

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs



Health New Zealand, Te Tai o Poutini West Coast is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Clinical Coach (Registered Nurse)	
Reports daily to:	Nurse Director (Workforce)	
Key Relationships:	Internal: <ul style="list-style-type: none">• Consumers, family/whānau and carers• All Health New Zealand, Te Tai o Poutini West Coast staff and the interprofessional team• Director of Nursing• Hauora Māori Team• New graduate ENs and RNs working across the system as part of the ENSIPP, NETP, & NESP Programmes• Nursing and other health care students• Preceptors• Workforce Development Team/Education Cluster, including Nurse Educators• Quality Team	External: <ul style="list-style-type: none">• Iwi, hapu, whānau and other community stakeholders• Waitaha Canterbury/transalpine nursing workforce development team• Education providers• Kia Ora Hauora• Non-Governmental Organisations (NGOs) and other health and disability support providers• Private Care Providers (i.e. aged care, general practice, home care, pharmacies)• West Coast Primary Health Organisation (PHO)
Role Purpose:	<p>The Clinical Coach is a recognised member of the Workforce Development Team/Education Cluster. While based in Greymouth, this role is responsible for providing clinical coaching to new graduate nurses located across the Coast; enabling excellence in rural health outcomes in alignment with Health New Zealand, Te Tai o Poutini West Coast vision and values. The Clinical Coach achieves this by facilitating a safe and supportive transition to nursing practice. This role is a Registered Nursing (RN) role remunerated on the RN salary scale and, in addition to the objectives outlined in this position description, is expected to comply with the Registered Nurse scope of practice and competencies as determined by the Nursing Council of New Zealand.</p> <p>Key functions of the role include:</p> <ol style="list-style-type: none">1. Providing coaching to new graduate nurses and others within the nursing care team to facilitate a safe and supportive transition to rural nursing practice across a variety of clinical settings. This includes using evidence-based methods to support the new graduate nurse to demonstrate:<ol style="list-style-type: none">a) A high standard of evidence-based, culturally safe clinical care	

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	<ul style="list-style-type: none"> b) A high standard of professional nursing practice that meets the Nursing Council of New Zealand's Code of Conduct and competencies at a competent level c) Successful completion of the new graduate nursing programme <ol style="list-style-type: none"> 2. Serving as a change agent; working alongside individuals and teams using a structured, compassionate approach to help inspire and motivate ongoing practice improvement 3. In collaboration with the Nurse Director (Workforce) and Nurse Educators, supporting ongoing career development for new graduate nurses and those who work with new graduates by providing advice around potential career opportunities and pathways in nursing, including: preceptor training, PDRP, rural-generalist skillset development, postgraduate studies, and advanced practice pathways 4. Contributing to the recruitment and retention of a satisfied nurse workforce in collaboration with others
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • Responds to a wide range of clinical, professional, and interpersonal challenges that may present from new graduate nurses, preceptors, and the wider team • Effectively and safely prioritises own workload and all issues; always maintaining patient safety and the safety of others • Refers significant issues and matters of risk to Nurse Educator and own line manager as well as the relevant Clinical Nurse Manager • Utilises skilled communication, negotiation, and interpersonal skills to effectively enable practice improvement and achievement of relevant objectives within any required timeframes. Utilises tact, diplomacy, and sensitive/discreet approaches to handle complex situations. • Utilises a positive approach to problem solving that is inclusive and understanding of other disciplines, team members, and services. Problems will be diverse and may require innovative solutions customised to meet the needs of the client and/or colleague. • Exercises sound judgement and personal influence to facilitate workable outcomes in times of conflict • Provides proficient nursing care and expertise, both in direct care delivery and in support to other staff in the management of clients from across the age and care continuum • Meets regular and competing deadlines, maintains accuracy and quality of documented information, and utilises discretion when handling confidential information

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Health New Zealand
Te Whatu Ora

ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities of Health New Zealand, Te Tai o Poutini West Coast reflect the values of:

Manaakitanga – caring for others

- Manaakitanga – caring for others
- Whakapapa – identity
- Integrity
- Respect
- Accountability
- Valuing people
- Fairness
- Whanaungatanga – family and relationships
- Pono - truth

