NORTHLAND DISTRICT HEALTH BOARD
Te Poari Hauora Ā Rohe O Te Tai Tokerau

Job Description

Clinical Nurse Coordinator - Assessment Unit

Position Title:	**Clinical Nurse Coordinator**
Organisation Unit:	**Assessment Unit**
Location:	**Whangarei Hospital, Northland District Health Board**
Responsible to:	**Clinical Nurse Manager, Assessment Unit, Northland District Health Board**
Primary Functions of the Position:	**The Clinical Nurse Coordinator will primarily be responsible for providing clinical coordination and direction to the nursing team within the department**

Functional Relationships

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

Internal	External
• Patients / Family / Whanau • SSU – Red Zone Nurse Manager • ACNM / CNE / CNS / NPs • Clerical Staff • IOC Manager • Safety & Quality Facilitator • Duty Manager • Nursing Staff • Allied Health Professionals • Medical Staff • Maori Health Directorate • Director of Nursing / Nursing Directorate staff • Clinical Head of Department	• Health & Support Agencies • Primary Health care providers • Rest home and private hospitals • St Johns Ambulance

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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
Tangata I te tuatahi **People First**	People are central to all we do
Whakaute (tuku mana) **Respect**	We treat others as they would like to be treated
Manaaki **Caring**	We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti korero **Communication**	We communicate safely, openly and with respect to promote clear understanding
Taumata teitei (hirangi) **Excellence**	Our attitude of excellence inspires success, competence, confidence and innovation

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

- To effectively and efficiently coordinate the day to day activities of the department and staff
- To ensure the provision of quality care which is safe, professional and patient focused
- To demonstrate clinical leadership of the nursing team
- Patient Flow / streamlining patients
- Professional Development
- To promote and role model staff responsibility to Te Tiriti o Waitangi, demonstrating that all patients deserve equitable services
- Health and Safety

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

Key Responsibility Area	Expected Outcomes
To effectively and efficiently co-ordinate the day to day activities of the department and staff	• Maintain a global view of activity within the Short Stay Unit (SSU), while working closely with medical staff to ensure safe and timely delivery of patient care. • Co-ordinate the clinical activities within SSU on rostered shift. • Utilise the patient management systems (Trendcare, WebPas & EdaaG) consistently and effectively in the daily management of the service. • Co-ordinate bed utilisation within SSU and support bed management processes throughout the wider organisation. • Ensure that patient allocation is based on appropriate skill mix and experience of staff. • Efficiently mobilise staff resources within SSU to cover fluctuations in workload, utilising appropriate staffing models and tools (e.g. Trendcare & HaaG). • Ensure appropriate and safe arrangements are made for internal and external patient transfers. • Co-ordinate observer and student activities within SSU. • Liaise with Clinical Nurse Manager / Duty Manager to ensure roster gaps due to sickness / unexpected leave are covered appropriately. • Ensure equipment/ stocks/ supplies are maintained and that any issues related to equipment maintenance are followed through.

Key Responsibility Area	Expected Outcomes
	• Monitor cost effective use of equipment and supplies. • Liaise with police, security and DAO regarding patients / others who are at risk to themselves or others. • Maintain the HaaG screen to initiate variance response management strategies (in conjunction with senior medical / nursing staff) and initiate appropriate responses. • Attend hospital coordination meetings when CNM unable to attend
To ensure the provision of quality care which is safe, professional and patient focused	• 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 the department. • Create an environment where enthusiasm, trust and co-operation are fostered • Recognise 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 (eg. audits, specific projects) • Ensure staff maintains accurate documentation at all times and that it meets departmental, organisational and professional standards. • Competently manage incidents and complaints arising on the shift and liaise with Clinical Nurse Manager in regards to on-going 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 utilizing CNS / CNE / ACNM.
To demonstrate clinical leadership of the nursing team	• Demonstrate expert clinical knowledge and skills in emergency nursing. • Promote effect teamwork to enable a positive and professional working environment. • Proactively monitor and manage the patient's journey through SSU to ensure the Ministry of Health's 6 hour ED length of stay target is consistently met. • Work with the CNM to evaluate reasons for long LOS in the SSU and to change systems / processes to prevent long stays occurring. • Support staff to ensure core screening initiatives are embedded in practice (e.g. smoking cessation, family violence, falls risk, discharge risk and pressure area risk assessment) and feedback any issues / knowledge deficits of staff to the CNM • Ensure hourly rounding of patients in the department • Demonstrate accountability for directing, monitoring and evaluating nursing care that is provided by Enrolled Nurses and Health Care Assistants. • Provide mentorship, and support for staff, particularly when facing difficult situations.

Key Responsibility Area	Expected Outcomes
	• Provide constructive feedback to staff ensuring that professional nursing practice is of a consistently high standard. • Liaise with the CNM 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.
Professional Development	• Maintain personal professional practice in accordance with professional standards, best practice, legislative requirements, policies and guidelines. • Support nurses PDRP portfolio requirements. • Ensure all designations are current. • Support staff as they progress through the Clinical Career Pathway. • Encourage staff to share skills and experience.
Treaty of Waitangi	• Contribute to the promotion of the principles of Treaty of Waitangi and the involvement if Maori within the decision-making process for their health and independence, within District Health Board management processes and procedures • Include the principles of the Treaty of Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Maori in a culturally appropriate and safe manner • Attend the Northland District Health Board Treaty of Waitangi Training / Engaging with Maori Workshop.
Health & Safety	• Ensure compliance with designated responsibilities detailed in Northland District Health Board's Health and Safety Policy • Promote an environment of physical, occupational, cultural, ethical and legal safety • Observe 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: – Practicing and observing safe work methods; – The use of safety equipment; – Reporting unsafe conditions or equipment; and – Reporting and documenting all accidents or incidents • Ensure BLS and Manual Handling is up to date • Enabling safe restraint of patients in difficult situations
Privacy and Confidentiality	• Undertake all duties and responsibilities in accordance with the Privacy Act 1993, Health Information Privacy Code 1994, 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	Desirable
• New Zealand Registered Nurse • Current practicing certificate • PDRP at Expert Level • Computer literacy	• Working towards post graduate qualification • Completed leadership course

Experience

Essential	Desirable
• Minimum 5 years recent experience in an Emergency Department • The ability to work independently and be a member of a team	• Demonstrated leadership skills

Awareness and Understanding of

Essential	Desirable
• The Treaty of Waitangi and its application to the health setting • Privacy Act (1993) and Health Information Privacy Code (1994) • Health and Safety at Work in Employment 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 Emergency Department	• 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 patient/client focus • 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: .....
Name

Signature: .....

Date: .....

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title .....

Signature of employee: .....

Date: .....