

Role Description

Nau mai, haere mai ki Ūpoko ki te uru hauora

Position:	Clinical Coordinator, Adult Community MH Team
Service / Directorate:	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
Responsible to:	Charge Nurse Manager

Our Mission:

Together, Improve the Health and Independence of the People of the District

Our Vision

Keeping our community healthy and well.

Our Values:

- Manaakitanga - Respect, caring, kindness
- Kotahitanga – Connection, unity, equity
- Rangatiratanga - Autonomy, integrity, excellence

Context

Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Rātonga Rua-o- Porirua Mental Health Campus, a Forensic, Rehabilitation and Intellectual Disability Service. MHAIDS is the Mental Health, Addiction and Intellectual Disability Service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

Service perspective

The health services of CCDHB includes the Mental Health, Addiction and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$150m.

MHAIDS has three main service areas – local services spanning three DHBs (Wairarapa, Hutt Valley and Capital and Coast DHB's); regional services for the central region across six DHBs, including the forensic and rehabilitation service with bases throughout the lower half of the North Island; and national Intellectual Disability Services with five bases located in Auckland, Cambridge, Wellington, Christchurch, and Dunedin and inpatient units at Rātonga Rua o Porirua. The national youth forensic facility at Kenepuru Hospital sits within the Forensic and Rehabilitation Service.

Mental Health, Addiction & Intellectual Disability Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture and Finance. In addition, management and delivery of clinical services across MHAIDS is underpinned by consultation, advice, and support from a range of cultural, lived experience, and family advisors; learning and development; and business, quality and organisational development personnel.

Te Tiriti o Waitangi

MHAIDS is committed to Te Tiriti o Waitangi principles of partnership, participation and protection. Our partnership obligation under Te Tiriti encompasses an expectation by Māori that a te ao Māori perspective will be evident in our policy and service design. The principle of participation means ensuring that Māori are a vital and visible element throughout

2DHB as health planners, professionals and advocates for improving Māori health outcomes. The principle of protection means that in practice, we will place the concepts of health equity at the forefront in respect of planning, management and our delivery of health services.

We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere: effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake: Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata: Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori: Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

Unit Perspective and Position Purpose

Te Rangiora Adult MHS

Te Rangiora Community Mental Health Team is a multidisciplinary team comprising of psychiatrists, psychologist, nurses, social workers, support worker, registered medical officer, and administration staff.

Te Rangiora provide services to residents who live in the geographical area of the Wairarapa region.

The team offers specialist services for people with moderate to severe mental health problems, and offer assessment, treatment and support to assist the individual and their whanau and other support people in their recovery journey with the aim of supporting people back to having their health care provided in primary health care services. The focus of the service is on providing evidenced based treatment interventions for those people who present with more complex needs and higher risks

The role of the Clinical Coordinator is:

- To work closely with the Team Leader to support the implementation of the organisation’s initiatives and day-to-day management of all areas of care (people, process and physical resources).
- Keeps the Team Leader informed regularly of any issues which may impact on the clinical running of the service.
- To ensure a safe patient journey within the area of responsibilities.
- Participate in any changes of process and quality improvement.
- Provide a culturally appropriate service which is responsive to the needs of tangata whaiora/consumers, whānau/family and caregivers.

A commitment to continuous quality improvement will also be a key component of this role.

The Clinical Coordinator will be responsible for the daily clinical management of the Team.