He mihi

E ngā mana

E ngā reo

E ngā iwi o te motu

Tēnei te mihi ki a koutou katoa

He whakatauki

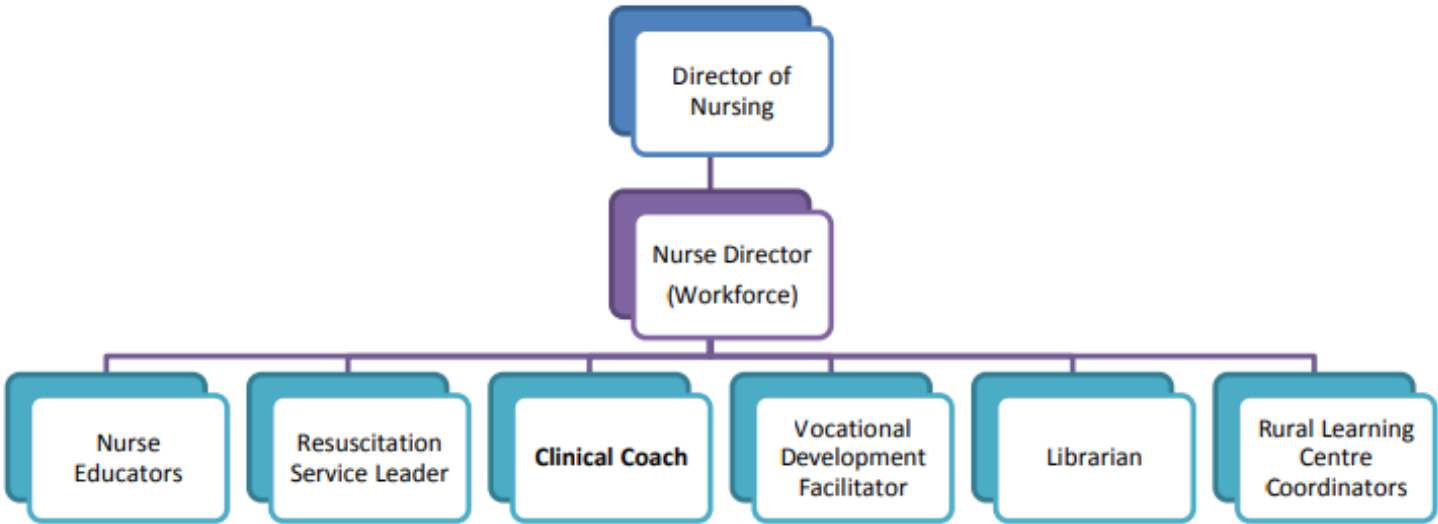
Ko tau rourou, ko taku rourou, ka ora ai te iwi

With your contribution and my contribution we will be better able to serve the people.

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PLACE IN THE ORGANISATION:



KEY ACCOUNTABILITIES:

The Registered Nurse is responsible for:	The Registered Nurse will be successful when:
<div>1. Professional responsibility</div> <div>Demonstrating professional, legal, and ethical responsibilities; and cultural safety – and supporting/influencing new graduate nurses, preceptors and the wider nursing team to do the same.</div> <div>Complying with all Health New Zealand, Te Tai o Poutini West Coast policies and procedures.</div> <div>Demonstrating evidence-based knowledge and clinical judgment.</div> <div>Accepting accountability for own actions and decisions.</div> <div>Escalating professional issues appropriately.</div> <div>Advocating for the voice/needs of new graduate nurses.</div>	<div>In addition to role modelling Domain 1 competencies at a proficient level in own practice, provides coaching/mentoring/guidance that supports the new graduate nurse to meet all Domain 1 competencies at a competent level, including the ability to:</div> <div><ul style="list-style-type: none">• Demonstrate responsibility for ensuring own decisions, practice, and conduct meets the professional, ethical, and legal standards outlined in relevant legislation, codes of conduct and organisational policy• Read and adhere to all Health New Zealand, Te Tai o Poutini West Coast and transalpine policies and procedures, and practice in accordance with relevant ethical frameworks• Identify, discuss, document, and manage ethical issues with clients, whānau, and the interprofessional team• Practice in a way that is deemed by all clients to be culturally safe</div>

