

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 Whatu Ora

Our Organization 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:	Care Capacity Demand Management – Safe staffing -CCDM Nurse Coordinator	
Reports to:	Nurse Director Operations Te Tai o Poutini for day-to-day operations matters and the Trans-Alpine Safe staffing - CCDM Nurse Manager for technical responsibilities and line management.	
Key Relationships:	Internal: <ul style="list-style-type: none">· Director of Nursing· Director of Midwifery· Nurse Consultant Mental Health· General Manager Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast· Associate Director of Allied Health· Medical Directors· Safe staffing – CCDM Nurse Coordinator· ISG Department· Nurse managers· Clinical Midwife Manager· Clinical Nurse Managers· Operations Managers· Duty Nurse Managers· Finance Department· People & Communications (P&C)· Program Coordinator SSHW/CCDM Allied Health	External: <ul style="list-style-type: none">· Other Health NZ – Te Whatu Ora Districts and Safe staffing - CCDM Coordinators· Unions, such as:<ul style="list-style-type: none">· NZNO· MERAS· PSA· NZNCOM, College of Nurses Aotearoa· Safe Staffing Healthy Workplace Unit· TAS· Health NZ – Te Whatu Ora, Waitaha Canterbury
Role Purpose:	<ul style="list-style-type: none">➤ The Safe staffing - CCDM Coordinator will take a lead role in providing coordination, facilitation, planning, communication and support for the implantation and ongoing maintenance of the Safe staffing - CCDM programme across the system.➤ The Safe staffing - CCDM Coordinator will be responsible for the enhancement of current systems using a 'whole of systems approach', the programme goal being to assist the District in attaining optimum patient outcomes by achieving staffing that closely matches the care needs of patients for 24 hours a day, seven days a week.➤ The role works closely with the partners - Safe staffing - CCDM Programme Consultant (SSHWU), Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast and health union partners to coordinate the programme components using the tools and processes from the Safe staffing - CCDM Programme.	

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	<ul style="list-style-type: none">➤ Whilst this is the main function of this position when the need arises the Safe staffing - CCDM coordinator may be asked to work alongside other staff to provide care to our patients.➤ The Safe staffing - CCDM Coordinator will work alongside the DNM team to gain oversight of the Safe staffing - CCDM programme from an operational perspective. <p>The key deliverables are –</p> <ul style="list-style-type: none">• Project coordination of the Safe staffing - CCDM programme across Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast.• 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 Te Tai o Poutini West Coast to achieve Safe staffing - CCDM.• Meet the commitment under Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast /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 maintenance of Safe staffing - CCDM to Te Tai o Poutini West Coast.• Develop and sustain constructive relationships between all stakeholders• Facilitate and model the partnership approach that underpins the Safe staffing - CCDM 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.
Complexity:	Most challenging duties typically undertaken, or most complex problems solved: <ul style="list-style-type: none">• Localisation of workplans that align with the sequencing of the Safe staffing - CCDM Programme.• Working collaboratively with the partners to coordinate the programme components and inter-dependencies.• Working collaboratively with the Programme Consultants to highlight potential risks and navigate arising issues and supports and contributes to sustainable integration.• Ability to "work smarter" by being innovative and proactive.• Ability to "work together" in a truthful and helpful manner.• Accepts responsibility for actions.• Ability to provide inspirational and motivational leadership.• Ability to work with Nurse Director Operations, Operational managers coast wide and CNM's and MM to implement change in a positive way.• Ability to create a positive work culture.

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| | <ul style="list-style-type: none">• Understands and is willing to work within Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast vision and values.• Ability to work alongside staff to assist them to develop and improve their clinical practise. |
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- Understands and is willing to work within Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast vision and values.
- Ability to work alongside staff to assist them to develop and improve their clinical practise.

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 Te Whatu Ora, Te Tai o Poutini West Coast reflect the values of:

