

## Job Description

### Clinical Nurse Coordinator

### Community Mental Health Te Roopu Whitiara Whangarei

<b>Position Title:</b>	Clinical Nurse Coordinator
<b>Organisation Unit:</b>	MHAS – Te Roopu Whitiara Whangarei
<b>Location:</b>	Whangarei, Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
<b>Responsible to:</b>	Clinical Team Manager, Te Whatu Ora
<b>Primary Functions of the Position:</b>	<p>To coordinate the people, systems and resources, through a clinical/managerial partnership approach, to ensure service delivery is efficient and effective, and to contribute to the supervision and coaching of team members towards sector integration and recovery focused care.</p> <p>To co-ordinate and manage the model of change complexity</p>

### Functional Relationships

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

Internal	External
<ul style="list-style-type: none"> <li>• Whaiora and their families/whānau</li> <li>• Nursing Staff</li> <li>• Consultants and other medical staff</li> <li>• Allied Health professionals</li> <li>• Te Poutokomanawa</li> <li>• Clinical Team Manager</li> <li>• Clinical Head of Department</li> <li>• Service Manager</li> <li>• General Manager, Mental Health and Addictions</li> <li>• Professional Leaders MHAS Clinical Director</li> <li>• Nurse Director Mental Health Services</li> <li>• Director of Area Mental Health Services</li> <li>• AOD Team</li> <li>• Service Development Manager</li> <li>• Quality Manager</li> <li>• Project Manager</li> <li>• Consumer Advisors</li> <li>• Chaplains and Clinical support staff</li> <li>• Clinical Team Managers and staff of other MHAS teams</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Health and Social Support agencies</li> <li>• Primary health care providers, including Practice Nurses and General Practitioners</li> <li>• NGOs</li> <li>• Other Te Whatu Ora services</li> <li>• Consumer advocates &amp; agencies</li> <li>• Maori Health providers, Northland wide</li> <li>• Community Services</li> <li>• District hospital staff</li> <li>• Aged Residential Care Services</li> <li>• Members of the Public</li> <li>• Department of Corrections</li> <li>• Other government departments</li> <li>• Tertiary education providers</li> <li>• NZ Nursing Council</li> <li>• Professional bodies and associations</li> <li>• Health and social support agencies</li> <li>• Regional MHAS Specialist</li> </ul>

<ul style="list-style-type: none"> <li>• Other Senior Designated Nurses in MHAS</li> <li>• Staff of Nursing &amp; Midwifery Directorate</li> <li>• CNS group</li> </ul> <p>Whangarei Base Hospital wards and departments</p>	Services
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## Key Responsibilities and Expected Outcomes

Te Whatu Ora 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 Te Whatu Ora:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> 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
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu  We treat others as they would like to be treated
<b>Manaaki</b> 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
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te  We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> 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
- Provide clinical leadership and guidance for Te Roopu Whitiara Whangarei in partnership with Clinical Team Manager, Nurse Director MHAS and CHOD
- Implement Innovation & Best Practice
- Human Resources & Managing Relationships
- Patient Safety and Quality Improvement
- 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"> <li>• 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 Te Whatu Ora management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Te Whatu Ora Te Tiriti o Waitangi Training</li> </ul>
Provide clinical leadership and guidance for Te Roopu Whitiara Whangarei in partnership with Clinical Team Manager and CHOD	<ul style="list-style-type: none"> <li>• Work together with Clinical Team Manager and Clinical Head of Department (CHOD) to provide leadership through this triumvirate model</li> <li>• Maintain a global view of clinical activity within Te Roopu Whitiara Whangarei, and support the multi-disciplinary team members to ensure safe and timely delivery of patient care which reflects the service model of care and organizational values.</li> <li>• Co-ordinate all clinical activities within the MDT process.</li> <li>• Ensure appropriate and safe arrangements are made for intake, treatment provision and exit from service.</li> <li>• Act as an advocate for conveying patient and family needs and responses to treatment to the rest of the multi-disciplinary team.</li> <li>• Act as a resource for staff within Te Roopu Whitiara Whangarei.</li> <li>• Promote and create an environment where enthusiasm, trust and co-operation are fostered.</li> <li>• Liaise with Clinical Team Manager / Service Manager/ Duty Manager to ensure gaps due to sickness / unexpected leave are covered appropriately.</li> <li>• Ensure effective clinical communication by liaising on an inter-departmental, inter-service and interagency basis</li> <li>• Recognize and resolve potential conflict situations with Whaiora, Whānau, visitors, staff and other services in conjunction with the Clinical Team Manager, Nurse Director MHAS and CHOD.</li> <li>• Provide leadership to ensure staff maintains accurate documentation at all times and that it meets departmental, organisational and professional standards.</li> <li>• Support the Clinical Team Manager to enhance services clinical and efficiency to ensure sustainable service provision within fiscal limits.</li> <li>• Provide Clinical Team Manager role cover as required.</li> </ul>