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	<ul style="list-style-type: none"> • Practice in a way that is deemed by tangata whenua Māori and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes; prioritising the access, leadership, and needs of tangata whenua/Māori and all Pacific peoples • Demonstrate professional communication, decision-making, accountability, and autonomy • Demonstrate accountability for directing, monitoring, and evaluating nursing care provided by nurse assistants, Enrolled Nurses, and others; utilising more experienced members of the care team to assist with problem solving/prioritising • Represent the organisation and the nursing professional positively; projecting a positive image of nursing • Promote an environment that enables patient safety, independence, quality of life, and health • Brief line manager and team regarding any emerging clinical issues • Refer all matters and concerns related to professional practice to line manager and/or Director of Nursing including: <ul style="list-style-type: none"> ○ Deficiencies in quality care and professional standards ○ Incidents related to consumers, which may affect wellbeing ○ Matters of noncompliance with Health New Zealand, Te Tai o Poutini West Coast policies and procedures ○ Matters of unresolved staff conflict ○ Security breaches and quality standards failure
<p>2. Management of nursing care</p> <p>Role modelling evidence-based nursing knowledge in the holistic management of client care – and supporting/influencing new graduate nurses, preceptors and the wider nursing team to do the same.</p> <p>Disseminating research/evidence-based information.</p> <p>Working with clients, family/whānau, and other health professionals to provide</p>	<p>In addition to role modelling Domain 2 competencies at a proficient level in own practice, provides coaching/mentoring/guidance that supports the new graduate nurse to meet all Domain 2 competencies at a competent level, including the ability to:</p> <ul style="list-style-type: none"> • Demonstrate planned, effective, timely, clinical management of clients within scope of practice to enable: <ul style="list-style-type: none"> ○ Person/whānau led care

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<p>timely access to care in order to optimise outcomes.</p> <p>Supporting a sustainable work environment that is fiscally responsible.</p> <p>Demonstrating accurate and professional documentation and maintenance of data security at all times.</p> <p>Preventing, managing, and escalating matters of clinical risk appropriately</p>	<ul style="list-style-type: none"> ○ Excellence in Māori health and disability outcomes ○ Excellence in rural health and disability outcomes ○ Health New Zealand, Te Tai o Poutini West Coast vision and values <ul style="list-style-type: none"> • Think critically • Utilise current research and evidence-based practice to support effective, collaborative decision-making regarding the care of clients in the service using the nursing process • Practice nursing in a way that values and prioritises the input of all consumers and their families/whānau/community; ensuring that clients and their whānau are active and informed partners in the planning and delivery of their care (with a focus on empowerment, health literacy, and prevention) • Effectively and safely prioritise own workload • Within scope of practice, recommend appropriate diagnostic tests and/or therapies based on the client's clinical status and care management goals; explaining the rationale, preparation, nature, and anticipated effects of these tests and therapies to the client, their whānau, and other members of the care team • Provide the client and their whānau with culturally and cognitively appropriate information about: their rights, the range of treatment options available, and the effects and risks associated with these treatment options; seeking and documenting informed consent • Provide education to clients and whānau effectively by assessing learning readiness, evaluating existing knowledge and determinants of health that may impact on learning and utilisation of new knowledge • Advocate on behalf of the client, whānau, and/or team as appropriate • Identify barriers related to accessing services and client satisfaction and works with the interprofessional team to remove these • Demonstrate communication, collaboration, and effective care coordination with other health professionals to ensure best outcomes for clients and their whānau
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	<ul style="list-style-type: none"> • Modify practice, as appropriate, to take into account the impact of wider determinants of health, including changes to health strategy and models of care • Utilise resources in a cost-effective manner and raises any resourcing issues with line manager as soon as identified • Demonstrate that all documented information is entered and compliant with Health New Zealand, Te Tai o Poutini West Coast policy and collected information is stored and access-protected in accordance with the Health Information Privacy Code (1994) • Demonstrate professional, accurate, confidential, and timely (within 24 hours) documentation; ensuring client/whānau involvement in decision-making is visible • Demonstrate an ability to collaboratively prevent, escalate, and manage adverse events/crises/emergencies, including unexpected client responses and situations that may compromise the safety of the client or others
<p>3. Interpersonal relationships</p> <p>Role modelling effective interpersonal skills and relationships – and supporting/influencing new graduate nurses, preceptors and the wider nursing team to do the same.</p> <p>Role modelling a variety of effective communication techniques.</p>	<p>In addition to role modelling Domain 3 competencies at a proficient level in own practice, provides coaching/mentoring/guidance that supports the new graduate nurse to meet all Domain 3 competencies at a competent level, including the ability to:</p> <ul style="list-style-type: none"> • Establish, maintain, and conclude therapeutic interpersonal relationships with clients and whānau, as well as the ability to establish and maintain professional relationships with the wider care team/community • Demonstrate professional, culturally appropriate communication in all interactions • Demonstrate professional boundaries within a rural context • Contribute to a work environment conducive to harmonious work relationships • Demonstrate professional conflict resolution
<p>4. Interprofessional health care and quality improvement</p> <p>Role modelling and supporting others to actively participate in the interprofessional team to plan, provide, and evaluate the effectiveness of care delivery.</p>	<p>In addition to role modelling Domain 4 competencies at a proficient level in own practice, provides coaching/mentoring/guidance that supports the new graduate nurse to meet all Domain 4 competencies at a competent level, including the ability to:</p>

