

# Health New Zealand

## Te Whatu Ora

### Nelson Marlborough

#### POSITION DESCRIPTION

**POSITION:** Registered Nurse - Clinical Coach, Perioperative, Wairau

**RESPONSIBLE TO:** Associate Director of Nursing - Workforce Development

**PROFESSIONAL REPORTING TO:** Director of Nursing and Midwifery

#### Health New Zealand | Te Whatu Ora Nelson Marlborough

**Our vision | Tō tātou manako:** All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

**Our mission | Tō tātou kaupapa:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

#### Our Values – Ō tātou whanonga pono

**Respect | Manaakitanga:** We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

**Innovation | Auaha:** We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori.*

**Teamwork | Whakarāmemene:** We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora kātoa.*

**Integrity | Ngākau tapatahi:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi kātoa.*

#### PURPOSE OF POSITION

To support the development of nursing practice to improve outcomes of Māori, Pacifica, and priority populations.

The clinical coach is responsible for promoting and providing targeted and planned point of care clinical education and coaching for identified individual nurses, nursing cohort or team.

The clinical coach provides education opportunities, supports, and coaches nurses to deliver safe, high-quality care, positively influences patient safety.

To support strategic education plans, align to individual and service needs in conjunction with the nursing leads of the area.

The role promotes and demonstrates the principles of evidence-based practice to meet the learning needs of new and developing nursing team members.

To role model and develop nursing practice that meets the needs of patients and their whanau using contemporary nursing care, which is safe, appropriate, and effective.

To role model and foster practice based on comprehensive assessment, ensures continuity and is patient and whanau centred, culturally safe and evidence based.

The clinical coach may work rostered shifts/across the continuum, sharing a case load with the nurse to maximise education and coaching opportunities.

The clinical coach role has a variance response management component and will provide direct patient care when required.

## **FUNCTIONAL RELATIONSHPS**

The clinical coach works in partnership with a variety of other roles including;

- 
- ADON Workforce
- Charge Nurse Manager
- Associate CNM
- Nurse Educator
- Preceptors
- Nursing team
- Allied and medical teams
- Wider organisation and other departments.

RESPONSIBILITIES	EXPECTED OUTCOMES
<p><b>Domain One - Professional responsibility</b>  <i>Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate advanced critical thinking, judgement and accountability for own actions and decisions</i></p>	
<p><b>Professional Leadership</b>  Evidence professional, legal and ethical responsibility and cultural safety</p> <p><b>Personal and professional development</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates and applies the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</li> <li>• Prioritises and promotes equity and promotes improved health outcomes for Māori, Pacifica, and priority populations.</li> <li>• Identifies Māori and Pacifica nurses who may require additional cultural support and connects them with this support and with peers.</li> <li>• Demonstrating knowledge and judgment and being accountable for own actions and decisions, while promoting an environment that maximises patient safety, independence and quality of life and health.</li> <li>• Role models' professional practice to support nurses' practice within professional standards of the professional, ethical, and relevant legislated requirements.</li> <li>• Supports and guides preceptors to direct, monitor and evaluate nurses.</li> <li>• Reports regularly on nurses/cohort/team progress with the Nurse Educator and or Charge Nurse Manager.</li> <li>• Escalates practice development, conduct and competence concerns.</li> <li>• Works as a highly proficient /expert registered nurse to assist nurses assess patient needs, plan care, and evaluate effectiveness.</li> <li>• Assists with clinical care delivery, role models and promotes evidence-based practice.</li> <li>• Role models and fosters critical thinking.</li> <li>• Enables practice that aligns with Health NZ Nelson Marlborough policies procedures and guidelines.</li> <li>• Demonstrates an ability to adapt to the changing environment Seeks regular professional supervision to discuss how to address areas of difficulty and review quality of practice.</li> <li>• Pursues a program of self-development to broaden critical thinking, evidence-based practice and leadership skills.</li> <li>• Engages in activities of continuous learning, including in-service, self-learning, study days, post graduate study.</li> <li>• Maintains a current PDRP.</li> <li>• Promotes professional responsibilities and organisational PDRP expectations.</li> </ul>

**Domain Two - Management of nursing care**

*Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence*

**Management of nursing care**

Assesses and manages patient/whānau care, which is responsive to the patient's needs and is supported by nursing knowledge and evidence based research.

- Coaches' nurses to undertake 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.
- Works alongside nurses in direct care delivery to support practice development and clinical decision making.
- Create positive safe, respectful and supporting learning environments for individuals and teams.
- Role models skilled administration of interventions, treatments and medications using established policy and guidelines.
- Coaches so that timely intervention is achieved for patients whose condition is assessed as of concern, encouraging escalation as required.
- Promotes care that is patient focused and planned, and responsive ethnic, cultural, religious, and other individual needs.
- Models and promotes appropriate and accurate communication and documentation.
- Coaches' nurses in critical thinking/ clinical reasoning
- Coaches' nurses to prioritise and promote equity to improve health outcomes for Māori, Pacific Island and other priority populations
- Works in clinical practice setting alongside nurses in direct clinical care delivery to role model excellent nursing practice (80%)
- Uses point of care opportunities to provide clinical teaching/coaching/mentoring/ reflective practice skills to support clinical decision making.
- Ensures that nurses receive the assistance and support that they require to practice competently and maintain patient safety.
- Ensures that nurses identify professional learning goals in collaboration with the clinical coach.
- Role models evidence-based practice across all nursing practice.
- Utilize the organisations policies, procedures, and guidelines.
- Fosters professional practice and builds confidence to escalation pathways in a timely manner.
- Shows good clinical teaching/coaching skills to achieve change in clinical practice.
- Provides opportunities for nurses to reflect on their practice to improve patient, team outcomes.
- Practices in partnership with team to ensure the after-hours support team to ensure there is continued support for staff providing complex clinical care across the 24 hours.

