

CLINICAL NURSE COORDINATOR

1. PURPOSE OF POSITION

The Clinical Nurse Coordinator is accountable for the coordination of patient care to facilitate the best care outcomes and to ensure standards of practice are maintained. The role is responsible for the daily coordination of patient flow, capacity management, safe staffing allocation, management of daily resources and effective discharge facilitation. The role is accountable for the identification, mitigation and escalation of risk that may impact safe patient care. The role will encompass care coordination for the service patients and maintains a close liaison with the multi-disciplinary team and fosters positive working relationships. This is a key nursing leadership role, promoting clinical excellence and evidenced based professional nursing practice. The Clinical Nurse Coordinator is clinically focused and clinically present role with flexibility within clinical duties through to complete administrative tasks. The role provides clinical expertise to the service staff.

2. ORGANISATIONAL VALUES

Te Whatu Ora Taranaki mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whānau and external partners. Our Te Ahu Te Whatu Ora Taranaki 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 Nurse Manager
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
Families / Whānau Other districts Primary Health Care Organisations (PHO) Community Health Facilities Aged Residential Care facilities Palliative/Hospice providers Training institutes (e.g. WITT/UoA) ACC	Director of Nursing Nurse Managers Service Leads Te Pa Harakeke Multi-Disciplinary Team (MDT) Duty Nurse Managers Nurse Educators

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
1. Professional Senior Nursing Responsibilities <i>Demonstrates clinical and professional leadership associated with senior nursing roles.</i>	<ul style="list-style-type: none"> • Provides leadership to the nursing team on a day to day basis • Utilises expert knowledge and clinical skills across the district • Provides clinical coaching, expert advice and support to nursing team • Clinical knowledge is kept current and extended through planned clinical practice opportunities, research and education • Identifies practice trends, practice issues and improvement opportunities • Participates in clinical audit activities • Undertake clinical responsibilities as appropriate to meet the needs of the area in response to changing patient care demands • Participates in PDRP and performance review annually • Applies critical reasoning and professional judgment to day to day nursing care and resource issues • Leads professional conduct by role modelling practice in accordance with legal, ethical, culturally safe and professional practice standards • Participates in feedback towards staff performance appraisals and PDRP.
2. Coordination of patient care, flow and safe	<ul style="list-style-type: none"> • Maintains an overview of all patients within the service • Plans, manages and delegates patient's complex

<p>staffing</p> <p><i>Provision and coordination of care across the continuum</i></p>	<p>needs utilising all members of the MDT</p> <ul style="list-style-type: none"> • Collaborates with all members of the unit and MDT to ensure plans of care are developed upon admission and support timely discharge • Acts as an advocate for patients, family and whānau • Provides liaison service between MDT, GPs and external facilities • Actively facilitates patient discharges as planned
<p>3. Management of Nursing Care</p> <p><i>Patient centered care, working in partnership, and management of nursing care that is supported by expert nursing knowledge and best practice.</i></p>	<ul style="list-style-type: none"> • Leadership of patient care delivery Management, coordination and evaluation of patient care that demonstrates partnership working with families, ensuring that patients receive the right care, at the right time by the right nurse • Leads the implementation of nursing care quality initiatives • Provides formal and informal teaching and education to families and staff • Demonstrates the effective use of resources on a day to day basis • Demonstrates the ability to forward plan and predict capacity and patient care requirements, matching this to the available staffing resource, upholding Care Capacity and Demand programme requirements • Accurately records KPI data as required • Accurately uses Trendcare • Provides clinical leadership to the MDT and monitors care standards • Establishes and role models standards of practice and collects nursing sensitive data that informs practice standards • Manages unpredictable emergency events and manages emerging clinical risk • Coordinates the day to day activities in the day ward/unit, managing workload, skill mix and safe safe allocation • Coordinates bed management and patient flow and liaises frequently with the Clinical Nurse Manager and Duty NurseManager • Ensure safe patient to nurse assignment that is based on skill mix and experience of staff • Manages the redeployment of staff to other clinical areas in a positive proactive and professional manner • Supports the development of nursing team in all areas of nursing assessment, assessment skills, planning, implementing and evaluating patient care • Effectively manages risk during times of high patient acuity, multiple admissions and high patient volume