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	<ul style="list-style-type: none"> • Articulate the principles of interprofessional practice, and respect and value the contributions of others within the care team • Collaborate with colleagues and members of the health care team to plan, facilitate, coordinate, and evaluate care that focusses on matters to a person and their whanau (rather than what is the matter/problem) • Initiate referrals and discharge/transition planning with other members of the care team in a timely manner • Demonstrate professional participation in multidisciplinary team meetings; representing the nursing perspective regarding client needs and implementing outcomes appropriately
<p>5. Supporting and facilitating the development of others</p> <p>Working alongside others to help develop their practice by: sharing own knowledge and experiences, preceptoring, coaching, mentoring, and guiding.</p> <p>Providing proficient nursing care and expertise, both in direct care delivery and in support to other staff.</p> <p>Providing direct input into the promotion, planning, delivery, and evaluation of new graduate nursing programmes.</p> <p>Providing education to others about new graduate nurses, new graduate nursing programmes, and any associated programme requirements.</p> <p>Providing advice and education in collaboration with others to ensure a quality service is delivered that aligns with evidence-based practice and achieves equitable health outcomes.</p>	<ul style="list-style-type: none"> • Works alongside new graduates, preceptors, and the wider care team to identify and support ongoing practice development aimed at improving population health • Assists new graduate nurses to identify and seek out relevant learning opportunities; supporting ongoing career pathway planning with Nurse Educators • Ensures a proficient standard of preceptorship is maintained when working alongside others to enhance their skills and experience • Educates nursing staff according to Health New Zealand, Te Tai o Poutini West Coast policy and procedure and in collaboration with others • Utilises contemporary teaching principles and learning models, as outlined by Health New Zealand, Te Tai o Poutini West Coast and/or relevant educational body • Supports the new graduate nurse to meet the Nursing Council of New Zealand competencies in their scope of practice and contributes to the performance appraisal process as appropriate • Develops and implements a strategic coaching plan in partnership with the Nurse Educators, preceptors, and relevant Clinical Nurse Managers • Maintains records of coaching events to assist in the collaborative evaluation of individual new graduate nurses' development goals

