

# Health New Zealand

## Te Whatu Ora

### Nelson Marlborough

Position Description	
Position Title:	<b>Clinical Coordinator – Early Support Discharge Team</b>
Service & Directorate:	Community Services & Rural Hospital
Location:	Nelson
Reports to:	Team Leader Community Allied Health Services
Professionally reports to:	Team Leader Physiotherapy – Professional or Nurse Manager District Nursing - professional
DHB Delegation Level:	Nil
Number of direct reports:	Nil
Date:	January 2025

Our Vision			
All people live well, get well, and stay well. Kaiao te tini, ka ora te mano, ka noho ora te nuinga.			
Our Mission			
Working with the people of our community to promote, encourage and enable their health, wellbeing and independence			
Our Values - Ā Mātou Uara:			
Respect	Innovation	Team Work	Integrity
We care about, and will be responsive to, the needs of our diverse people, communities and staff.	We will provide an environment where people can challenge current processes and generate new ways of working and learning.	We create an environment where teams flourish and connect across the organisation for the best possible outcome.	We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.
CONTEXT THIS POSITION OPERATES WITHIN			

Nelson Marlborough Health (NMH) is responsible for the effective delivery of health and disability services to people of Nelson, Tasman and Marlborough. This includes hospital based services, community based services and referrals to and from appropriate tertiary centres.

Nursing and Allied Health, Scientific and Technical professionals work in health care teams providing a range of nursing, diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the communities they serve.

This role will work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout the NMH in a way that is consistent with the Organisation’s vision and values.

## PURPOSE OF ROLE

The Clinical Coordinator provides support to the line manager by taking on delegated leadership and/ or operational tasks. The role may also be required to provide direct clinical care, in addition to their existing clinical role, as appropriate to the needs of the service area. The role may have some delegated staff management tasks, though does not have budgetary responsibility.

Whilst the position description is full and comprehensive, it is recognised that there will need to be changing areas of focus in order to reflect realistic service delivery within the allocated FTE.

**KEY RESULT AREAS:**

Key Accountabilities:	Examples of successful delivery of duties and responsibilities
<b>Leadership &amp; Management</b>	
<ul style="list-style-type: none"> <li>• Provides day to day clinical leadership and coordination of the team. Examples include effective and equitable allocation of resources, referral and waitlist management and provision of clinical advice, support and guidance to others.</li> <li>• Works in partnership with referrers to clearly communicate the role of the team/service and set expectations and boundaries from first referral.</li> <li>• Undertake tasks delegated by their line manager, for example induction, roster support, clinical assurance, complaint and adverse event management.</li> <li>• Directs and delegates day to day deployment of staff as required in the role, ensuring that delegated tasks, documentation and communication are carried out.</li> <li>• Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required.</li> <li>• Carries out or support others with assessment and management of risks for example, clinical, financial, reputational etc.</li> <li>• Fosters and develops an environment of team work with positive working relationships and dynamics.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides reports to the line manager in relation to team/service area.</li> <li>• Review of leave requests. Identify impact upon service and confirm service continuity plans prior to TL sign off.</li> <li>• Demonstrates negotiation and conflict management skills within the workplace.</li> <li>• Communicates regularly with the Team Leader(s) and/or Operations Centre to inform of resource allocation and other relevant issues affecting acute flow (develop community team contribution to Hospital at a Glance)</li> <li>• Support the Early Supported Discharge Team visibility in MDT discharge planning</li> </ul>
<b>Clinical Practice</b>	
<ul style="list-style-type: none"> <li>• Be able to demonstrate practice that meets the clinical pillar expectations of an advanced allied health professional level role.</li> <li>• Assists clinical staff to plan patient/client flow and optimise case load management to match capacity with demand.</li> <li>• Demonstrates provision of and supports others with culturally safe / bicultural practice with patients / clients and their whānau.</li> <li>• Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for patients/clients and/or whānau.</li> </ul>	<ul style="list-style-type: none"> <li>• Completes documentation consistent with legal and organisational requirements.</li> <li>• Support meeting ACC contractual requirements ( NARP and outpatient contract)</li> <li>• Support team with patient care reflections ( case reviews / second opinions )</li> <li>• Ensure robust triage processes align to NMH values</li> </ul>
<b>Teaching &amp; Learning</b>	
<ul style="list-style-type: none"> <li>• Maintains competency to practice through identification of learning needs and continuing professional development activities. This should comply with professional body requirements.</li> <li>• Leads and fosters a learning environment for staff including teaching process and quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Completes core training as applicable for the role.</li> <li>• Participates in an annual performance review and associated clinical assurance activities.</li> <li>• Contributes to the training needs analysis for the team / service / profession.</li> </ul>