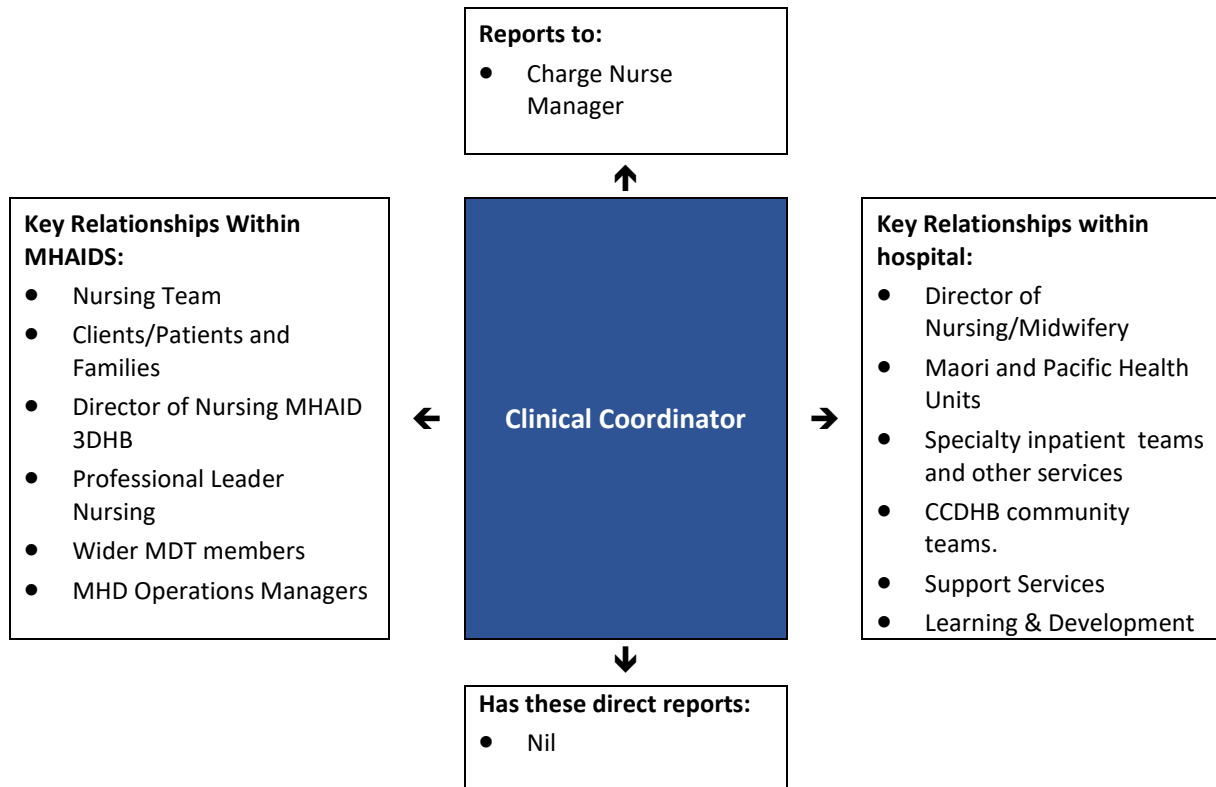
Key Accountabilities

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
Care delivery and coordinating the daily clinical activities of the team	<ul style="list-style-type: none"> • The clinical activities of the team are organised in the allocated effectively • Facilitates and chairs clinical meetings • Utilises general and specialist knowledge consistently to support practice decisions • Utilises a comprehensive range of skills and information • Prioritises referrals • Utilises experiential knowledge to ensure specific outcomes • Responds consistently to the complexity of tangata whaiora demands • Have an understanding of diverse cultural, social and lifestyle needs of people • Ensure that the service is delivered to meet its quality and regulatory standards and that resources are allocated so that they add the best value. • Implements legislation, policies and guidelines, and understands the intent of them • Provides supervision, assistance and support for colleagues • Shares practice knowledge with colleagues in other areas • Maximise the expertise of individuals within the team 	<ul style="list-style-type: none"> • Evidence from practice to describe the process and knowledge that was used to make clinical decisions • Service is delivered at an excellent level • Patient care is organised and monitored • Service delivery is evaluated to ensure effectiveness. • Positive feedback from users of the service • Resources are allocated appropriately • Appropriate systems are in place

