

Position Description

Position Title	Clinical Coordinator - Registered Health Professional		
Location	Auckland	Reports to	Clinical Nurse Manager, North Island
Hours	40 hours per week	Direct reports	Nil
Main Purpose	To assess client needs and develop support plans to guide restorative service delivery as well as coordinate and review the delivery of restorative home-based support services for assigned clients.		
Key Relationships	Internal <ul style="list-style-type: none"> • Service Delivery Team • Client Services Team 		External <ul style="list-style-type: none"> • Funders • Other health professionals • Clients and their families

Key Result Area	Key Accountabilities	Expected Results
Client Services	<ul style="list-style-type: none"> • Assess / review clients, utilising the prescribed tools to gather and document data • Develop and update client Support Plans • Identify and report situations that may impact on the safety of health consumers or staff • Report changes in client health or coping status in a timely manner • Monitor and document client progress towards goals • Assessments / reviews are completed within the required timeframes and within scope of practice • Support plans are documented using the required template, are individualised, goal directed and consider all relevant client considerations • All work with clients incorporates the principles of the Treaty of Waitangi • Relevant 'Alerts' are documented into the client management system <p>Complete all documentation and data entry within required timeframes in accordance with RDNS NZ policies and procedures</p>	<ul style="list-style-type: none"> • Services are delivered to clients in accordance with the organisation's strategic direction, policies and procedures, quality processes, operational systems and contractual requirements • All work is within the scope of practice defined by the relevant professional Council of New Zealand and within level of competence and contractual service specifications <p>All reviews and client documentation is up to date and accurate</p>
Leadership	<ul style="list-style-type: none"> • Provides leadership, role modelling and clinical oversight for Support Workers 	<ul style="list-style-type: none"> • Decisions are made within the parameters of RDNS NZ policies and procedures regulations/legislation

	<ul style="list-style-type: none"> Follow up on clinical issues raised by Support Workers Report Support Worker performance issues to the Team Leader 	Issues raised by Support Workers are followed up and resolved
Building & Maintaining Relationships	<ul style="list-style-type: none"> Works effectively with clients from all cultural groups in a manner that clients deem to be culturally safe Builds and maintains networks and relationships Communicates with internal and external stakeholders to ensure timely and accurate information flow <p>Collects analyses and reports on client care/resource data as required</p>	<ul style="list-style-type: none"> Effective relationships are developed internally and externally to achieve organisational goals Participate in multidisciplinary team meetings as required
Quality Improvement	<ul style="list-style-type: none"> Identify opportunities for quality improvements <p>Participate in quality improvement activities within the service</p>	Quality improvements are successfully implemented
Learning & Development	Undertake training with Support Workers as required	Support workers are adequately trained to provide for client needs
Professional Conduct	<ul style="list-style-type: none"> Ensure own behaviour is in accordance with the expectations of the profession and the organisation Develop an awareness of own personal development needs Take ownership for career development and translate this into personal development objectives Maintain adherence to relevant professional Council competencies Solicit feedback and ideas for improvement from colleagues and management Maintain InterRAI competence Participates in peer review <p>Maintain professional portfolio</p>	<ul style="list-style-type: none"> Protocols and policies are consulted as required Gaps between current practice and existing protocols are identified Behaviour is consistent with the professional code of conduct Personal development objectives are achieved An example is set to others and ownership is taken for own career development by making time to attend development activities APC is maintained InterRAI audits are completed and assessed as competent
Being part of the Team	<ul style="list-style-type: none"> Support a high performing team through demonstrating open communication, integrity and trust Work to solve problems, share information, provide input and ideas on how the team could be more efficient Open to feedback and ideas from others Exhibits team player behaviour at all times and works to ensure a positive working environment 	<ul style="list-style-type: none"> Understands own and others positions and roles in achieving team objectives Actively participates in team meetings
Health & Safety	<ul style="list-style-type: none"> Comply with all RDNS NZ policies related to Health and Safety in the workplace 	<ul style="list-style-type: none"> Attend any Health and Safety courses as required by RDNS NZ

	<ul style="list-style-type: none"> • Strategies to isolate, minimise or eliminate hazards are incorporated into Support Plans • 	<ul style="list-style-type: none"> • Health and Safety concerns or issues are raised with line management • Physical environment is clean, safe and secure • Site hazard assessments are completed on the required template
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Competencies and Qualifications

Essential Competencies

- Knowledge of community health services, in particular home-based services and restorative home-based care
- Current Annual Practising Certificate
- Current drivers' licence and clean record

