

POSITION DESCRIPTION

POSITION: Registered Nurse – Clinical Coach

RESPONSIBLE TO: Charge Nurse Manager

**PROFESSIONAL
REPORTING TO:** District Chief Nurse

Te Whatu Ora Health New Zealand (Nelson Marlborough)

Our vision: All people live well, get well, 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: We care about, and will be responsive to, the needs of our diverse people, communities and staff.

Innovation: We will provide an environment where people can challenge current processes and generate new ways of working and learning.

Teamwork: We create an environment where teams flourish and connect across the organisation for the best possible outcome.

Integrity: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

PURPOSE OF POSITION

The registered nurse (RN) Clinical coach role is a multifaceted role that provides a significant impact to patient outcomes. The RN aims to deliver safe, evidence-informed, and culturally responsive care that upholds the principles of Te Tiriti o Waitangi and reflects the six Pou of nursing competence. The Registered Nurse works collaboratively within interprofessional teams to promote health, prevent illness, and support recovery, while advocating for equity and excellence in care across diverse populations.

The clinical coach role is a RN role is aimed at promoting a learning environment that supports the development of nursing knowledge and skills.

The coach support staff to deliver high quality care, and positively influence patient safety .

The purpose of the RN at Nelson Marlborough Health New Zealand Te Whatu Ora is to take a relentless pursuit of excellence approach to patient and whanau care.

The RN provides a holistic approach to patient care that is clearly evident by the following:

- Practice that aligns with the Te Tauhi Nursing Workforce Strategy.
 - The nurse provides patient / whanau care that prioritises the provision of the fundamentals of care.
 - Promotes a 'How can I help culture'.
 - Role models 'All eyes on Patients' approach to patient care and teamwork.
 - Takes a 'team of teams' approach to teamwork and considers the wider organisations needs and impact on patient care.
 - Demonstrates a commitment to improving Nursing Key Performance Indicators (KPI), falls prevention, pressure area prevention and accurate CCDM.
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FUNCTIONAL RELATIONSHPS

- Charge nurse manager/Associate Charge Nurse Manager
- Nurse Educator
- Inter-professional team
- Duty Nurse managers
- Interdepartmental nursing teams
- Wider organisational teams

RESPONSIBILITIES	EXPECTED OUTCOMES
Pou one: Māori health Reflecting a commitment to Māori health, registered nurses support, respect and protect Māori rights while advocating for equitable and positive health outcomes. Nurses are also required to demonstrate kawa whakaruruhau by addressing power imbalances and working collaboratively with Māori. The descriptors below identify the requirements for registered nurses working in partnership with Māori.	
The RN - working in partnership with Māori.	• Engages in ongoing professional development related to Māori health and the relevance of Te Tiriti o Waitangi articles and principles. • Advocates for health equity for Māori in all situations and contexts. • Provides care of that patient / whanau that takes into consideration the impact of social determinants, such as colonisation, on health and wellbeing. • Incorporates the use of te reo and incorporates tikanga Māori into practice where appropriate. • Applies the fundamentals of care principles to developing trust and building a rapport with patients and their whanau.

Pou two: Cultural safety

Nursing practice ensures that registered nurses provide culturally safe care that is inclusive, responsive and equitable. This requires nurses to reflect on their practice, understand their cultural identity and the power imbalances between the nurse and the recipient of care. The descriptors below identify the requirements to ensure culturally safe nursing practice.

Provides care that is culturally safe

- Provides culturally safe care which is determined by the recipient
- Challenges racism and discrimination in the delivery of nursing and health care.
- Engages in partnership with individuals, whānau and communities for the provision of health care.
- Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health when providing care.
- Contributes to a collaborative team culture which respects diversity, including intersectional identities, and protects cultural identity by acknowledging differing worldviews, values and practice.
- Promotes care that is patient focused and planned, and responsive ethnic, cultural, religious, and other individual needs.

Pou Three: Whanaungatanga and communication

A commitment to whanaungatanga and communication requires registered nurses to establish relationships through the use of effective communication strategies which are culturally appropriate and reflect concepts such as whānau-centred care and cultural safety. An understanding of different forms of communication enables the nurse to engage with the interprofessional healthcare team, advocate for innovative change where appropriate and influence the direction of the profession.

Provides effective communication with individuals, whānau and the wider healthcare team

- Understands and complies with professional, ethical, legal and organisational policies for obtaining, recording, sharing and retaining information acquired in practice.
- Determines the language and communication needs (verbal and non-verbal) of people, whānau and communities.
- Incorporates professional, therapeutic and culturally appropriate communication in all interactions.
- Communicates professionally to build shared understanding with people, their whānau and communities.
- Assesses health-related knowledge, provides information and evaluates understanding to promote health literacy
- Ensures documentation is legible, relevant, accurate, professional and timely.
- Uses appropriate digital and online communication.
- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships.
- Provides, receives and responds appropriately to constructive feedback.
- Feedback demonstrates empathy, respectful communication and effective outcomes.
- Demonstrates appropriate and accurate communication and documentation.
- Has challenging conversations leading to positive outcomes when required to support practice development.
- Engages in therapeutic communication when establishing, maintaining, and concluding relationships with clients/ whānau, coordinating interdisciplinary team care planning in partnership with the client and their family/whānau.
- Demonstrates collaborative relationships with the nursing team and wider interdisciplinary teams.
- Leads where they stand in all situations.

