

**POSITION DESCRIPTION**

**POSITION:** Clinical Coordinator – Community Oral Health Service

**RESPONSIBLE TO:** COHS Manager – Community Oral Health Service

**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 ākonga, 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 katoa.*

**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 katoa.*

**PURPOSE OF POSITION**

The Clinical Coordinator (CC) position is a senior therapist leadership role for the hub teams in the Community Oral Health Service (COHS), Health NZ (Nelson/Marlborough).

Clinical Coordinator: Coordinates clinical activities within the team/service on a day-to-day basis as delegated by the line manager. This role will also be required to provide direct clinical care as appropriate to the needs of the service area. Types of roles may include central coordination across hubs.

The purpose of the position is coordination of in-hub activities in hubs. Key responsibilities include:

- Act as the Lead Therapists for the hub team
- Coordinating hub activities to ensure efficient use of appointments
- Providing on site team support in collaboration with the COHS Manager
- Provide support and mentorship to therapists in clinical care
- On site operational support in collaboration with COHS Manager Support
- Education Training and Performance processes within hubs
- Lead the Quality and Risk processes in hub

This role is 0.2FTE; (i.e. 8 hours day per week in addition to clinical duties, at times as required for the hub. The hours of work will be 0730-1630hrs. The holder will be no less than 0.8 FTE in their current clinical role. The role will be held in hubs where a Professional Advisor is not regularly placed.

RESPONSIBILITIES	EXPECTED OUTCOMES
<b>1. Uphold the values and mission of COHS to provide high quality Oral Health care.</b>	<ul style="list-style-type: none"> <li>• Works in accordance with Health NZ (Nelson Marlborough) vision and values.</li> <li>• Promotes the mission of Health NZ and COHS in the DA team.</li> <li>• Acts as a professional role model across professional / consumer/ health system interactions.</li> <li>• Supports and upholds consumers/caregiver rights ensuring these are acknowledged and reflected in provision of care.</li> <li>• Ensures consumer confidentiality, dignity and privacy are respected and maintained.</li> </ul>
<b>2. Supports equity in care and Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Leads by words and actions to show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Māori perspective as tangata whenua.</li> <li>• Understands identified health disparities and promotes mechanisms to decrease these.</li> <li>• Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>• Creates and sustains an environment that promotes biculturalism and responsiveness to Māori issues in the hub team.</li> <li>• Facilitates and encourages the use of Māoritanga in their hub and the team.</li> </ul>

<b>3. Acts as the lead therapist for the hub</b>	<ul style="list-style-type: none"> <li>• Role models excellence in Dental/Oral Health Therapy practice.</li> <li>• Guides and supports therapists in their roles.</li> <li>• Works with the COHS Manager Clinical Director and Professional Advisors to embed the CC role in the service.</li> <li>• Supports the DA Team Leader and the hub therapy team to ensure best utilisation of the DA team knowledge and skills.</li> <li>• Supports and Integrates students and new staff in the workplace.</li> <li>• Supports the ongoing development of a positive team culture of strong communication and collaboration.</li> <li>• Leads a “can do” attitude in the hub team creating a climate where people want to do their best.</li> <li>• Creates an environment in which each person feels their work is important.</li> <li>• Acts as a change agent and provides support when facilitating the introduction of change in hub.</li> <li>• Works to support standardised and consistent processes across the service.</li> </ul>
<b>4. Day-to-day Coordinator of the hub team</b>	<p>In collaboration with the COHS Manager</p> <ul style="list-style-type: none"> <li>• Coordinates the hub team on day-to-day basis by: <ul style="list-style-type: none"> <li>○ Assisting and supporting the therapy and reception teams to manage patient flow on a day to day basis.</li> <li>○ supporting rostering decision and processes</li> <li>○ ensuring fair in hub workload distribution</li> <li>○ monitoring skill mix in hubs</li> </ul> </li> <li>• Oversees in hub DA delegated responsibilities for hub functions including: <ul style="list-style-type: none"> <li>○ Reprocessing</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>○ Equipment and Maintenance</li> <li>○ Health and Safety</li> <li>○ Stores management</li> <li>• Reports hub team issues to COHS Manager in a timely manner.</li> </ul>
<b>5. Coordinate operationally effective and efficient management of the hub service</b>	<ul style="list-style-type: none"> <li>• Takes an active role in development and operation of systems which support high quality, efficient oral health care for the region.</li> <li>• Ensures all policies related to hub functions are applied appropriately and consistently to support equitable outcomes, safe care and optimal patient and whanau experience at COHS facilities.</li> <li>• Attends meetings to discuss operational matters and inform COHS Leadership team from hub perspective as requested.</li> <li>• Provides input into the workforce planning processes incorporating the Health NZ strategic direction ensuring that hub issues and impacts are considered.</li> <li>• Leads hub meeting communicating between the team and COHS leadership</li> </ul>
<b>6. Supports the Professional Development of hub Team</b>	<ul style="list-style-type: none"> <li>• Provides timely and clear feedback to the COHS Manager regarding hub performance.</li> <li>• Supports New Graduates, students and all staff to become confident and competent in their role.</li> <li>• Assists and support COHS Manager with performance management processes and appraisals</li> <li>• Identifies and reports training needs</li> </ul>