Key Responsibility Area	Expected Outcomes
Implement Innovation & Best Practice	<ul style="list-style-type: none"> <li>• Works in partnership with Clinical Team Manager, CHOD and team members to implement initiatives projects and service improvements with a focus on <ul style="list-style-type: none"> <li>– Cooperative pathways with other MHAS services,</li> <li>– Increased integration with primary and NGO providers.</li> <li>– Internal service resource and flow realignments</li> </ul> </li> <li>• Ensure service capacity through ongoing development of clinical capability in shared and stepped care with external agencies.</li> <li>• Promote a MDT team culture driven by recovery principles; evidence based clinical practice, innovation, reflective practice and team learning.</li> <li>• Develop service capacity in recovery planning, whanau involvement, co-existing problems capability and responsiveness to children of parents with mental illness and/or addictions.</li> <li>• Support clinicians/team in achieving implementation of national mental health standards, national and international evidence on best practice.</li> <li>• Promote integrity for Te Roopu Whitiara Whangarei service models and integration with other services.</li> <li>• Support the development of service and individual clinicians cultural capability and responsiveness</li> </ul>
Human Resources & Managing Relationships	<ul style="list-style-type: none"> <li>• Promotion and development of strategies that foster a healthy, positive workplace &amp; clinical environment.</li> <li>• Team members feel supported and valued and work together cohesively.</li> <li>• Contribute to resolution of conflict within team as appropriate and agreed with Clinical Team Manager</li> <li>• Team works collaboratively with Whaiora and their Whānau in the provision of services that foster recovery.</li> <li>• Provide support for case managers through planned regular reviews with each case manager to ensure clinical safety within client care.</li> <li>• Professional development of team members is fostered and is relevant to clinical service provision priorities</li> <li>• Support the Clinical Team Manager and team members with PDRP requirements and advance increased PDRP completion</li> <li>• Support the Clinical Team Manager with all student and new graduate placements and coordination of learning support from the team</li> <li>• Support Clinical Team Manager with individual performance development plans as requirement</li> </ul>

Key Responsibility Area	Expected Outcomes
Patient Safety and Quality Improvement	<ul style="list-style-type: none"> <li>• Works in partnership with Clinical Team Manager CHOD and team members to implement continuous patient safety and quality improvement across the service</li> <li>• Ensure quality assurance activities are integrated into team functions so that service and organisation requirements are met in a timely fashion.</li> <li>• Coordinate team participation in quality assurance and quality improvement activities.</li> <li>• Ensure evidence based practice and service achievement of is evidenced through completion of clinical audits</li> <li>• Monitors and supports clinician's to meet defined caseload KPIs using dashboard as a resource.</li> <li>• Support the Clinical Team Manager with Whaiora and Whānau focused responsive complaint and adverse event management responsibilities.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Ensure compliance with designated responsibilities detailed in Te Whatu Ora Health and Safety Policy and annual objectives</li> <li>• Promote an environment of physical, occupational, cultural, ethical and legal safety</li> <li>• Participate in the organisation's Health and Safety Management training programme.</li> <li>• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>• Practicing and observing safe work methods;</li> <li>• The use of safety equipment;</li> <li>• Reporting unsafe conditions or equipment; and</li> <li>• Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
Privacy and Confidentiality	<ul style="list-style-type: none"> <li>• Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora</li> <li>• Complete mandatory induction training on Privacy responsibilities</li> </ul>

