Care Capacity Demand Management Coordinator

12 August 2019

**The West Coast District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.**

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| **Position Title:** | Care Capacity Demand Management Coordinator (0.8 FTE) |
| **Reports to:** | Nurse Manager - Operations |
| **Key Relationships:** | Internal:* Director of Nursing
* Director of Midwifery
* Nurse Consultant Mental Health
* General Manager WCDHB
* Associate Director of Allied Health
* Medical Directors
* TrendCare Coordinator
* IT Department
* Nurse Managers
* Clinical Midwife Manager
* Clinical Nurse Managers
* Associate Clinical Nurse Managers
* Operational Managers
* Duty Nurse Managers
* Finance Department
 | External:* Other DHB’s and CCDM Coordinators
* NZNO
* MERAS
* PSA
* NZCOM, College of Nurses Aotearoa
* Safe Staffing Healthy Workplace Unit
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| **Role Purpose:** | The CCDM Coordinator will take a lead role in providing coordination, facilitation, planning, communication and support for the implementation of the CCDM programme across the System. The CCDM Coordinator will be responsible for the enhancement of current systems using a ‘whole of systems approach’, the programme goal being to assist the DHB in attaining optimum patient outcomes by achieving staffing that closely matches the needs of patients for care 24 hours a day, seven days a week. The role works closely with the partners - CCDM Programme Consultant (SSU), DHB and health union partners to coordinate the programme components using the tools and processes from the CCDM Programme. The key deliverables are – * Project coordination of the CCDM programme across the DHB.
* Develop a seamless coordinated and effective system of care capacity/demand matching.
* Utilise a ‘whole of organisation’ approach that supports interconnection between the social and technical elements.
* Implement recognised best practice tools and guidelines for the WCDHB to achieve CCDM.
* Meet the commitment under the DHB/NZNO Nursing and Midwifery MECA Healthy Workplace Agreement 2018.
* In partnership with the TrendCare Coordinator, coordinate the utilisation of TrendCare in order to deliver high quality outcomes for end users and the organisation
* Coordinate a programme of activity that supports full implementation and roll out across WCDHB
* Develop and sustain constructive relationships between all stakeholders
* Facilitate and model the partnership approach that underpins the programme.
* Lead collaboration around the development of a detailed plan for the programme
* Support the parties to explore and develop creative solutions
* Support the Safe Staffing Health Workplace (SSHW) Unit Data Analyst with data collection and evaluation activity
* Facilitate dissemination of information to key stakeholders to ensure their ongoing engagement with the programme
* Manage collaboration around the development of an effective communication strategy and lead its implementation
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| **Complexity:** | Most challenging duties typically undertaken or most complex problems solved:* Localisation of workplans that align with the sequencing of the CCDM Programme
* Working collaboratively with the partners to coordinate the programme components and inter-dependencies
* Working collaboratively with the Programme Consultant to highlight potential risks and navigate arising issues
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**KEY ACCOUNTABILITIES:**

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| **The ‘role title’ is responsible for:** | **The ‘role title’ will be successful when**  |
| 1. **Coordinating local partnership and implementation of the WCDHB CCDM programme**
 | * Engage key partners and internal stakeholders.
* Facilitate and model partnership in all programme activity, at all levels of the organisation.
* Support the CCDM Council to deliver the CCDM Programme plan according to agreed timelines
* Establish and coordinate scheduled meetings with key groups.
* Collect and record information relating to the programme
* Assist with data collection and documentation of findings from the planned programme workshops.
* Coordinate the preparation of the DHB Programme reports and forward to the Safe Staffing Governance Group.
* Support and facilitate system analysis by assisting with data and information collection that will assist to inform improvements, expected outcomes and outcomes measures.
* Meet all other internal reporting requirements
* Actively facilitate relationships with key stakeholders
* Support teams/units with change management taking an action research approach
* Prepare quarterly progress reports for the CCDM Governance group
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| 1. **Programme Knowledge**
 | * Develop an expert knowledge of CCDM programme tools and processes
* Assist staff to understand the benefits and how DDCM helps them to do their job
* Assess training and education needs
* In collaboration with the programme consultant localise the training and education plan to provide just in time information.
* Provide education using the tools and processes from the CCDM programme
* Support the development of data literacy and understanding
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| 1. **Training and Resource Utilisation**
 | * Plans and delivers focused training sessions to address common areas for improvement and to motivate and empower staff in the utilisation and understanding of CCDM.
* Maintains own current knowledge base through networking with other CCDM Coordinators.
* Supports Staff and the TrendCare Coordinator in using TrendCare to develop efficient and effective resource plans.
* With the TrendCare Coordinator, monitors acuity and worked hour’s data and investigate variances from benchmarks.
* Provides reports to users, managers and executives demonstrating efficiency of resource utilisation.
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| 1. **Communication and Quality Service Provision**
 | * Develop a communication strategy to support the WCDHB programme
* In collaboration with the SSHWU participate in opportunities to share information with the wider sector
* Develop and maintain strong working relationships with all key stakeholders including key clinical staff
* Provide regular opportunities to communicate information to relevant staff and to receive feedback
* Promote and develop staff knowledge on the WCDHB programme and provide regular updates
* In partnership with the TrendCare Coordinator, support high user satisfaction for TrendCare system through consultation with users and provision of business/technical support
* Supports organisational satisfaction for TrendCare System through collaboration with Business Stakeholders
* Engages in effective and professional communication with all users, stakeholders and the TrendCare System staff
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| 1. **Data Quality, Analysis and Information**
 | * Support the SSHWU Data Analyst
* Have a working knowledge of the validated patient acuity system
* Actively assist the data collect process and collate information and data for the purpose of data analysis
* Support services in understanding the data generated from their departments
* Promote the use of the core data set for evaluation and improvement
* Identify changing trends and/or anomalous data, analyses and recommends corrective and supportive actions
* In partnership with the TrendCare Coordinator, coordinates data quality improvements through user training and by identifying and working with TrendCare systems to develop interfaces to other systems to reduce duplication of data.
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| 1. **Health and Safety**

Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards. | * Demonstrates personal commitment to health and safety, with a focus on preventing harm
* Complies with all New Zealand legislation relevant to Health and Safety
* Complies with organisational health and safety policies, including those related to: handling of instruments, storage of drugs, disposal of sharps and any other potentially dangerous equipment and substances
* Ensures all accidents/incidents are reported in the Safety First incident reporting system
* Works alongside the WCDHB Occupational Health & Safety team to implement initiatives aimed at improving health, safety, and wellbeing
* Communicates and escalates threats to health and safety appropriately
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| 1. **Quality**

Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement. | * Demonstrates personal commitment to ensuring quality service provision
* Recognises areas of improvement and changes in practice that are required to improve healthcare standards
* Works alongside the WCDHB Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving healthcare standards, including conducting relevant research
* In collaboration with the Quality Team, leads and participates in clinical audit to evaluate and develop practice
* Participates in Cornerstone accreditation and/or other quality improvement programmes, as appropriate
* Provides expert advice regarding the development, or review, of standards of practise, protocols, and policies
* Provides expert advice to investigations, incidents, and reviews of clinical outcomes. Collaborates on changes and follows up as appropriate
* . Communicates and escalates threats to quality service provision appropriately
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| 1. **Honouring cultural diversity**

Demonstrates commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau.  Consistently demonstrates  awareness and sensitivity of cultural differences when  working with patients and  their families/whānau, and when working with clinical  and non-clinical colleagues across the WCDHB. | * Consistently utilises Tikanga Best Practise guidelines in everyday practise
* Engages with Takarangi cultural competency training and actively demonstrates these competencies in everyday practise
* Demonstrates personal commitment to addressing inequity for Māori and Pacific peoples accessing WCDHB mental health services
* Works in collaboration with the WCDHB Māori Health Team, local iwi, Māori Mental Health Team, etc. to develop strategies aimed at addressing inequities
* Consistently respects the spiritual beliefs and cultural practises of others, including colleagues
* Demonstrates care and respect for internationally trained colleagues
* Demonstrates care and respect for lesbian, gay, bisexual, and transgender patients, families/whānau, and colleagues
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**PERSON SPECIFICATION:**

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| **Qualifications & Experience** *(indicate years of experience required and level of learning)* |
| **Essential**1. NZRN registration with Nursing Council New Zealand
2. Current annual practicing certificate.
3. Qualifications/experience in clinical leadership (Nurse Manager or similar)
4. Experience with TrendCare
5. Proficient in Microsoft Office applications
6. Data literacy and numeracy
7. Operational understanding of staff budgets and rosters
8. Excellent organisational skills and attention to detail
 | **Desirable**1. Several years clinical experience across a variety of clinical areas
2. Extensive experience in and knowledge of the health sector
3. Qualification/experience in data analysis
4. Qualification/experience in education
5. Qualification/experience in project management
6. Experience in and knowledge of clinical quality and safety, best practice
7. Experience in and knowledge of hospital operations.
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.