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	<ul style="list-style-type: none"> Identifies practice gaps and uses a strengths-based approach to supportively enable practice improvement using a variety of interventions, including: just-in-time learning, reflective practice, positive and constructive feedback (at a ratio of 5:1), and structured performance review using relevant competencies Discusses new graduate practice with the new graduate nurse, their preceptor, and line manager, and ensures significant achievements/concerns are communicated to the Nurse Educator and/or relevant programme coordinator Supports Nurse Educators with the: <ul style="list-style-type: none"> Promotion of West Coast new graduate nursing programmes to key relationships Development and facilitation of new graduate nursing recruitment processes, study days, and other programme events Programme assessments, including assessment of PDRP portfolios Programme audits/evaluation Development and facilitation of preceptor programmes
<p>6. Own competence and professional development</p> <p>Maintaining competence according to the Nursing Council of New Zealand's competencies for Registered Nurses.</p> <p>Role modelling a personal commitment to maintaining requirements of continuing competence, including professional development hours.</p>	<ul style="list-style-type: none"> Maintains organisational requirements around mandatory training and other professional development requirements relevant to role Undertakes professional development as approved/requested by line manager Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth Maintains ongoing education at least to the level required to maintain own Annual Practising Certificate Holds and promotes relevant professional portfolios (i.e. PDRP and Takarangi Cultural Competency) Works in collaboration with the Resuscitation Service Leader to maintain CPR Trainer qualification

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	<ul style="list-style-type: none"> Works in collaboration with the PDRP Coordinator to maintain PDRP Assessor qualification
<p>7. Honoring diversity and challenging inequity</p> <p>Role modelling commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau.</p> <p>Consistently demonstrating awareness and sensitivity of cultural differences when working with clients and their whānau, and when working with clinical and non-clinical colleagues.</p>	<ul style="list-style-type: none"> Role models culturally safe practice that reflects principles found in the Treaty of Waitangi, Tikanga Best Practice Guidelines, and Takarangi Cultural Competency Framework Recognises Māori as tangata whenua and works in collaboration with Health New Zealand, Te Tai o Poutini West Coast Māori Health Team and local Iwi to develop strategies aimed at achieving equity for Māori within the service Consistently demonstrates awareness and sensitivity of cultural differences when working with consumers and their families/whānau, and when working with clinical and non-clinical colleagues across Health New Zealand, Te Tai o Poutini West Coast Consistently respects the spiritual beliefs, sexual orientation, and cultural practises of others, including colleagues Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
<p>8. Health and Safety</p> <p>Role modelling a high quality, safe, and secure work environment by following relevant Health New Zealand, Te Tai o Poutini West Coast policies, protocols, and standards.</p> <p>Actively managing risk</p>	<p>All Health New Zealand, Te Tai o Poutini West Coast staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant Health New Zealand, Te Tai o Poutini West Coast policies and procedures. This includes:</p> <ul style="list-style-type: none"> Personal commitment to zero harm Reporting for duty in a fit state, free from the influence of alcohol/drugs Ensuring personal health, safety, and wellbeing - and that of others Reporting actual or potential hazards via the Safety1st incident reporting system and line manager Assisting with responding to, and resolving, client concerns or complaints in a way that is professional and sensitive

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	<ul style="list-style-type: none"> • Using all protective equipment provided, as appropriate • Cooperating with the monitoring of workplace hazards, including attending all relevant safety training and complying with all safety instructions • Reporting any pain or discomfort to the line manager(s) as soon as it develops • Seeking advice from the line manager(s) if unsure of any work practices • Contributing to initiatives aimed at improving health, safety, and wellbeing • Complying with all health and safety policies when providing care in the community • Complying with all organisational health and safety policies including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances
<p>9. Quality</p> <p>Ensuring a quality service is provided and taking an active role in quality activities, identifying areas of improvement.</p> <p>Actively managing threats to a quality service.</p>	<p>Every Health New Zealand, Te Tai o Poutini West Coast staff member is responsible for ensuring a quality service is provided. This includes:</p> <ul style="list-style-type: none"> • Leading and actioning quality improvement activities in collaboration with line manager(s) and other key stakeholders • Working collaboratively to achieve 100% compliance with relevant service audit schedule(s), including accreditation and other legislated compliance programmes • Contributing to relevant audits in collaboration with key stakeholders to evaluate clinical standards and client outcomes in accordance with national and organisational standards. This includes actively contributing to any initiatives aimed at addressing corrective actions. • Supporting timely investigation and management of relevant complaints • Developing and/or reviewing relevant policies and procedures as required • Supporting new graduates and members of the interprofessional team to develop and implement ideas for practice innovations

