

## Position Description

### Clinical Coordinator

#### **Mission**

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

#### Position Purpose and Primary Objectives

This position forms part of Home management team and supports the Manager. The job holder is to provide sound clinical leadership to clinical and care staff through ensuring care plans are developed and implemented in accordance with contemporary clinical standards, PSO quality systems and regulatory requirements. The Clinical Coordinator will also deputise for the Manager Clinical Manager in their absence and have a lead role in the Continuous Quality Improvement process (CQI).

#### **Primary Objectives**

- Provides clinical leadership to the staff of the Home (and more widely via CQI).
- Lead the team and manage resources to achieve agreed organisational and team goals; manage risks and ensure that the Home is running as effectively and efficiently as possible (in collaboration with the Facility Manager and Clinical Manager).
- Monitors and Coordinates Service Delivery, Improvement and Planning
- Approves routine expenditure within budgetary limits
- Has delegated authority to appoint staff of any level below their own (in consultation with the Facility Manager).

Accountability	Expected Outcomes / Key Performance Indicators
Clinical Leadership and Management	
<ul style="list-style-type: none"> <li>• Manages and leads to the vision, purpose and Philosophies of PSO</li> <li>• Provides clinical and managerial leadership to the staff of the Home (and more widely via CQI).</li> <li>• Ensures the home's clinical and care staff comply with Presbyterian Support Otago's systems, structure, processes, policies and procedures and role models compliant and professional practice, at all times.</li> <li>• Fosters an environment that promotes and prioritises resident safety, independence, quality of life and good health.</li> <li>• Ensures the incorporation of the Enliven Philosophy of Care into the "business as usual" activities.</li> <li>• Works with people in a culturally appropriate manner</li> <li>• Builds, maintains and manages relationships and advocates for a whānau centred approach to care</li> <li>• Supports and encourages commitment towards a 'one team' philosophy across PSO Services</li> <li>• Lead the team and manage resources to achieve agreed organisational and team goals; manage risks, and ensure the Home is running as effectively and efficiently as possible (in collaboration with the Home Manager)</li> <li>• Maintains clear oversight of staff mix, staffing hours and costs, in conjunction with the Facility Manager and Administration Assistant responsible for rostering</li> </ul>	<ul style="list-style-type: none"> <li>• Operates as and is recognised as a clinical leader for the facility</li> <li>• Develops a 'culture of safety' where the highest priority is the safety and wellbeing of kaumātua. Kaumātua, their whānau and staff feel able to report issues relating to care knowing that these will be urgently and sensitively addressed.</li> <li>• Staff are inspired and empowered to meet and exceed expectations (within their professional boundaries and scope of practice)</li> <li>• Contributes widely, effectively and efficiently to the development and maintenance of clinical best practice</li> <li>• Systems are developed / maintained to facilitate clinical best practice and efficient, effective management</li> <li>• Clinical issues are raised promptly and are effectively addressed / discussed with the Clinical Manager, kaumātua, whānau, clinical staff and other relevant people as required</li> <li>• Adherence to PSO's policies and guidelines is maintained and led at all times</li> <li>• All staff, kaumātua and whānau are treated with respect at all times and are communicated and worked with in a manner they find culturally appropriate</li> <li>• PSO's obligations under The Treaty of Waitangi /Te Tiriti o Waitangi are upheld by working together with kaumātua, whānau, iwi, hapu and health providers by involving kaumātua in decision-making, planning, development and delivery of services and by protection and improvement in the health status of kaumātua and their whānau, whilst safeguarding cultural concepts, values and practices.</li> <li>• Individual and Team efforts and successes are recognised and celebrated</li> <li>• Conflict is effectively managed and resolved in conjunction with the Home Manager</li> <li>• Nursing and general staff meetings are held regularly and effectively. Agendas are prepared in advance incorporating all relevant topics (as prescribed in the Quality Plan) and are minuted thoroughly. Decisions are followed through</li> <li>• Services are provided within budget</li> <li>• Staff succession management is considered and maintained in consultation with the Home Manager</li> </ul>

	<ul style="list-style-type: none"> <li>• Tasks are effectively and safely delegated to other staff as required</li> <li>• Evidence of healthy workplace culture is reflected in staff satisfaction surveys and feedback</li> <li>• Any potential or actual risk management issues/threats are addressed and/or escalated in a timely and effective manner</li> <li>• Assist with recruitment of new staff as required.</li> <li>• Take responsibility for the orientation of new staff ensuring orientation programmes are completed within required timeframes</li> <li>• Ensure performance review for new staff is completed within 5 months of them starting and annual performance appraisals are completed on time</li> <li>• Provide coaching and education on the correct completion of clinical aspects of care and documentation</li> <li>• Monitor and manage staff performance and address poor performance as required with the support of the Home / Clinical Manager</li> </ul>
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Service Delivery	
<ul style="list-style-type: none"> <li>• Ensure residents receive continuity of care and support.</li> <li>• Proactively and on an ongoing basis identify the need for change, analyse the issues and provide guidance on the most appropriate solutions and proposals.</li> </ul>	<ul style="list-style-type: none"> <li>• Promote and role model the Enliven Philosophy of Care in all aspects of resident care</li> <li>• Current appropriate recording and documentation systems are maintained according to relevant policies</li> <li>• Work occurs in a collaborative and inclusive manner with kaumātua, whanau/friends, GPs, other primary care services, and needs assessment agencies, advocating for residents with their best interests in mind.</li> <li>• Residents' 3-monthly reviews are organised and occur as per schedule with input from, staff involved with the resident's care and their whānau</li> <li>• Ensure care plans are evaluated and updated at required intervals</li> <li>• Ensure InterRai Assessments are completed at required intervals and care plans are updated accordingly</li> <li>• Investigate and report on adverse events. Nursing corrective action plans are developed and followed through. Ensure learning occurs through adverse events and the risk of recurrence is minimised.</li> </ul>