<ul style="list-style-type: none"> <li>Promotes awareness of current developments in the service area.</li> <li>Develops clinical and leadership skills of others by supporting and providing learning opportunities.</li> </ul>	
<b>Service improvement and Research</b>	
<ul style="list-style-type: none"> <li>Promotes professional practice that is based on best practice and research that supports organisational strategic aims.</li> <li>Takes the lead on development of quality improvement activities for service delivery. This may include referral pathways, care pathways / treatment protocols, standards of practice etc.</li> <li>Promotes and supports shared learning across services and NMH, where shared learning and standardisation in systems / processes would be beneficial for patients / clients.</li> <li>Contributes to NMH annual planning process (strategic and operational) including identifying gaps in service and capital expenditure.</li> <li>Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.</li> </ul>	<ul style="list-style-type: none"> <li>Actively participates in working groups / clinical networks beyond the team, to identify and implement service improvements as appropriate</li> <li>As required works in partnership with the Nursing &amp; Allied Health Quality &amp; Systems Improvement Lead</li> </ul>
<b>Professional Competencies</b>	
<ul style="list-style-type: none"> <li>Maintain own professional registration requirements as directed by the legislation relevant to the incumbent's profession</li> </ul>	<ul style="list-style-type: none"> <li>You maintain your professional registration</li> <li>You have an up-to-date professional development plan</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> <li>Act as a role model for the NMH Organisational Values.</li> </ul>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>Live and support the NMH values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<ul style="list-style-type: none"> <li>Identifying areas for personal and professional development.</li> <li>Participates in professional supervision in line with the organisation's requirements and/or professional body.</li> </ul>	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>General Responsibilities of an Employee of Nelson Marlborough Health – Appendix 1</b>	

<b>KEY RELATIONSHIPS AND AUTHORITIES</b>	
Key Relationships within the DHB:	Key Relationships outside the DHB
<ul style="list-style-type: none"> <li>Patients, relatives</li> <li>Families and whanau</li> <li>Other Allied Health Staff</li> <li>Clinical Staff</li> <li>Te Waka Hauora</li> <li>Mental Health Services</li> <li>Public Health Services</li> <li>Needs Assessment and Service Co-ordination</li> </ul>	<ul style="list-style-type: none"> <li>Registration authority</li> <li>Professional Associations</li> <li>NGO Maori Providers</li> <li>NGO - Community</li> <li>GP's and Primary care</li> <li>ACC</li> <li>Academic Institutions</li> <li>Peers in other DHB's</li> </ul>

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**PERSON SPECIFICATION - Clinical Coordinator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• A registered health professional, relevant to role with a current practising certificate and a minimum of 5 years clinical experience, three of which must be current.</li> <li>• Member of relevant Professional Association</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of ongoing personal educational development e.g. undertaking further tertiary level education</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven clinical leadership abilities</li> </ul>	
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Broad understanding of relevant practice areas</li> <li>• Experience of working with other professions i.e. experience of multidisciplinary- inter-professional settings</li> <li>• Skills in facilitation of groups and professional development competencies</li> <li>• Committed to the ideals of research and evidence-based best practice</li> <li>• Have a sound knowledge of IT systems and applications</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Outstanding interpersonal and communication skills.</li> <li>• Ability to network, development key relationships and partnership</li> <li>• Influencing skills, ability to get others on board and motivate them to reach their potential</li> <li>• Possesses the ability to think outside the square as well as to communicate and influence at all levels</li> <li>• Innovative, proactive, enthusiastic, flexible and creative with a positive approach to all situations including problem solving</li> <li>• Ability to motivate</li> <li>• Ability to work in a supportive and honest manner</li> <li>• Demonstrable peer credibility and respect</li> <li>• Accepts responsibility for own actions</li> </ul>	

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

## **APPENDIX 1**

### **General Responsibilities of an Employee of Nelson Marlborough Health (NMH)**

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

As an employee of NMH 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 NMH 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 NMH 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**

NMH 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 NMH’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**

NMH 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. Smoke free**

NMH is a Smoke free Organisation. This applies to all staff and contractors working within NMH 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 NMH staff employed on Board business in the community.

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

Signed: ..... Date: .....

## 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.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH
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 new-born 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.