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	<ul style="list-style-type: none"> Works alongside the Health New Zealand, Te Tai o Poutini West Coast Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving client journey and care standards
10. Special projects and other duties	<ul style="list-style-type: none"> Is a member of groups and/or committees as directed by line manager Receives direction and delegations from line manager and Nurse Educators
11. Reporting line, base, hours of work and work resources Maintaining appropriate practice hours to maintain clinical competence	<ul style="list-style-type: none"> Reports daily to line manager, is based in Greymouth but is expected to travel regularly to satellite areas Negotiates all hours of work with line manager Maintains appropriate practise hours to maintain continuing competence requirements and an Annual Practising Certificate Notifies line manager of any changes to scope/conditions of practise Meets monthly with line manager to review progress against key deliverables Ensures that all monthly reporting is timely and accurate Maintains a work mobile phone and laptop; ensuring replacement as required, and returns resources if exits role

PERSON SPECIFICATION:

Qualifications & Experience:	
Essential <ul style="list-style-type: none"> New Zealand Registered Nurse with a current Annual Practising Certificate and no conditions on practise that may prevent ability to fulfil requirements of the role Ability to work with children Minimum 3-5 years' post-registration experience within a healthcare setting 	Desirable <ul style="list-style-type: none"> Current portfolio as part of the Professional Development and Recognition Programme (PDRP) Relevant postgraduate qualification Experience with adult learning principles Assessor qualification (4098)/Qualified PDRP Assessor CPR Trainer

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- Evidence of completion of preceptor training and at least 1 year of experience as a qualified preceptor
- Completion of, or personal commitment to undertake, cultural competency training
- Demonstrated ability to work at a proficient practice level
- Full 'clean' NZ driver's license
- Computer literacy (i.e. ability to update and use electronic health records and reporting platforms)

Professional skills/attributes:

- Clinically credible, respected, and person-centred
- Demonstrates high standards in terms of personal competence and professional practice
- Demonstrates cultural competence and evidence of application of the principles of the Treaty of Waitangi to provision of equitable health services
- Emotional intelligence
- Well-developed interpersonal and interprofessional skills
- Has an ability to consistently form therapeutic relationships with consumers and their families/whānau
- Demonstrated passion and commitment to professional development of self and others • Ability to work autonomously, use own initiative, and accept responsibility for own actions
- Flexible, adaptable, embraces change
- Self-motivated
- Proven skills as a preceptor/mentor/role model
- Proven ability to work as part of a team and positively contribute to the achievement of shared goals/outcomes
- Able to work under pressure and prioritise competing demands

Knowledge of (but not limited to):

- Health Practitioners Competence Assurance Act (2003)
- Treaty of Waitangi and its application to health
- He Ara Oranga and the government's response to the NZ Mental Health Inquiry
- He Korowai Oranga/Māori Health Strategy (2002)
- New Zealand Health Strategy (2016)
- Misuse of Drugs Act (1977) and Regulations
- Nursing Council New Zealand Code of Conduct (2012)
- Health and Disability Act
- Health and Disability Commissioner (Code of Health and Disability Services Consumer's Rights) Regulations (1996)
- Privacy Act (1993) and Health Information Privacy Code (1994)
- Health and Safety in Employment Act (2015)

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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.

*Signed on behalf of Health NZ
Health New Zealand
Te Tai o Poutini West Coast*

Name _____
Position _____
Date _____

Health New Zealand,
Te Tai o Poutini West Coast

*I accept the terms and conditions as outlined
in this Position Description*

Name _____
Clinical Coach/RN
Date: _____

Health New Zealand,
Te Tai o Poutini West Coast

[TeWhatuOra.govt.nz](https://www.health.govt.nz/te-whatu-ora)
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Te Kāwanatanga o Aotearoa
New Zealand Government