## Continuous Quality Improvement

<ul style="list-style-type: none"> <li>• Act as a catalyst for change and quality improvement</li> <li>• Actively participate in PSO's quality improvement activities including meetings and improvement initiatives</li> <li>• Maintain oversight of clinical care, the environment and equipment and documentation to ensure we are 'audit-ready' at all times</li> <li>• Use information from suggestions, feedback, benchmarking, InterRai assessments, adverse events / infections and complaints to design and lead quality improvement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain oversight of the internal audit programme ensuring audits are completed on time, to the required standard, corrective action plans are designed and followed through</li> <li>• Collate and submit benchmarking data accurately and on time</li> <li>• Ensure any external reporting is completed for adverse events / infections</li> </ul>
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## Personal Performance and Effectiveness

<ul style="list-style-type: none"> <li>• Delivers on all key outcomes and accountabilities effectively</li> <li>• Regularly reflects on personal and professional effectiveness in the role and identifies ways to improve individual performance</li> <li>• Is organised and meets deadlines consistently</li> <li>• Maintains a high level of professional behaviour and presentation, on all occasions and acts a role model for other staff.</li> <li>• Takes ownership of clinical responsibilities</li> <li>• Maintains /improves knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Privacy and confidentiality of kaumātua and staff information is maintained</li> <li>• A high standard of professional behaviour is maintained at all times</li> <li>• Attends meetings and commitments on time and prepared to participate / contribute</li> <li>• Should hold / be working towards a post graduate qualification in nursing</li> <li>• Participate in own performance appraisal</li> <li>• Develops personal development goals and is actively working towards these</li> </ul>
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Expectations of all PSO Employees	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>Positive and collegial relationships are developed and maintained.</li> <li>Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>Active engagement with personal development review process.</li> <li>Personal and professional development goals and objectives are established.</li> <li>Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>All staff are expected to contribute to a safe workplace by raising concerns early with their colleagues, thanking those that raise concerns with them and speaking up when they notice something that might lead to abuse or neglect of those in our care</li> <li>You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Tino Rangatiratanga, Equitable health outcomes, Active Protection, Partnership, Culturally Appropriate options</li> </ul>

Relationships	
<b>Reports to:</b> <ul style="list-style-type: none"> <li>Care Home Manager</li> </ul>	<b>Direct Reports:</b> <ul style="list-style-type: none"> <li>Registered and Enrolled Nurses</li> <li>Care Workers</li> </ul>
<b>Internal Relationships:</b> <ul style="list-style-type: none"> <li>Care Home Manager</li> <li>Clinical Manager</li> <li>Registered and Enrolled Nursing staff</li> <li>Carers, Allied Health staff and other PSO staff</li> <li>Colleagues in other PSO Homes</li> <li>Clinical Nurse Advisor</li> </ul>	<b>External Relationships:</b> <ul style="list-style-type: none"> <li>NASC / Te Whatu Ora services</li> <li>GPs / Nurses / Multi-disciplinary teams</li> <li>Training providers</li> <li>Public and Private hospitals</li> <li>Social Workers and other Allied Health providers</li> <li>Designated audit agency</li> </ul>

• Quality Advisor	
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## Person Specifications

### Qualifications/Skills

- Registered Nurse with current annual practicing certificate.
- A proven track record of working in a management and leadership role within the health and disability sector.
- Proven ability to train clinical staff at all levels and to communicate clinical information to non-clinical staff.
- Skills and experience in computer systems to maximise the use of technology for improved service provision.
- Hold or be working towards a post graduate nursing qualification
- A passion for working with older people and their families to provide the best possible care

### Experience/ Knowledge

- Previous clinical management experience at a senior level.

### Personal Qualities

- Ability to demonstrate exceptional planning, organisational skills and the ability to manage complex and competing priorities effectively.
- Commitment to the Mission of Presbyterian Support.
- A passion for working with older people and a commitment to the total well-being of the older people involved in our services.
- Possess highly developed interpersonal skills including relationship and advocacy skills.
- Be able to communicate clearly both orally and in writing to a diverse audience mix.
- Have the ability to work independently and as part of a small team.
- Displays a conscientious and industrious work ethic.
- Commitment to providing service excellence.
- Have the vision and ability to accommodate change.
- Enthusiasm, sensitivity, flexibility and adaptability.

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## Working Together

### Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

### Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.

- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

#### Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

With the foundation of Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

