



POSITION DESCRIPTION

Team	Te Awhina
Position Title	Clinical Coach
Reports to	Clinical Nurse Manager, Te Awhina
Role Summary	Your position works principally within the department or service specified above, however you may be required to undertake duties in other areas of the organisation which promote the efficient and effective operation of Whanganui District Health Board (WDHB) which reasonably fall within the general parameters of this position.
Purpose of the Position	<ul style="list-style-type: none"> ▪ The clinical coach provides practical clinical education in the workplace, demonstrating effective, evidence informed and culturally safe practice ▪ The clinical coach works in a supernumerary capacity and is responsible for promoting a learning environment within the clinical setting that encourages and supports development of nursing clinical skills and knowledge, and therefore enhancing staff retention ▪ At times of need you may be requested to assist with a clinical workload
Direct Reports	<ul style="list-style-type: none"> ▪ Nil
Delegated Authorities	<p>Financial</p> <ul style="list-style-type: none"> ▪ Nil <p>Staff</p> <ul style="list-style-type: none"> ▪ Nil
Registration/ Scope of Practice	You must be able to demonstrate that you are registered with the New Zealand Nursing Council and that your scope of practice enables you to undertake the duties of this position.



HE HĀPORI ORA - THRIVING COMMUNITIES

NGĀ MOEMOEĀ ME NGĀ TINO WHĀINGA - OUR VISION AND MISSION

OUR VISION: *He Hāpori Ora - Thriving Communities*

The people in Whanganui District Health Board rohe live their healthiest lives possible in thriving communities.

OUR MISSION: *Kia tāea e te whānau me te hāpori i tōna ake tino rangatiratanga*

Together we build resilient communities, empowering whānau and individuals to determine their own wellbeing.

NGĀ UARĀTANGA - OUR VALUES



Aroha

The value of love, respect and empathy, demonstrating compassionate and non-judgemental relationships.

Closely interlinked with: **Rangimārie** – humility, maintaining composure, peace, accountability and responsibility
Mauri – life's essence and balance.

Kōtahitanga

The value of unity and vision sharing where we demonstrate trust and collaboration.

Closely interlinked with: **Whanaungatanga** – spiritual wellness, relationships, beliefs, knowing who you are and what to do

Mana tangata – dignity, respect, protections, safety and acceptance.

Manaakitanga

The value of respect, support and caring where we demonstrate doing our very best for others.

Closely interlinked with: **Kaitiakitanga** – protection, maintaining values and taking care of people and things
Tikanga Māori – guiding protocols and principles for how we do things.

Tino Rangatiratanga

The value of self-determination where we empower individual/whānau choice.

Closely interlinked with: **Wairuatanga** – spiritual wellness, relationships and beliefs

Whakapapa – whānau-centred approach which achieves equity in health outcomes for Māori.



