

CLINICAL COORDINATOR COMMUNITY

JOB DESCRIPTION

ORGANISATION UNIT	Clinical Services, North Haven Hospice (NHH)
LOCATION	24a Takahe St, Tikipunga, Whangarei
RESPONSIBLE TO:	Operations Manager, Clinical Services
DIRECT REPORTS	Community nursing team (including casual nurses shared with IPU)
PRIMARY FUNCTIONS OF THE POSITION:	To ensure the provision of specialist palliative care for patients and their families through the co-ordination of care and effective leadership of the NHH nursing team. This role will practice within a collaborative nursing leadership model.

FUNCTIONAL RELATIONSHIPS

The Clinical Coordinator Community will develop and maintain effective relationships with:

Internal

Clinical Coordinator IPU
 Clinical Nurse Educator
 Medical Director
 Nursing staff
 Members of the multi-disciplinary team
 Hospice staff and volunteers
 North Haven Hospice Board of Trustees

External

General practice teams
 Manaia Health PHO
 Primary health care providers
 NDHB staff
 Staff working in Aged Residential Care facilities
 Hospices of Northland
 Other relevant health and social support agencies

NORTH HAVEN HOSPICE VALUES

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

VALUES

SUPPORTING STATEMENT

Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:

The position of Clinical Coordinator Community encompasses the following key areas of responsibility:

1. Provide clinical and professional nursing leadership for the community nursing team.
2. Ensure patients, families/whanau consistently receive responsive and holistic specialist nursing palliative care by providing oversight and effective coordination of the community nursing team.
3. Decrease risk and enhance quality of care and patient safety through contributing to and/or leading, when appropriate, quality improvement initiatives.
4. Meet core organisational requirements

The outcome requirements of the above key responsibility areas are outlined below:

KEY RESPONSIBILITY 1:

Provide clinical and professional nursing leadership for the community nursing team.

Expected Outcomes:

- 1.1 Develop a positive and professional culture within the nursing team that consistently reflects NHH values, is aligned with service-wide developments, and encourages a sense of commitment and shared purpose.
- 1.2 Demonstrate a commitment to teamwork by leading, engaging and motivating staff to develop a cohesive and highly functioning team and an environment that encourages transparency, shared decision making and learning.
- 1.3 Act as a positive professional role model, advocate, coach and mentor for staff; providing visible clinical leadership and oversight for the team.
- 1.4 Demonstrate advanced clinical nursing knowledge and skill and act as a clinical resource for staff to develop ongoing knowledge and skills.
- 1.5 Ensure staff annual performance appraisals are completed as required. Actively promote and support staff in their professional development through supporting educational opportunities, completion of their PDRP portfolio, maintenance of competencies and achievement of goals.
- 1.6 Provide constructive feedback in a timely manner to staff that assists in maintaining a high standard of professional nursing practice.
- 1.7 Represent the community nursing team by attending and participating at relevant multi-disciplinary meetings that support care coordination, effective communication and service development.
- 1.8 Maintain effective communication with the nursing team ensuring that issues or concerns are addressed and disseminated in a timely and inclusive manner.
- 1.9 Establish, promote and maintain effective working relationships with colleagues and a range of internal and external stakeholders.
- 1.10 Ensure the Hospital Liaison Team is well supported and that this service is responsive and effective.
- 1.11 Work collaboratively and engage with the Operations Manager and Clinical Coordinator IPU to ensure a strong, unified nursing workforce across the organisation.
- 1.12 Work with the Operations Manager to address performance issues and with investigations that involve departures from professional practice standards

- 1.13 Undertake occasional clinical shifts to maintain clinical competency and a good understanding of issues and challenges, and undertake rostered on-call duties.
- 1.14 Accept responsibility that own practice and conduct is professional at all times and meets all relevant professional, ethical, organisational and legislative regulations.

KEY RESPONSIBILITY 2:

Ensure patients, families/whanau consistently receive responsive and holistic specialist nursing palliative care by providing oversight and effective coordination of the community nursing team.

Expected Outcomes:

- 2.1 Ensure patient and family/whanau care is effective and their holistic needs met by effectively coordinating and working collaboratively with all service providers.
- 2.2 Maintain effective communication with patients, families/whanau, colleagues and other service providers at all times; ensure any issues are followed through and documented clearly.
- 2.3 Ensure daily operational issues that arise within the team are effectively and efficiently managed.
- 2.4 Effectively manage all resources that may be required; this includes but is not limited to staffing, medications, resources and supplies
- 2.5 Provide the appropriate level of guidance and support for clinical matters; assist with clinical tasks or take an agreed caseload only as required.
- 2.6 Work collaboratively with primary palliative care providers and other relevant services to support continuity of care, service integration and high quality palliative care for patients and their families/whanau
- 2.7 Promote collaboration with the multi-disciplinary health care team and foster harmonious working relationships with all departments.
- 2.8 Maintain effective human resource practices that include safe staffing and wellbeing in accordance with NHH policies and procedures.
- 2.9 Maintain an appropriately skilled and qualified nursing workforce by participating in strategies for recruitment, orientation, mentoring and development.
- 2.10 Participate in the orientation of non-nursing North Haven Hospice staff and new volunteers
- 2.11 Monitor appropriate systems and processes to ensure all stages of the patient's journey are managed efficiently and effectively, from referral to discharge
- 2.12 In collaboration with the Manager, Volunteer Services, ensure that volunteers working in the community are used appropriately and effectively to enhance the quality of life for patients and their families.
- 2.13 Meet regularly with the Operations Manager to discuss patient safety and quality issues, resource utilisation, performance against budget, professional issues and developments.
- 2.14 Provide a monthly report to the Operations Manager according to the standard template
- 2.15 Coordinate all clinical equipment maintenance, delivery and collection; liaising with the Maintenance Person as required.