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
Continuous Quality Improvement	<ul style="list-style-type: none"> Actively contributes to Continuous Quality Improvement activities within the service Desk files are updated regularly to reflect changes in the role 	<ul style="list-style-type: none"> Identifies improvement opportunities and notifies the TL of these Participates in the service's quality improvement activities Provides good patient/client service and is responsive to patient/client requests or complaints Complies with standards and works to improve tangata whaiora satisfaction Complies with standards and works to improve patient/client satisfaction Procedure changes are consulted with and approved within the team using DHB policy processes
Risk Minimisation	<ul style="list-style-type: none"> Identifies risks and notifies Team leader of these Actively contributes to risk minimisation activities within the service 	<ul style="list-style-type: none"> Risks are managed and kept to a minimum Notifies identified risks to the TL Participates in the services risk minimisation activities Participates in audits Complies with CCDHB Reportable events policy and other policies and procedures
Professional Practice and development	<ul style="list-style-type: none"> Assumes responsibility for continuing development of practice Works with colleagues in professional development activities Participates in recognised post registration education Develops multi focussed knowledge and practice, and enhances knowledge in area of special interest Holds a small caseload of two to four clients to maintain clinical standards 	<ul style="list-style-type: none"> Development activities undertaken with colleagues Provide PDP which identifies multi-focused learning objectives
Occupational Health & Safety	<ul style="list-style-type: none"> Safety Management – Proactive Health & Safety systems are in place Complies with responsibilities under the Health & Safety at Work Act 2015 Injury Management – reactive safety management systems are in place 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures. Actively supports and complies with Health & Safety policy and procedures. Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
Application of Appropriate Knowledge	<ul style="list-style-type: none"> The client's wellbeing is enhanced by the selective use of knowledge Completes area specific knowledge development for Proficient or Expert nurse of the PDRP Uses contextual and experiential knowledge to influence client outcomes Evaluates clinical research and identify practice issues Implements legislation, policies and guidelines and understands the intent of them Assists colleagues to explore ethical issues in practice 	<ul style="list-style-type: none"> Is able to strategize to resolve ethical dilemmas
Communication	<ul style="list-style-type: none"> Effective communication contributes to achievement of desired outcomes Addresses practice issues constructively Discusses options for the resolution of problems 	<ul style="list-style-type: none"> Able to address practice issues with colleagues effectively Ensures that tangata whaiora/whanau is included in the care
Teaching	<ul style="list-style-type: none"> Colleagues and students of all disciplines are assisted with practice development Provides supervision assistance and support for colleagues Shares practice knowledge with colleagues in other areas Demonstrates competence as a clinical teacher 	<ul style="list-style-type: none"> Actively teaches/coaches staff as required Demonstrates support of colleagues in practice
Team Participation	<ul style="list-style-type: none"> Facilitates and contributes to team meetings Facilitates and oversees the orientation of new staff and visitors to the team Facilitates supportive team work Problem solves to promote a positive working environment Works collaboratively with other staff within the service Coordinates the work of the team Maximise the expertise of the individual staff members Shares practice knowledge with colleagues in other areas 	<ul style="list-style-type: none"> Effectively coordinates shifts, discusses decisions, their rationale and their outcomes

Key Relationships & Authorities



Capability Profile

a) **Knowledge and Experience:**

To be defined at appointment.

- Knowledge and understanding of the relevant legislation, standards and guidelines. These include but are not limited to:

Standards of Practice for Mental Health Nursing in Aotearoa New Zealand

<http://www.nzcmhn.org.nz/Publications/Standards-of-Practice-for-Mental-Health-Nursing>

Health and Disability Services Consumers' Code of Rights <http://www.hdc.org.nz/the-act--code/the-code-of-rights> New Zealand Nursing Council's (NCNZ) Nurse Practitioner/Registered Nurse/Enrolled Nurse Competencies <http://nursingcouncil.org.nz/Nurses/Scopes-of-practice>

NCNZ Code of Conduct for Nurses (2012) <http://nursingcouncil.org.nz/Nurses/Code-of-Conduct>

NCNZ Guideline: Responsibilities for direction and delegation of care to enrolled nurses

(2011) NCNZ Guideline: Responsibilities for direction and delegation of care to Health Care Assistants (2011)

NCNZ's Guidelines: Professional Boundaries (2012) <http://www.nursingcouncil.org.nz/>

New Zealand Nurses Organisation (NZNO) Code of Ethic (2010)

<http://www.nzno.org.nz/Portals/0/publications/Code%20of%20Ethics%202010.pdf>

NZNO Social Media and the nursing profession: A guide to online professionalism for nurses and nursing students (2012)

The Health and Disability Commission's Code of Health & Disability Services Consumers Rights

<http://www.hdc.org.nz>

Experience

- At least 7 years' experience is needed, preferably in a community/acute role.
- Experience in roster management

b) **Essential Professional Qualifications / Accreditations / Registrations:**

- Registration with the appropriate professional body
- A current practising certificate.

c) **Someone well-suited to the role will place a high value on the following:**

- Living the DHB values
- Civility, respect and collaboration in practice
- Challenging Stigma and Discrimination of service users
- Applying the principles of Te Tiriti o Waitangi to practice
- Practicing in a manner that service users determine as being culturally safe
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working interprofessionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in the professional development pathway
- Working effectively with the community

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

***Ma tini, ma mano, ka rapa te whai
By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

CCDHB is committed to Te Tiriti o Waitangi principles of partnership, participation, protection equity and by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.

Date Effective: September 2021