My role responsibility	<p>This role is primarily accountable for:</p> <ul style="list-style-type: none"> ▪ Working with the NETP nurse educator and other educators to clinically assist the nursing staff within mental health services with clinical education and training needs ▪ Working with nurses who need to refresh their clinical skills or knowledge during a Performance Improvement Plan (PIP) ▪ Provide practical clinical education in the workplace, demonstrating effective, evidence informed and culturally safe practice <p>A set of performance objectives will be agreed annually between your manager and yourself reflecting applicable strategic and operational ambitions.</p>
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Key Performance Indicators	
Key accountabilities	Expected outcomes
Clinical coaching	<ul style="list-style-type: none"> ▪ Role models clinical excellence and culturally safe nursing practice ▪ Is a recognised clinical resource for all staff but particularly those new to the clinical area ▪ Takes a supportive role in enabling and motivating nurses to develop skills and confidence, and is available for clinical support and advice in all areas of nursing practice ▪ Works in a supernumerary capacity to ensure that adequate time and resource is available to meet the needs of learners ▪ Works with nurses to identify and support the achievement of their individual clinical learning needs and develops a support plan with the staff member and their manager ▪ Identifies Māori and Pacific nurses who may require additional cultural support and connects them with this support and with peers ▪ Shares knowledge and skills and provides advice that is consistent with organisational core values, policies and guidelines ▪ Demonstrates adult learning principles and provides coaching in a positive and supportive manner ▪ Works closely with the tertiary education providers to develop relationships with students who will become new graduate nurses ▪ Assists in the development of the nursing new graduate programme and provides practical support for new graduate nurses including one to one clinical support in the workplace ▪ Orientates new staff and provides one to one clinical support in the workplace during the orientation period ▪ Identifies and leads programmes to improve the transition of new graduate and new nurses into confident practitioners in the clinical setting ▪ Coaches nurses in developing critical thinking skills. ▪ Nurses are assisted to undertake a comprehensive and accurate nursing assessment of clients in a variety of settings, using organised and systematic assessment and tools and methods to collect data. Applies relevant research to underpin nursing assessment ▪ Role models skilled administration of interventions, treatments and medications within legislation, codes and scope of practice and according to authorised prescription, established policy and guidelines ▪ Coaches so that timely care/appropriate assistance is achieved for patients where their condition is assessed as of concern. There is improved support to escalate concerns to the registrar and or consultant as required; nurses

	<p>coached to alert the on-call team as necessary</p> <ul style="list-style-type: none"> ▪ Continuity and communication of issues to the right people at the right time is role modelled, including documentation of emergency situations (incident report) ▪ Ensures that documentation is accurate and maintains confidentiality of information. Coaches staff to maintain clear, concise, timely and current client records within legal and ethical framework
Professional development	<ul style="list-style-type: none"> ▪ Practices in accordance with legal, ethical, culturally safe and professional standards ▪ Maintains and develops own expertise and knowledge in nursing practice through continuing professional development ▪ Pro-actively participates in own performance development and review ▪ Develops and sustains productive working relationships with the multi-disciplinary team to facilitate best practice
Continuous quality improvement and risk management	<ul style="list-style-type: none"> ▪ Demonstrates clinical leadership in identifying and proposing quality improvement ▪ Encourages nurses to attend and/or participate in nursing specific case review meetings ▪ Provides feedback to nursing educators about possible themes for education sessions
Statutory & Treaty of Waitangi obligations	<ul style="list-style-type: none"> ▪ Demonstrates culturally safe practice, upholds Te Tiriti o Waitangi, and demonstrates commitment to Pae Ora ▪ Contributes to the professional and political integrity of the Organisation by carrying out all functions in compliance with the Te Tiriti o Waitangi ▪ Works to minimise health disparity for Māori and enhance equity of access and outcome ▪ Shows sensitivity to cultural complexity in the workforce and population
To recognise individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015	<p>Contribute to a safe and healthy workplace:</p> <ul style="list-style-type: none"> ▪ follow and comply with health and safety policies and processes, and apply them to own work activities, including use of/wearing Personal Protective Equipment as required ▪ participate in activities directed at preventing harm and promoting well-being in the workplace ▪ identify, report and self-manage hazards where appropriate ▪ early and accurate reporting of incidents at work and raise issues of concern when identified

My capability & personal qualities	<p>To be effective and succeed in this role it is expected that you will have the following proven capabilities:</p> <p>Nursing Council specified:</p> <ul style="list-style-type: none"> ▪ Be a registered nurse ▪ Have a minimum of five years' post-qualifying clinical experience ▪ Hold a current practicing certificate with no conditions ▪ Have never been the subject of any adverse findings of any professional body ▪ Demonstrate clinical and cultural competence to a high standard <p>Essential:</p> <ul style="list-style-type: none"> ▪ Experience in adult learning principles and practice ▪ Completed preceptor or mentor training course ▪ Completed or participating in postgraduate education ▪ Skills, knowledge and ability to provide education and coaching.
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- Ability to demonstrate clinical leadership, and maintain contemporaneous evidence informed practice
- Knowledge of programme development
- Ability to plan, implement and evaluate an individual coaching plan
- Evidence of strong commitment to quality improvement
- Demonstrated confident collaborative approach, enhancing the capability and contribution of the team
- Confident and able computer skills