	<p>episodes</p> <ul style="list-style-type: none"> • Assists with staff clinical debriefing activities • Role models safe, culturally competent and professional nursing care •
<p>4. Interpersonal Relationships</p> <p><i>Interpersonal relationships, communication with patients and the wider health care team.</i></p>	<ul style="list-style-type: none"> • Assist with education, staff development plans and identify staff performance issues in consultation with the the Clinical Nurse Manager and/or Associate Clinical Nurse Manager and/or Nurse Educator. • Demonstrate skilled mentoring and coaching of nursing staff including the monitoring of progress against staff support and improvement plans • Encourages staff to complete furthering education and PDRP • Actively participates in own PDRP and performance development • Manages team dynamics to ensure a positive, cohesive nursing team that is widely respected by the wider hospital nursing / MDT teams • Disseminates up to date information to the nursing team • Manages day to day conflict and seeks assistance when required to resolve conflict • Coordinates the activities of students to maximise their learning opportunities in collaboration with external education provider and the Nurse Educator • Provides peer support to the hospital senior nurse teams • Provides direction and advice to the nursing team • Promotes effective teamwork and collaborative relationships within the MDT and across health settings to the community •
<p>5. Professional Healthcare and Quality Improvement</p> <p><i>Accountability for evaluating the effectiveness of care and promoting a nursing perspective within the wider healthcare team.</i></p>	<ul style="list-style-type: none"> • To participate in effective quality improvement activities • Manage patient care processes and identify opportunities for improvement • Provide oversight of Health and Safety activities and hazard management activities • Assist in resolving patient complaints • Create a culture that actively reports and learns from patient care incidents and sentinel events • Fosters inquiry, critical thinking, research and skill acquisition among the nursing team • Contributes to the development of policy, research and evidence-based practice.

Organisational Accountabilities	Expected Outcome for all Endoscopy Day Ward team members
Health Equity	<p>Te Whatu Ora Taranaki 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 Pae Ora Framework, Appendix 1; ○ 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 Māori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Māori 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 Māori 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

Organisational Accountabilities	Expected Outcome for all Endoscopy Day Ward team members
	<ul style="list-style-type: none"> • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
<p>Personal Development</p>	<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 **Endoscopy Day Ward** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>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</p>
<p>Decision Making/Problem Solving</p> <p>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.</p>
<p>Innovation/Initiative</p>

Capability
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

<p>New Zealand Registered Nurse with current Annual Practicing Certificate</p> <p>Post graduate diploma qualification or post graduate certificate and working towards post graduate diploma</p> <p>Current expert PDRP</p>

9. SKILLS

<p>Management skills</p> <p>Teaching skills</p> <p>Quality improvement skills</p> <p>Identifying and working to reduce health inequities</p> <p>Research skills</p> <p>Knowledge of Ministry of Health targets specific to area of expertise</p> <p>Excellent communication and interpersonal skills</p> <p>Has a commitment to quality and accuracy and is keen to learn and develop new skills</p> <p>Dedicated team player with a willingness to learn new skills</p>
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Clinical Nurse Coordinator

Excellent time management skills and ability to plan and prioritise
Demonstrates initiative and flexibility
Ability to maintain confidentiality at all times
Patient and whānau centred approach to care coordination
Ability to troubleshoot complex patient needs, negotiate and problem solve
Solutions focused outlook
Ability to foster and embrace change

10. EXPERIENCE

Minimum three years postgraduate experience in the specialty
Leadership and patient/family/whānau centred management skills experience
Quality improvement
Uses Te Tiriti o Waitangi articles to provide culturally safe care
Policy, procedure, and guideline development