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

He mihi

*E ngā mana E ngā reo
E ngā iwi o te motu
Tēnei te mihi ki a koutou katoa*

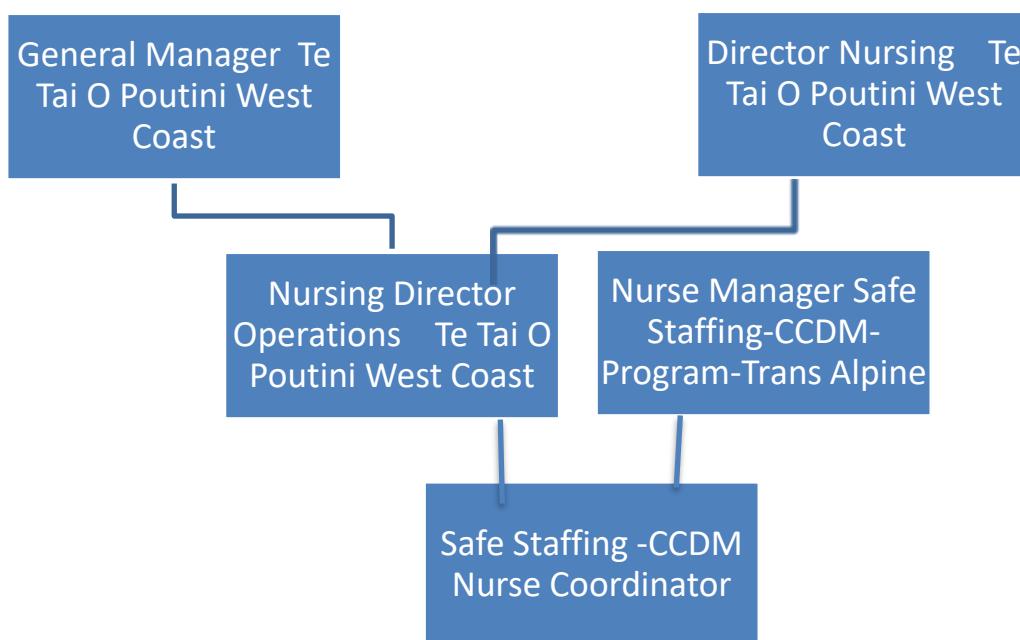
He whakatauki

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

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

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KEY ACCOUNTABILITIES:

The Safe staffing - CCDM Coordinator is responsible for:	The Safe staffing - CCDM Coordinator will be successful when
<p>1. Professional responsibility</p> <p>Demonstrating professional, legal, and ethical responsibilities; and cultural safety.</p> <p>Complying with all Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures.</p> <p>Demonstrating evidence-based knowledge and clinical judgement.</p> <p>Accepting accountability for own actions and decisions.</p> <p>Escalating professional issues appropriately.</p>	<ul style="list-style-type: none">Accepts 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.Reads and adheres to all Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures, and practices in accordance with relevant ethical frameworks.Identifies, discusses, documents, and manages ethical issues with staff that directly effects clients, whānau, and the interprofessional team.Practices in a manner that is deemed by all staff to be culturally safe.Practices in a way that is deemed by tangata whenua and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes for Māori.

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	<ul style="list-style-type: none">• Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by Nurse Care Assistants, Enrolled Nurses, and others; and utilising more experienced members of the health care team to assist with problem solving and setting priorities.• Represents the organisation and the nursing profession positively, projecting a professional image of nursing.• Supports an environment that enables patient safety, independence, quality of life, and health.• Briefs line manager and team regarding any emerging clinical issues.• Refers all matters and concerns related to professional practice of staff to their line managers in the first instance and/or Nursing director operations 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 NZ - Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures• Matters of unresolved staff conflict• Security breaches and quality standards failure
2. Coordinating local partnership and implementation of the Te Tai o Poutini West Coast Safe staffing - CCDM programme	<ul style="list-style-type: none">• Engage key partners internal and external stakeholders.• Facilitate and model partnership in all programme activity, at all levels of the organisation.• Support the Safe staffing - CCDM Council to deliver the Safe staffing - CCDM Programme plan according to agreed timelines.• Establish and coordinate scheduled meetings with key groups.• Collect and record information relating to the programme.
3. Programme Knowledge	<ul style="list-style-type: none">• Develop an expert knowledge of Safe staffing - CCDM programme tools and processes.• Assist staff to understand the benefits and how Safe staffing - CCDM helps them to do their job.• Assess training and education needs.

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	<ul style="list-style-type: none"> • 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 Safe staffing - CCDM programme. • Support the development of data literacy and understanding.
<p>4. Training and Resource Utilisation</p>	<ul style="list-style-type: none"> • Plans and delivers focused training sessions to address common areas for improvement and to motivate and empower staff in the utilisation and understanding of Safe staffing - CCDM. • Maintains own current knowledge base through networking with other Safe staffing - 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.
<p>5. Management of nursing care Demonstrates evidence-based nursing knowledge in the holistic management of client care.</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"> • Demonstrates: planned, effective, timely, clinical oversight of clients, ensuring the Registered Nurse works within their scope of practice to enable: <ul style="list-style-type: none"> • Person/whānau led care • Excellence in Māori health and disability outcome • Excellence in rural health and disability outcomes • Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast vision and values • Utilises current research and evidence-based practice to support effective, collaborative decision-making regarding the care of clients within the service. This decision making includes holistic: <ul style="list-style-type: none"> • Assessment • Diagnostic inquiry • Planning • Interventions/treatment • Evaluation of clinical care • Uses evidence-based, approved assessment tools to inform assessment.