Personal attributes:

- Mature, positive, proactive and enthusiastic attitude
- Ability to work under own direction without oversight
- Committed to own professional and personal development
- Receives and processes constructive feedback related to own performance
- Kind, empathic and committed to the learning needs of others
- Seeks out opportunities to support others in achieving goals
- Strong teamwork, collaboration and inclusive of colleagues
- Can manage conflict constructively
- Recognises and respects individual differences
- Develops positive working relationships
- Upholds confidentiality, behaves with integrity and discretion
- Makes effective decisions within appropriate timeframes and levels of responsibility
- Escalates issues appropriately, and seeks assistance when needed
- Demonstrates strong written and verbal communication skills
- Communicates without engendering conflict

My relationships to nurture

It is the responsibility of each WDHB employee to establish and maintain positive, healthy, collaborative and constructive partnerships with leaders, managers, clinicians, support staff and administrators and relevant external networks; stay abreast of, and contribute to local, regional and national health care activities and initiatives.

Internal

- Director of Nursing
- Associate Director of Nursing
- Nurse Managers
- Clinical Nurse Managers
- Nurse Educators
- Duty Nurse Managers
- Medical staff
- Registered Nurses
- Enrolled Nurses
- Health Care Assistants
- Nursing students

External

- Patients, clients and families, whānau
- External agencies
- Members of the public

My wellbeing, health & safety

Safety starts with each of us:

- No business objective will take priority over health and safety
- Most incidents are preventable
- While management have ultimate accountability, each of us is responsible for our own health & safety as well as that of our colleagues, patients, visitors and contractors
- Every individual should feel safe in their workplace

- It is everyone's responsibility to work safely. This requires us to be proactive, flexible and resilient; anticipate hazards and events and:
- resolve risks and hazards yourself if that's the right thing to do
- speak up so that we can resolve this as a team
- report all health and safety concerns
- if you're not sure what to do refer to the relevant policy and procedure
- Our people prevent incidents and determine whether we work safely. Our people therefore are the solution to ensure as many things as possible go right, that we learn from events and adjust the way we work for the conditions. Staying safe only succeeds because individuals and teams adjust to and meet the conditions at work
- Each of us is responsible to take care of ourselves and each other so we can take care of others.

Physical Attributes

We will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

- Must be able to function in rapidly changing and demanding conditions when required.
- Hearing and speech sufficient to communicate clearly with patients and co-workers, monitor patient status and equipment, recognise impending emergencies relating to patients and equipment and hear emergency alarm.
- Ability to wear face masks and rubber gloves for protection against infectious disease.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than usual
- Skin condition should allow frequent contact with water, soap/disinfectant soap, chemicals and latex rubber.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- The appointee must not have infection or colonisation with MRSA.
- The appointee must not have a health condition that will put others at risk.
- Manual dexterity sufficient to operate a variety of specialised equipment used within wards/departments at Whanganui Hospital as required, including syringes and intravenous pumps together with safe administration of drugs and use of clerical items including personal computers.
- A high degree of physical capacity is required as the work is physically demanding, involving standing, walking, sitting, stretching, twisting bending and lifting/moving weights up to and above 15 kilograms frequently. (Stature extremes may increase hazard of shared activities).
- A high degree of mental concentration is required.
- Ability to move about and undertake necessary duties (sometimes in restricted spaces) in wards / departments / community settings within Whanganui District Health Board.
- Visual ability sufficient to read, write/record, operate equipment, safely administer medications, monitor equipment and patient status enabling accurate performance of essential job duties

Successful interviewees will need to know their "Hepatitis B" status and have available recent documented MRSA clearance.

Approved:

Manager		Date	
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Accepted:

Employee		Date	
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