Pou four: Pūkengatanga and evidence-informed nursing practice

Pūkengatanga and evidence-informed nursing practice requires registered nurses to use clinical skills, coupled with critical thinking and informed by high quality and current evidence, to provide quality, safe nursing care. Evidence-informed practice prepares the nurse to differentially diagnose, plan care, identify appropriate interventions, lead the implementation and evaluate care provision and outcomes.

The RN coordinates, manages, leads and evaluates the delivery of quality care.	• Understands the wide range of assessment frameworks and able to mentor the use of appropriate frameworks to undertake comprehensive assessments in the practice setting. • Develops differential diagnoses based on a comprehensive assessment, clinical expertise and current evidence to inform the plan of care. • Implements and evaluates effectiveness of interventions and determines changes to the plan of care. • Coordinates and assigns care, delegates activities and provides support and direction to others. • Safely manages medicines based on pharmacotherapeutic knowledge, including administration in accordance with policies and best practice guidelines. • Supports individual and whānau choices of complementary therapies by ensuring they have sufficient information to make informed decisions about treatment options • Understands cultural preferences for complementary treatment, such as the use of rongoā, and supports integration into care. • Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing. • Applies infection prevention and control principles in accordance with policies and best practice guidelines. • Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person. • Understands and works within the limits of expertise and seeks guidance to ensure safe practice. • Maintains awareness of trends in national and global nursing to inform change in practice and delivery of care. • Demonstrates collaborative problem solving, to improve patient outcomes.
Pou five: Manaakitanga and people-centred care Manaakitanga and people-centred care requires nurses to demonstrate compassion, collaboration and partnership to build trust and shared understanding between the nurse and people, whānau or communities. Compassion, trust and partnership underpin effective decision-making in the provision of care to support the integration of beliefs and preferences of people and their whānau.	
Provides person and whanau centred care .	• Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau. • Upholds the importance of upholding the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice. • Demonstrates the fundamentals of care principles and builds trust and rapport with patients and their whanau. • Facilitates opportunities for people and whanau to share their views and actively contribute to care planning, decision-making and the choice of interventions. • Establishes, maintains and concludes safe therapeutic relationships.

Pou six: Rangatiratanga and leadership Rangatiratanga and leadership in nursing practice are demonstrated when nurses proactively provide solutions and lead innovation to improve the provision of care. Leadership requires all nurses to act as change agents and lead change when appropriate. Fundamental to the integration of leadership is the need for nurses to intervene, speak out, and advocate to escalate concerns on behalf of colleagues or recipients of care.	
Leads and works effectively as part of an interprofessional healthcare team	• Actively role models and guides nurses to contribute to a collaborative team culture of respect, support and trust. • Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures. • Demonstrates continuous learning and proactively seeks opportunities for professional development. • Engages in quality improvement activities. • Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practise safely • Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices.
Professional Development	• Maintains PDRP 3 yearly. • Meets the requirements of the Nursing Council. • Develops a career plan and personal professional development plan. • Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	• Demonstrates an 'All eyes on patients approach to patient care'. • Demonstrates the Fundamentals of Care in all patient /whanau interactions and care provision. • Pro-actively participates in quality improvement processes in your area of work. • Supports our teams to provide a high quality, customer oriented and focused service, which follows evidence-based practice. • Proactively leads departmental change in response to organisational needs.
General	• Other duties as negotiated with your manager • Meet obligations contained in Appendix 1 & 2 • Demonstrates consideration and a 'how can I help culture' of the wider organisation during times of pressure.

PERSON SPECIFICATION

QUALIFICATIONS

- Registration with the Nursing Council of New Zealand as a Registered Nurse
- Current practising certificate
- PDRP portfolio (proficient /expert)
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EXPERIENCE AND SKILLS

- Positive solution focused and fosters patient /whanau centered care.
- Demonstrated ability to lead and support the values of the organization in the clinical setting
- Established skills, knowledge and ability to provide education and coaching appropriate areas.
- 'How can I help' approach to finding solutions.
- Provides care that role models 'All eyes on patients' when providing care to patients and whanau.
- Demonstrated a 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 Te Whatu Ora (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
- Pae Ora (Healthy Futures) Act 2022
- Nga Paewera MOH Standards
- Misuse of Drugs Act (1977) and Regulations
- NCNZ Code of Conduct (2012)
- Health NZ Te Whatu Ora Code of Conduct
- 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
- Te Whatu Ora (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

- A 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

APPENDIX 1

General Responsibilities of an Employee of Te Whatu Ora (Nelson Marlborough)

1. Professional Responsibilities

As an employee of Te Whatu Ora 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 Te Whatu Ora 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 Te Whatu Ora 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

Te Whatu Ora 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 always 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 Te Whatu Ora’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

Te Whatu Ora 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

Te Whatu Ora is a Smokefree Organisation. This applies to all staff and contractors working within Te Whatu Ora 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 Te Whatu Ora 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.

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 Te Whatu Ora
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 ¹ new staff who will be working in clinical areas should be screened for MRSA if they have: • a chronic skin condition • been working in an overseas healthcare facility in the last year • been MRSA-positive in the last year
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 ²

¹Clinical 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.)

²Exposure-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.