Desirable Competencies

- Knowledge of community resources

Personal Attributes

- **Openness to people & ideas:** Openly considers, asks for and accepts others' points of view, expresses own view in such a way to keep dialogue open.
- **Team leadership:** Promotes openness and positive team interactions across situations. Takes joint responsibility to achieve team goals and actively contributes to the team dynamic. Works independently under broad direction and acts collaboratively.
- **Coaching:** Actively coaches staff, providing support, assistance and development.
- **Service orientation:** Sees both internal and external customers as paramount and works to anticipate customer needs and ensure customer satisfaction.
- **Decision making:** Makes sound timely decisions based on the assessment of options, risks and benefits. Has a fiscal understanding of business operations and accountabilities.
- **Initiative:** High degree of initiative with the ability to work autonomously and with minimal supervision Ability to exercise innovative approaches to conflict resolution/problem solving and taking calculated risks within scope of responsibility using sound judgement and decision-making skills. Willingness to take ownership and be held accountable. Displays high level of self-motivation and achievement drive
- **IT:** Effective computing skills including the Microsoft Office Suite.
- **Time Management:** Demonstrated excellent time management and organisation skills and ability to prioritise work tasks

General Staff Accountabilities

- Adherence to and exhibits RDNS NZ shared values at all times including: Manaakitanga, Accountability, Teamwork, Customer Satisfaction, Continuous Improvement
- Support the team in collective business goals and take responsibility for shaping RDNS' culture.

Interpersonal Communication

- Solid written skills with the ability to communicate and engage effectively at all levels
- Communicates information verbally in a clear and confident manner. Adapts language to the audience and checks understanding
- Demonstrates a considerate and thoughtful approach

Conflict Management/Negotiation

- Understands a problem from the viewpoint of the different parties
- Presents own viewpoint in a diplomatic way
- Explores a range of possibilities for resolving the problem or issue
- Attempts to achieve outcomes that are mutually agreeable to all involved

Customer Service

- Focuses on activities and quality standards that ensure client satisfaction and provision of quality and relevant home based support services.
- Takes personal responsibility for following through on client issues and identifies and pursues opportunities to improve the service
- Contributes to reports on customer service operational targets

Relationship Development

- Builds and maintains positive relationships with external/internal customers by demonstrating excellent customer service principles
- Acts with integrity
- Takes joint responsibility to achieve team goals and actively contributes to the team dynamic
- Support a high performing team through demonstrating open communication, integrity and trust
- Work to solve problems, share information, provide input and ideas on how the team could be more efficient
- Open to feedback and ideas from others
- Exhibits team player behaviour at all times and works to ensure a positive working environment

Professional Development

- Undertake organisational training (where appropriate)
- Network with appropriate sector groups (where appropriate)
- Maintain a current and relevant knowledge of the health sector
- Continually learns and develops and encourages others
- Identifies own challenges and strengths and is proactive in managing them
- Takes responsibility for actions
- Uses time and resources timely and in a financially sustainable manner
- Has a development plan that they are actively working towards

Occupational Health & Safety Requirements

- RDNS NZ adheres to all Occupational Health & Safety regulations as an employer.
- The organisation endeavours to provide a working environment that is safe and without risk to all employees.
- As an employee, your responsibility is to comply with all RDNS NZ policies related to Occupational Health and Safety in the workplace. Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.
- As a Line Manager, your responsibility is to ensure staff are informed of and trained in safe practices and procedures in their specific areas of work. That any concerns are escalated accordingly and the physical space is conducive to being safe, clean, secure and contributing to a high level of wellbeing

Cultural Diversity and Inclusion

- Ensure that practices in the service reflects the principles of Te Tiriti o Waitangi
- Ensure that the support provided to clients is culturally appropriate
- Clients in the services have access and support to ensure that their cultural needs are met
- Clients are treated with respect – as evidenced by client feedback and satisfaction surveys

Terms and Conditions

- This position description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the department and/or organisation.
- As per relevant employment agreement
- Current and satisfactory Vetting Checks
- Two satisfactory reference checks
- For Healthcare Professionals only: The employee's ongoing employment with the employer is contingent on having and retaining a current practicing certificate. Should there be any changes or conditions applied to the registration, this must be communicated immediately.
- In accordance with the Covid-19 Public Health Response (Vaccinations) Order 2021, in the Health and Disability sector, this position and associated tasks, have been mandated to require vaccinated staff performing them. Official evidence of vaccination status is required prior to appointment and for ongoing appointment unless there are legislative changes to this requirement