### 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
<ul style="list-style-type: none"> <li>• New Zealand Registered Nurse with current annual practicing certificate with</li> </ul>	<ul style="list-style-type: none"> <li>• Masters or working towards</li> <li>• Duly Authorised Officer status or working</li> </ul>

<ul style="list-style-type: none"> <li>mental health conditions</li> <li>• Relevant PG Diploma</li> <li>• Designated Senior Nurse PDRP or Expert PDRP (demonstrating clinical examples)</li> <li>• Current full drivers licence</li> </ul>	<ul style="list-style-type: none"> <li>towards it</li> <li>• Qualification in additions or co-existing problems treatment</li> </ul>
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## Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• At least 5 years experience in relevant specialty area</li> <li>• At least 7 years post registration experience</li> <li>• Computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Nursing leadership experience</li> <li>• Experience of working in additions or co-existing problems treatment</li> </ul>

## Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>• Te Tiriti o Waitangi and its application to the health setting</li> <li>• Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>• Health and Safety at Work Act 2015</li> <li>• Mental Health Act 1992</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>• New Zealand Council of Healthcare Standards</li> </ul>

## Skills & Personal Attributes

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<ul style="list-style-type: none"> <li>• Interpersonal Skills</li> <li>• Is skilled at relating to and building a rapport with others, and in maintaining harmonious and supportive working relationships.</li> <li>• Has the ability to work independently as well as the ability to be an excellent team player.</li> <li>• Encourages teamwork, cooperation and a positive attitude.</li> <li>• Works collaboratively with multi-disciplinary teams.</li> <li>• Has a positive manner and treats people with tact, respect and diplomacy.</li> <li>• Communication Skills</li> <li>• Communicates effectively, listening to and encouraging the viewpoints of others.</li> <li>• Has excellent written communication skills.</li> <li>• Actively shares knowledge, information and experience with others.</li> <li>• Has sound conflict resolution skills.</li> <li>• Has the ability to communicate with all levels of staff and to develop relevant networks.</li> <li>• Fit with Te Whatu Ora Values</li> <li>• Demonstrates honesty, integrity and respect for all Whaiora, Whānau, carers and staff.</li> <li>• Respects the rights of individuals and maintains patient privacy and confidentiality.</li> <li>• Role models high professional standards at all times</li> <li>• Has a strong Whaiora/Whanau focus</li> <li>• Excellence Focus</li> </ul>

- Has a flexible approach to work showing an ability to adapt to new challenges.
- Has self-insight and the ability to reflect on practice.
- Sets high personal standards and strives to achieve goals.
- Has the ability to critique research and uses relevant information to support quality improvement activities and projects.
- Problem-Solving / Decision Making
- Demonstrates a creative approach to problem solving that is solution focused.
- Applies objective and fair reasoning in problem solving and decision making.
- Considers the wider implications of actions and decisions.
- Is confident and competent in decision making
- Leadership
- Has a strong commitment to patient safety, quality improvement and ensuring an excellent standard of care delivery.
- Demonstrates cultural competency and understands its application to nursing practice.
- Is skilled at mentorship, coaching and appropriate delegation.
- Demonstrates an ability to lead and facilitate change.
- Is a professional leader and role model with the ability to inspire, motivate and develop others.
- Is committed to the development of the nursing / midwifery profession.
- Has a participative and collaborative leadership style.

### 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: Samantha Parata

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: Clinical Nurse Coordinator

Signature of employee: \_\_\_\_\_

Date: \_\_\_\_\_