KEY RESPONSIBILITY 3:

Decrease risk and enhance quality of care and patient safety through contributing to and/or leading, when appropriate, quality improvement initiatives

Expected Outcomes:

- 3.1 Promote evidence based practice and a culture of patient safety and continuous improvement
- 3.2 Demonstrate contemporary awareness and understanding of palliative care nursing trends and education.
- 3.3 Ensure that staff work to documented, appropriately approved policies, procedures and guidelines, and contribute to the development and review of these documents
- 3.4 Foster an environment that questions, identifies areas for improvement, encourages innovation and effective changes to practice, processes and systems;
- 3.5 Ensure that documentation meets legislative, ethical and professional standards.
- 3.6 Support clinical audit processes and ensure aspects identified as requiring improvement are addressed in a timely manner
- 3.7 Work collaboratively with staff and involve them in educational, quality and improvement initiatives.
- 3.8 Actively participate in a range of quality improvement activities, policy and procedure reviews; facilitate the integration of Hospice New Zealand standards for Palliative care into clinical practice.
- 3.9 Ensure that incidents are investigated, reported back and resolved appropriately and that actual/potential risks are identified and addressed.
- 3.10 As appropriate, work with the Operations Manager to address and resolve complaints

KEY RESPONSIBILITY 4:

Meet core organisational requirements

Expected Outcomes:

- 4.1 Know, uphold and model the values, philosophy, policies and standards of North Haven Hospice and current recommended best practice standards relevant to the position.
- 4.2 Keep informed about and complies with legal and regulatory requirements including any code of conduct relevant to the position.
- 4.3 Participate in the North Haven Hospice continuous improvement and risk management programme.
- 4.4 Participate in the North Haven Hospice health and safety management programme, acting in accordance with the agreed standards and accountabilities of staff as set out in the Health and Safety policy.
- 4.5 Observe and promote safe work practices and be proactive in hazard management.
- 4.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori and practicing in a manner that is determined as being culturally safe, supporting tikanga practices as they are incorporated into hospice care and services.
- 4.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.

- 4.8 Participate in performance review and development, including attending training relevant to the position and external professional supervision.
- 4.9 Act as an ambassador for hospice in the community through work and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

VARIATION OF DUTIES:

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet changing service requirements.

Signed Employee _____ **Date** _____

Signed Employer _____ **Date** _____

CLINICAL COORDINATOR COMMUNITY

PERSON SPECIFICATION

EDUCATION AND QUALIFICATIONS:

- Essential:** New Zealand Registered Nurse with current practising certificate
Relevant Post Graduate Qualification (or a commitment to working towards)
Current NZ Class 1 (motor car) driver's licence
- Desirable:** Masters' level Qualification or working towards
Post graduate nursing leadership / management papers

EXPERIENCE

- Essential:** At least 5 years post Registered Nurse registration
At least 3 years' recent experience in palliative care
Computer literacy
- Desirable:** Experience in a designated nursing leadership role
Experience in a community health environment.
Experience in human resource management

AWARENESS AND UNDERSTANDING OF:

- Code of Health and Disability Consumers' Rights 1996, revised edition 2014
Health Information Privacy Code 1994, revised edition 2017
Health Practitioners Competence Assurance Act 2003, reprint as of 2017 and related regulations
Health & Disability Services (General) Standard 2008
Health and Safety at Work Act 2015
HNZ Standards for Palliative Care, 2012
Medicines Act 1981, reprint as of December 2017
Misuse of Drugs Act 1975, reprint as of December 2016
Misuse of Drugs Regulations 1977, reprint as of September 2017
Nursing Council of New Zealand Competencies for Registered Nurses 2007, amended 2016
Nursing Council of New Zealand Code of Conduct for Nurses 2012
Current issues and trends in relation to North Haven Hospice, specialist palliative care services and professional nursing practice
Te Tiriti o Waitangi/Treaty of Waitangi

SKILLS AND PERSONAL ATTRIBUTES:

- Skilled at building and maintaining professional and respectful working relationships
Excellent verbal and written communication skills
Ability to work within a collaborative nursing leadership model
Ability to deal with complex and challenging situations
Accountability for own actions
Ability to facilitate and manage change processes
Ability to work independently as well as the ability to be an excellent team player
Well organised with the ability to prioritise
High level of integrity and confidentiality
Ability to reflect on own practice
Demonstrated commitment to excellence in clinical practice and patient/family focussed care
Demonstrated commitment to ongoing professional development