evaluation of the effectiveness, efficiency and safety of clinical practice ▪ Ensure responsibilities to access agreement holders and Primary Maternity Services Notice are achieved 	How this will be measured: <ul style="list-style-type: none"> ▪ Performance review ▪ Demonstrated quality improvement activities ▪ plan in place
Leadership	
What you will achieve: <ul style="list-style-type: none"> ▪ Assists to build sustainable, long term success within the environment ▪ Builds relationships with internal and external groups in order to meet or exceed their expectations ▪ Develops self and drives others to develop to their full potential. 	How this will be measured: <ul style="list-style-type: none"> ▪ Performance review ▪ Evaluation of QLP ▪ Increased uptake of QLP/PDRP ▪ Competent Midwifery and Nursing workforce
Professional development	
What you will achieve: <ul style="list-style-type: none"> ▪ Leads professional conduct by example. ▪ Practise in accordance with legal, ethical, culturally safe and professional standards. ▪ Maintain and develop own expertise and knowledge in midwifery practise through continuing professional development. ▪ Pro-actively participate in own performance development and review. 	How this will be measured: <ul style="list-style-type: none"> ▪ Performance review ▪ APC ▪ Ongoing professional development

Organisational Accountabilities	Expected Outcome for all Employees
Health Equity	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB

Organisational Accountabilities	Expected Outcome for all Employees
	<p>Pae Ora Framework, Appendix 1;</p> <ul style="list-style-type: none"> ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; ● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures; ● You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none"> ● Maintains a safe and healthy environment ● Complies with health & safety policies and procedures ● Carries out work in a way that does not adversely affect their health and safety or that of other workers ● Complies with procedures and correctly use personal protective equipment and safety devices provided ● Contributes to hazard identification and management process ● Reports accurately near misses/incidents/accidents in a timely manner ● Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> ● Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. ● Participates in the performance appraisal process where personal performance and development is reviewed. ● Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the Clinical Midwife Coordinator team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
Effective Communication Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making
Decision Making/Problem Solving Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
Innovation/Initiative Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
Resilience/Flexibility Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
Cultural Safety Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
Teamwork Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

8. EDUCATION

- Registered Midwife with full APC
- Holds a current portfolio and QLP appropriate to role
- Has a post graduate qualification (desirable or working towards)

9. SKILLS

Strong clinical leadership demonstrated in professional portfolio

Strong communication and relationship skills

Critical thinking/analysis

Extensive Clinical Midwifery Skills is essential

RANZCOG fetal surveillance level 2 or 3 or equivalent

Newborn Life support training (NZ) in last 3 years or equivalent

Demonstrated effective time management and decision-making skills

IT/computer literate Skills

Knowledge of adult teaching and learning principles (desirable)

10. EXPERIENCE

Significant experience in Midwifery Minimum of 5

Proven clinical credibility in all aspects of Midwifery care, in particular to secondary care and Interface between primary and secondary care.