

JOB DESCRIPTION

Clinical Nurse Coordinator

Tumanako Inpatient Unit and He Manu Pae Sub Acute Unit Whangarei Hospital

Position Title:	Clinical Nurse Coordinator
Organisation Unit:	Tumanako Inpatient Unit and He Manu Pae Sub Acute Unit
Location:	Whangarei, Northland District Health Board
Responsible to:	Clinical Nurse Manager, Tumanako Inpatient Unit and He Manu Pae Sub Acute Unit, Northland District Health Board
Primary Functions of the Position:	The Clinical Nurse Coordinator will primarily be responsible for providing clinical shift coordination and direction to the nursing and MHAW team within the Tumanako and He Manu Pae

Functional Relationships

The Clinical Nurse Coordinator will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none">• Patients / Family / Whanau• Designated Senior Nurses• Bureau Coordinator• Safety & Quality Facilitator• Duty Manager• Nursing Staff• Allied Health Professionals• Medical Staff• Maori Health Directorate• Director of Nursing and Midwifery / nursing directorate staff• Clinical Director• Other Departments within NDHB• Mental Health and Addiction Services	<ul style="list-style-type: none">• Police• Whanau / Family / Significant others• NGOs• Respite organisation



Key Responsibilities and Expected Outcomes

Northland District Health Board has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with NDHB:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Clinical Nurse Coordinator encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- To effectively and efficiently coordinate the day to day activities and staff of the Tumanako and He Manu Pae units
- To ensure the provision of quality care which is safe, professional and patient focused
- To demonstrate clinical leadership of the nursing and MHAW team
- Professional Development
- Health and Safety
- Privacy & Confidentiality

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

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within District Health Board management processes and procedures • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Attend the Northland District Health Board Te Tiriti o Waitangi Training

Key Responsibility Area	Expected Outcomes
<p><i>To effectively and efficiently co-ordinate the day to day activities of the department and staff</i></p>	<ul style="list-style-type: none"> • Provide Clinical Nurse Coordinator cover for periods of leave • Maintain a global view of activity within Tumanako and He Manu Pae, while working closely with medical staff to ensure safe and timely delivery of patient care. • Co-ordinate the clinical activities on rostered shifts. • Utilise the Trendcare system consistently and effectively in the daily management of the service. • Co-ordinate bed utilisation and support bed management processes throughout the wider organisation. • Attend afternoon Bed Coordination meeting Ensure that patient allocation is based on appropriate skill mix and experience of staff. • Efficiently mobilise staff resources to cover fluctuations in workload, utilising appropriate staffing models and tools (eg. Trendcare). • Ensure appropriate and safe arrangements are made for internal and external patient transfers. • Ensure appropriate student mentoring allocation. • Liaise with Service Manager / Clinical Nurse Manager / Duty Manager to ensure roster gaps due to sickness / unexpected leave are covered appropriately. Follow client pathway processes when under core provisional staffing. • Ensure equipment/ stocks/ supplies are maintained and that any issues related to equipment maintenance are followed through. • Liaise with police, security and DAO regarding patients / others who are at risk to themselves or others. • Recognise when patient volumes reach unsafe levels (in conjunction with senior medical / nursing staff) and initiate appropriate responses. (i.e. HaaG, VRM, Acute Care After Hours Procedure) • Allocate appropriate nursing preceptor

Key Responsibility Area	Expected Outcomes
<p><i>To ensure the provision of quality care which is safe, professional and patient focused</i></p>	<ul style="list-style-type: none"> • Ensure effective clinical communication by liaising on an inter-departmental, inter-hospital and inter-service basis. • Act as an advocate for conveying patient and family needs and responses to treatment to the rest of the multi-disciplinary team. • Practice and promote a quality patient focused approach to nursing care. • Act as a liaison with families / caregivers / whanau as necessary. • Act as a resource for the nursing team and other staff within Tumanako and He Manu Pae. • Create an environment where enthusiasm, trust and co-operation are fostered • Recognise, coordinate and defuse potential conflict situations with patients, families, visitors, staff and other services. • Ensure debriefing sessions for staff are arranged as needed • Participate in a range of quality initiatives (e.g. audits, specific projects) • Monitor and liaise with Tumanako and He Manu Pae leadership to maintain accurate documentation at all times and that it meets departmental, organisational and professional standards. • Competently manage and log incidents and complaints arising on the shift and liaise with Clinical Nurse Manager in regards to ongoing management. • Promote the appropriate utilisation of the NDHB Incident reporting process. • Contribute to the development and maintenance of standards of practice / protocols / policies, and ensure expectations are clearly communicated to staff. • Demonstrate knowledge of legislation and actively source information when needed utilising CNE. • Coordinate and follow the Restraints and Seclusion Procedures • Coordinate and follow Emergency Management Procedures