<b>7. Demonstrates a commitment to ongoing personal professional development and clinical competence within the Unit</b>	<ul style="list-style-type: none"> <li>• Maintains and continuously develops expertise in the therapy service.</li> <li>• Participates in own annual performance review process including review of performance goals and identification of areas for professional development.</li> <li>• Participates in educational opportunities relevant to the role</li> <li>• Maintains regional and national networks to support an national approach.</li> </ul>
<b>8. Facilitates the provision of quality health care and risk management</b>	<ul style="list-style-type: none"> <li>• Coordinates and lead the in-hub Quality Improvement approach to functioning of COHS.</li> <li>• Support the development and review of policies and procedures relevant to hub matters.</li> <li>• Ensures that the Health NZ Nelson Marlborough's policy implementation processes are followed.</li> <li>• Uses critical thinking focused on improving outcomes.</li> <li>• Demonstrates a commitment to risk management.</li> <li>• Demonstrates commitment to effective resource utilisation within the department.</li> <li>• Identifies opportunities for development of new initiatives for quality in practice.</li> <li>• Supports hub team in fulfillment of their hub Quality responsibilities.</li> <li>• Provides reports as requested by COHS Manager.</li> </ul>
<b>9. Effective communication and collaboration with staff, consumers and their families/whānau.</b>	<ul style="list-style-type: none"> <li>• Communicates effectively with leadership, staff and patients/whanau.</li> <li>• Maintains a high level of skill in communication:             <ul style="list-style-type: none"> <li>a. Spends the extra effort to put others at ease</li> </ul> </li> <li>• Easy to approach and talk to             <ul style="list-style-type: none"> <li>a. Warm, pleasant, and gracious</li> <li>b. Patient with the interpersonal anxieties of others</li> <li>c. Builds rapport well</li> <li>d. Is a good listener.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Proactively raises issues identified with the COHS Manager and the hub team, proactively seeking solutions and resolutions.</li> <li>Utilises and acknowledges other team members' expertise to manage issues so that care is focused, efficient, streamlined and well-coordinated.</li> </ul>
<b>10. Coordinates in hub Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Maintains knowledge of Health and Safety Act (2015) requirements.</li> <li>Actively supports and ensures compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>Reports health and safety issues in a timely manner.</li> </ul>
<b>11. General</b>	<ul style="list-style-type: none"> <li>Undertakes assignments or projects as directed by the COHS Manager or wider management team.</li> <li>Undertakes other duties as directed by COHS Manager within scope of role.</li> </ul>
	<ul style="list-style-type: none"> <li>Actively promotes and supports effective communication within the inter-professional clinical team.</li> <li>Role models and promotes effective team participation, collaboration and a team approach</li> <li>Develops and maintains knowledge and skill in advocacy, negotiation and conflict resolution across professional / consumer/ health system interactions.</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

#### *Essential*

- Registered DT/OHT with current APC
- Holds a current full driving licence.

### **EXPERIENCE/KNOWLEDGE**

#### *Essential*

- Minimum of 5 years recent therapist experience.
- Experience knowledge and skills to support role.
- Demonstrated skill to multi-task and manage multiple projects re-prioritising as required.
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint, Outlook and Titanium.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ (Nelson Marlborough) Information Technology policies.

#### *Knowledge of:*

- Health & Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)
- Health and Safety at Work Act (2015)
- New Zealand Health Care Standards

### **SPECIFIC SKILLS**

- Written and verbal communication.
- Ability to prioritise and manage time.
- Effective problem solving/planning skills.
- Demonstrated multi-disciplinary relationship skills.
- Ability to lead and manage in a fast moving, rapid response environment.
- Knowledge of current issues within DA scope.
- Ability to work independently and to be an effective team member.
- Knowledge and understanding of medico/legal and ethical responsibilities of DA.

### **PERSONAL ATTRIBUTES**

- Positive and friendly approach.
- Ability to positively manage in a fast-paced complex health environment and to ensure that teams and individuals are taken along with all changes proposed or initiated.
- Openness to learning conflict management skills.
- Openness to change.
- Ability to lead within a community facing health care environment and to enhance care that is patient centred.
- Ability to assess and analyse situations to ensure staff safety and quality patient care.
- A good listener.
- Multidisciplinary team focus.
- Consumer focused.
- Empathy and respect for individuals from diverse backgrounds.
- Ability to take initiative and translate vision for others.
- Commitment to ongoing education/ professional development.
- Honest and reliable.

- Is widely trusted by the team.
- Is seen as a direct, truthful individual.
- Can present information to others in an appropriate and helpful manner.
- Keeps confidences and confidentiality.
- Open about mistakes and seeks to rectify.
- Does not misrepresent him/herself for personal gain.

## **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.