**Domain Three - Interpersonal relationships and enhancing the patient experience**

*Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.*

**Interpersonal relationships**

Applies interpersonal and therapeutic communication with patients, other nursing staff and interprofessional communication and documentation

- Fosters a multidisciplinary approach to optimise outcomes of patient care.
- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships.
- Provides feedback in a manner that is respectful, constructive and strengths based.
- Has challenging conversations leading to positive outcomes when required to support practice development.
- Identifies and advocates for nurses learning needs.
- Role models therapeutic communication when establishing, maintaining, and concluding relationships with clients/ whanau, coordinating interdisciplinary team care planning in partnership with the client and their family/whanau.
- Demonstrates collaborative relationships with the nursing team and wider professional teams.
- Demonstrates collaborative problem solving, to improve patient outcomes.
- Demonstrates and role models an understanding of the wider organisations needs and can adapt and be flexible to accommodate the needs of other departments.
- Demonstrates communication that reflects patient centred care.
- Role models accurate and timely documentation that aligns with the organisation policies.
- Demonstrates and promotes change management and quality improvement initiatives.
- Promotes a culture of learning within the department.
- Demonstrates good communication skills and effective conflict resolution.
- Contributes to service strategic planning and implements changes.

**Domain Four Interprofessional healthcare and quality improvement to deliver organisational objectives**

*Includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team*

Demonstrates that as a member of the health care team, they evaluate the effectiveness of care and promote a nursing perspective within the interprofessional activities of the team

- Role Models and promotes quality projects, monitors and improves standards of nursing practice and effectively manages change in practice and service delivery.
- Fosters a culture of teamwork.
- Contributes to the development and update of policy and procedures.
- Advocates for continuous improvement and quality within the team
- Assists with incident investigations and corrective action implementation.
- Participates in quality improvement processes that are evidence based and are underpinned by robust quality processes.
- Has a demonstrated ability to lead in a supportive manner in a changing environment.
- Adapts in a changing environment, demonstrates the ability to utilise the resources available, keeping the needs of the wider organisation, the patient, and their whanau at the centre of care.
- Ensures that Health and Safety requirements are met and aware of resources available if required.

<p><b>Contributes to interdisciplinary health care using professional knowledge and effective interpersonal relationships</b></p>	<ul style="list-style-type: none"> <li>• Develops collaborative relationships within the wider team that result in effective partnerships</li> <li>• Role models effective and considerate communication and change management leadership skills.</li> <li>• Feedback shows satisfaction with the contribution to internal advisory groups and level of good relationships reported.</li> <li>• Feedback demonstrates empathy, respectful communication and effective outcomes.</li> <li>• Defusing and debriefing processes facilitated as required, involving multi-disciplinary team members.</li> <li>• Advises on professional nursing practice issues to enhance practice effectiveness and safe clinical outcomes. This includes portfolio assessment and representation on external advisory groups.</li> </ul>
<p><b>Professional Development</b></p>	<ul style="list-style-type: none"> <li>• Meets the requirements of the Nursing Council.</li> <li>• Develops a career plan and professional development plan</li> <li>• Participates in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Pro-actively participates in quality improvement processes in your area of work.</li> <li>• Supports our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence based practice</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Other duties as negotiated with your Manager</li> <li>• Meet obligations contained in Appendix 1 &amp; 2</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

- Registration with the Nursing Council of New Zealand as a Registered Nurse
- Current practising certificate
- Expert PDRP portfolio desired
- Post graduate certificate desired

### **EXPERIENCE AND SKILLS**

- Skills, knowledge and ability to provide education and coaching appropriate to perioperative care nursing
- A minimum of 3 to 4 years of post-registration perioperative care nursing experience
- Ability to demonstrate clinical leadership, and maintain contemporaneous evidence informed practice
- Experience in adult learning principles and 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
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Nelson Marlborough Information Technology policies

### **KNOWLEDGE OF:**

- HPCA act and its amendments
- Nursing Council of NZ key documents – Scope of Practice for Nurses; NP, RN, RN Expanded practice, EN; Direction & Delegation; and Educational Standards
- Treaty of Waitangi and its application to the health setting
- Misuse of Drugs Act (1977) and Regulations
- NCNZ Code of Conduct (2012)
- Health & Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)
- Privacy Act (1993) and Health Information Privacy Code (1994)
- Health and Safety at Work Act (2015)
- New Zealand Health Care Standards
- Health NZ Nelson Marlborough Nursing and Midwifery Policies and Procedures.
- Equal Employment Opportunities
- NZNO Code of Ethics (2010)
- NZNO Standards of Professional Nursing Practice (2012)
- Current over-arching NZ Health Strategies

### **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
- Is able to 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
- Flexibility in order to meet learning needs



## **APPENDIX 1**

### **General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health, Safety and Wellbeing**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

## **5. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

## **6. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **7. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **8. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **9. Treaty of Waitangi**

Health NZ Nelson Marlborough is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **10. Smokefree**

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.

## APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"><li>• a chronic skin condition</li><li>• been working in an overseas healthcare facility in the last year</li><li>• been MRSA-positive in the last year</li></ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.