

Clinical Coordinator



Role specification

Role Title

Clinical Coordinator

Business Unit

Enliven

Location

Enliven Homes

Reports to

Home Manager

Purpose of the role

This is a hands-on clinical role which supports the Home Manager and Clinical Nurse Manager to provide a safe environment for residents and team members. The Clinical Coordinator provides day to day co-ordination and supervision of resident care by providing leadership and support to the Registered Nurses, Enrolled Nurses and Health Care Assistants.

Key Accountabilities

Service Delivery

- Works in line with Enliven philosophy, policy and procedures.
- Supports resident independence within Eden philosophy.
- Monitors staff workloads and ensures staff allocation is in line with resident care needs
- Directs, monitors and evaluates care and support provided by registered nurses, enrolled nurses healthcare assistants.
- Undertakes a daily visual check of all residents, identifying residents of concern or emerging issues.
- Assesses residents of concern with the Registered Nurses and communicates the outcome to relevant members of the multidisciplinary team and families.
- Monitors implementation and effectiveness of clinical care instructions.
- Prepares the staff, resources and environment for new residents once advised by the Manager or Clinical Nurse Manager that an admission is planned.

Assessment and Support plans

- Ensures all resident related and clinical documentation is reviewed, updated and completed in the required timeframes.

- Ensures assessment information is reflected in the support plan.
- Ensures regular reassessments are undertaken and any short-term care plans put in place as required.
- Ensures healthcare assistants and ENs understand the support plan.
- Delegates and undertakes comprehensive and accurate nursing assessments including InterRai assessments.

Quality Improvement

- Actively promotes a culture of quality in areas of responsibility by role modelling best practice and continuous improvement.
- Identifies clinical and organisational risk, reports the situation up to the Clinical Nurse Manager or other senior Enliven staff as required, and implements planned actions to ensure a safe environment for residents, families and staff.
- Actively participates in quality improvement projects that enhance care and services
- Undertakes with colleagues' internal audits including QMP and QPS audits and identify and undertake remedial actions.

Leadership and training

- Actively functions as a clinical leader and takes responsibility for clinical decisions.
- Provide orientation and on the job observation to new team members.
- Guide, mentor and coach team members where required.
- Motivates team members to use initiative in problem solving.
- Participates in provision of mandatory training.
- Acts on all concerns and complaints.

Working as a part of the senior team

- Actively contributes to senior team meetings.
- Supports the Clinical Nurse Manager in the recruitment and management of Health Care Assistants and other roles as required.
- Supports the Clinical Nurse Manager by contributing to, or undertaking performance appraisals of Registered Nurses, Enrolled Nurses and Health Care Assistants as delegated.
- Supports the Clinical Nurse Manager with provision and monitoring of performance improvement processes.

Effective and efficient management of resources including equipment and supplies

- Ensures equipment and supplies are used and stored safely and appropriately with consideration to cost efficiencies.
- Ensures malfunctioning or unsafe equipment is isolated reported and repaired in a timely manner.
- Clinical supplies are ordered as delegated by the Manager.



Communication

- Listens and communicates succinctly and accurately and maintains a therapeutic relationship with residents and families and team members.
- Ensures all resident documentation is accurate and completed in a timely fashion.

Health, safety and wellbeing

- Supports organisational health, safety and wellbeing initiatives.
- Supports a culture of wellbeing at PSC.
- Role models good health and safety practice and behaviours.
- Reports all hazards, incidents, accidents and near misses.
- Supports managers and the organisation in remaining compliant to health and safety legislation.

Core Competencies

Competent performance in the role requires consistent demonstration of the following competencies which provide a framework for selection and development:

- The Nursing Council of NZ Competencies for Registered Nurses in Clinical Practice and Management
- Achieves and maintains Enliven Senior Nurse PDRP
- Competent to Intermediate skills with Microsoft Office Suite.

Teamwork

- Develops constructive working relationships with other team members
- Has a friendly manner and a positive sense of humour
- Works cooperatively - willingly sharing knowledge and expertise with colleagues
- Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments
- Supports in word and action decisions that have been made by the team
- Shows an understanding of how one's own role directly or indirectly supports the work of wider team.

Quality and Innovation

- Provides quality service to those who rely on one's work
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development.

Taking Responsibility

- Is results focussed and committed to making a difference
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected



- Adjusts work style and approach to fit in with requirements
- Perseveres with tasks and achieves objectives despite obstacles
- Is reliable - does what one says one will
- Consistently performs tasks correctly - following set procedures and protocols.

Communication

- Practises active and attentive listening
- Explains information and gives instructions in clear and simple terms
- Willingly answers questions and concerns raised by others
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict.

Person Specification

Qualifications and experience

- NZ Registered Nurse with current Annual Practising Certificate
- Post Graduate Certificate in Nursing
- Experience working as a Registered Nurse in aged care.

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