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- Contributes to an organisational environment that values and prioritises the input of all consumers and their families/whānau/community; ensuring that consumers and their whānau are active and informed partners in the holistic planning and delivery of their care (with a focus on prevention and continuity).
- In partnership with the client and their whanau, uses assessment skills and knowledge of pathophysiology and pharmacology to develop: accurate, collaborative, holistic, documented care plans.
- Safely performs practical clinical skills according to policy and procedure, which may include but are not limited to: phlebotomy, near-patient testing, wound dressings, and/or IV therapy.
- Collaboratively identifies health promotion and care management goals that are important to the client and their whānau.
- Effectively and safely prioritises own workload and care coordination.
- Prioritises patient telephone calls, providing advice and/or referral as necessary.
- Within scope of practice, recommends/orders appropriate diagnostic tests and recommends/prescribes 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. Documents these conversations as well as the client response to these interventions.
- Within scope of practice, recommends/prescribes evidence-based therapies (pharmacological and non-pharmacological) as well as appropriate referrals to other services that meet the needs of the client and their family/whānau. This is done in accordance with organisational policy and procedure.
- Works in partnership with staff, the client/whānau to link into relevant Māori Health services.
- Ensures the client and their whānau are provided 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.

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	<ul style="list-style-type: none">• In partnership with the client and their whānau, identifies educational needs to improve health literacy and empower wellness.• Provides education to clients and whānau effectively by assessing learning readiness, and evaluating existing knowledge and determinants of health that may impact on learning and utilisation of new knowledge.• Advocates on behalf of the client, whānau, and/or team as appropriate.• Identifies barriers related to accessing services and client satisfaction and works with the interprofessional team to remove these.• Communicates, collaborates, and coordinates care with other health professionals to ensure best outcomes for clients and their whānau.• Ensures care is being coordinated in a timely manner to facilitate smooth transition of the client between services and along their care plan.• Regularly attends multidisciplinary team meetings to promote continuity of quality care.• Modifies practice, as appropriate, to take into account the impact of wider determinants of health, including changes to health strategy and models of care.• Utilises resources in a cost-effective manner and raises any resourcing issues with line manager as soon as identified.• Ensures all documented information is entered and compliant with Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast policy and collected information is stored and access-protected in accordance with the Health Information Privacy Code (1994).• Documents in a professional, accurate, confidential, and timely manner (within 24 hours), and ensures patient/whānau involvement in decision-making is visible.• Demonstrates 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.
6. Interpersonal relationships Demonstrating effective interpersonal relationships	<ul style="list-style-type: none">• Establishes, maintains, and concludes therapeutic interpersonal relationships with other health professionals, clients and whānau.

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	<ul style="list-style-type: none">• Promotes practice in a negotiated partnership with staff, the client and whānau (where and when possible).• Role models professional communication in all interactions.• Role models professional boundaries in all interactions with clients/whānau.• Establishes and maintains professional relationships with key stakeholders working within Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast and wider community.• Roll models the vision and values set by Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast.• Supports a work environment that conducive to harmonious work relationships.• Role models and promotes professional conflict resolution.
7. Interprofessional health care and quality improvement Actively participating as a member of the interprofessional team to plan, provide, and evaluate the effectiveness of care delivery.	<ul style="list-style-type: none">• Role models the principles of interprofessional practice, and respects and values the contributions of others within the care team. Can articulate how interprofessional practice helps to achieve high quality, client-centred care.• Collaborates and participates with colleagues and members of the health care team to plan, facilitate, and coordinate care Develop a communication strategy to support Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast programme.• In collaboration with the Safe Staffing Healthy Workplace Unit 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 health NZ - Te Whatu Ora, Te Tai o Poutini West Coast 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.• Initiates referrals and care planning with other members of the care team in a timely manner.

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	<ul style="list-style-type: none"> Participates in multidisciplinary team meetings; representing the nursing perspective regarding client needs and implementing outcomes appropriately.
<p>8. 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>This includes supporting students, new graduates, and new members of staff.</p>	<ul style="list-style-type: none"> Prioritises own workload to free up time to support and assist others in the team. Works alongside other staff to support practice development. Supports a practice environment that encourages learning and evidence-based practice. Supports an environment that has good collegial relationships and working to a common goal with the values and vision of Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast in mind. Educes colleagues, students, and other staff according to Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast policy and procedure, and in collaboration with others. Ensures a quality standard of preceptorship is maintained when working alongside others to enhance their skills and experience. Utilises contemporary teaching principles and learning models, as outlined by Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast and/or relevant educational body. Demonstrates a willingness to support colleagues who are in their first year of practice, utilising appropriate programme frameworks.
<p>9. Own competence and professional development</p> <p>Maintaining competence according to the Nursing Council of New Zealand's competencies for Registered Nurses.</p> <p>Demonstrating a personal commitment to maintaining requirements of continuing competence, including 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 and/or RN Prescribing endorsement. Notifies line manager of any changes to scope/conditions of practise. Participates in regular peer review.

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	<ul style="list-style-type: none"> Participates in regular clinical and professional supervision. Holds and promotes relevant professional portfolios (i.e. PDRP and Takarangi Cultural Competency).
<p>10. Honouring diversity and challenging inequity</p> <p>Demonstrates commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau.</p> <p>Consistently demonstrates awareness and sensitivity of cultural differences when working with clients and their whanau, and when working with clinical and non-clinical colleagues.</p>	<ul style="list-style-type: none"> Demonstrates 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 NZ - Te Whatu Ora, 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 NZ - Te Whatu Ora, 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>11. Health and Safety</p> <p>Maintaining a high quality, safe, secure work environment by following relevant Te Tai o Poutini West Coast policies, protocols, and standards.</p> <p>Actively managing risk.</p>	<p>All Health NZ - Te Whatu Ora, 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 Te Whatu Ora, 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. Assisting with responding to, and resolving, client concerns or complaints in a way that is professional and sensitive. Using all protective equipment provided, as appropriate.

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	<ul style="list-style-type: none">Ensuring that all accidents or incidents are promptly reported to line manager(s).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 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.
12. Quality Ensuring a quality service is provided and taking an active role in quality activities, identifying areas of improvement. Actively managing threats to a quality service.	Every Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast staff member is responsible for ensuring a quality service is provided. This includes: <ul style="list-style-type: none">Identifying 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 patient 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 complaintsContributing to the development of relevant policies and procedures as required.Supporting colleagues and members of the interprofessional team to develop and implement ideas for practice innovations.Working alongside Health NZ - Te Whatu Ora, Te Tai o Poutini West Coast Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards.
13. Data Quality, Analysis and Information	<ul style="list-style-type: none">Support the Safe Staffing Healthy Workplace Unit Data Analyst.

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	<ul style="list-style-type: none"> 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. Is a member of groups and/or committees as directed by line manager.
14. Reporting line, base, hours of work, and work resources Maintains appropriate practice hours to maintain clinical competence.	<ul style="list-style-type: none"> Reports daily to line manager, and is based in primarily based in Westport. Negotiates all hours of work with line manager. Maintains appropriate practise hours to maintain continuing competence requirements and an Annual Practising Certificate.

PERSON SPECIFICATION:

Qualifications & Experience	
Essential	Desirable
<ul style="list-style-type: none"> New Zealand Registered Nurse with a current Annual Practising Certificate without any conditions on scope/practise that may prevent ability to fulfil requirements of the role At least two years' experience as a registered nurse Experience with TrendCare Proficient in Microsoft Office applications Data literacy and numeracy Excellent organisational skills and attention to detail 	<ul style="list-style-type: none"> Several years clinical experience across a variety of clinical areas Extensive experience in and knowledge of the health sector Qualification/experience in data analysis Qualification/experience in education Qualification in project management Experience in and knowledge of clinical quality and safety, best practice Experience in and knowledge of hospital operations Operational understanding of staff budgets and rosters

Professional skills/attributes:

Knowledge of (but not limited to):

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<ul style="list-style-type: none">• 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• Proven assessment and communication skills, including the ability to think critically• Has an ability to consistently form therapeutic relationships with staff as well as 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 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	<ul style="list-style-type: none">• Health Practitioners Competence• Assurance Act (2003)• Treaty of Waitangi and its application to health• New Zealand Health Strategy (2016)• Compulsory Assessment and Treatment Act (1992)• 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
Te Whatu Ora
Te Tai o Poutini West Coast*

Signed: _____

Date _____

Name _____

Position _____

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

Signed: _____

Date _____

Name _____

Safe staffing - CCDM Coordinator

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Greymouth 7805

Te Kāwanatanga o Aotearoa
New Zealand Government