Key Responsibility Area	Expected Outcomes
<p><i>To demonstrate clinical leadership of the nursing team</i></p>	<ul style="list-style-type: none"> • Demonstrate expert clinical knowledge and skills in nursing. • Promote effective teamwork to enable a positive and professional working environment. • Proactively monitor and manage the patient's journey through Tumanako and He Manu Pae. • Support staff to ensure core screening initiatives are embedded in practice (e.g. smoking cessation, HoNOS, family violence, child protection, alcohol and injury, immunisation, pressure area risk assessment) and feedback any issues / knowledge deficits of staff to the CNM. • Ensure appropriate and timely rounding of patients in Tumanako and He Manu Pae occurs. • Demonstrate accountability for directing, monitoring and evaluating nursing care that is provided by Enrolled Nurses, MHAW and Health Care Assistants. • Provide mentorship, and support for staff, particularly when facing difficult situations. • Provide constructive feedback to staff ensuring that professional nursing practice is of a consistently high standard. • Liaise with the CNE to ensure individuals are achieving learning objectives, identifying areas of concern and formulating plans to address these. • Be conversant with IS applications required for role (Jade, Datix, Trendcare, Concerto, MS Office, HaaG)
<p><i>Professional Development</i></p>	<ul style="list-style-type: none"> • Maintain personal professional practice in accordance with professional standards, best practice, legislative requirements, policies and guidelines. • Work toward senior nurses PDRP portfolio requirements if not attained. • Ensure all designations are current. • Support staff as they progress through the professional development programme Encourage staff to share skills and experience. • Work a shift with a patient load at a minimum of fortnightly.
<p><i>Health & Safety</i></p>	<ul style="list-style-type: none"> • Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> – Practicing and observing safe work methods; – The use of safety equipment; – Reporting unsafe conditions or equipment; and – Reporting and documenting all accidents or incidents
<p><i>Privacy and Confidentiality</i></p>	<ul style="list-style-type: none"> • Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Northland DHB's Privacy Policies and Procedures • Complete mandatory induction training on Privacy responsibilities

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 in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.



Person Specification

Education and Qualifications

Essential

- New Zealand Registered Nurse
- Current practicing certificate
- PDRP at Expert Level
- Computer literacy

Desirable

- Working towards post graduate qualification
- Completed leadership course

Experience

Essential

- Minimum 5 years recent experience in an acute mental health Inpatient Unit
- The ability to work independently and be a member of a team

Desirable

- Demonstrated leadership skills

Awareness and Understanding of

Essential

- Te Tiriti o Waitangi and its application to the health setting
- Privacy Act (2020) and Health Information Privacy Code (2020)
- Health and Safety at Work Act 2015
- Knowledge of quality improvement processes
- Knowledge of current issues within nursing and in the area of specialty
- Understand and support the MOH initiatives directly related to the Inpatient Unit

Desirable

- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)
- New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills

- Ability to develop productive and positive relationships
- Ability to lead and facilitate change
- Communicates effectively, listening and encouraging the viewpoints of others
- Applies sound reasoning in problem solving / decision making
- Ability to adapt and work effectively within a variety of situations, and with various individuals and groups.
- Confident and competent with decision making
- Excellent time management and organisational skills
- Ability to manage conflict within the work environment

Personal Attributes

- A strong staff management focus with patient care at the centre.
- Ability to work in an environment which is unpredictable and ever changing
- Positive flexible collaborative approach
- Role models professionalism



Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by:

Signature:

Date:

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title:

Signature of employee:

Date:

