

Allied Health, Scientific & Technical Position Description

Employment Agreement:	DHBs/PSA Allied, Public Health and Technical MECA
Position Title:	Clinical Coordinator
Service & Directorate:	Strategy Primary & Community
Location:	Dunedin/Invercargill
Reports to:	Unit Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	January 2020

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

Allied Health, Scientific and Technical professionals work in health care teams providing a range of diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the communities they serve.

This role will work collaboratively with all health professionals within the wider multi-disciplinary team throughout the SDHB in a way that is consistent with the Organisation's vision and values. This way of working will ultimately benefit all our patients and communities.

You will be expected to provide clinical coordination to Allied Health clinicians and support the workforce to deliver high quality health and disability services. You will provide advice to and collaborate with the operational and professional leads and work in partnership to promote efficiency, productivity and patient safety. You will be expected to foster excellence in quality practice standards and professional conduct, and identify and support areas for development of AHS&T clinicians and assistants.

Main objectives:

The objectives of the Clinical coordinator are:

- To provide support to the unit manager by taking on delegated leadership and operational tasks for the team
- To provide day to day clinical leadership and coordination of all of the Allied Health professionals within the specified clinical team.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Role Specific Competencies

Managing diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities irrespective of age and gender; supports equal and fair treatment and opportunity for all
Priority Setting	Spends own time and the time of others on what is important; can quickly sense what will help or hinder when seeking to accomplish goals; eliminates roadblocks; creates focus
Problem Solving	Uses logic and established processes to solve difficult problems and achieve effective solutions; can see hidden problems; Is excellent at honest analysis; looks beyond the obvious ; doesn't stop at the first answers
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person and use that knowledge to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
Organisational	Knowledgeable about how organisations work; knows how to get things done both through

Agility	formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
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KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Unit manager 	<ul style="list-style-type: none"> Clients, patients, families, whanau and caregivers
<ul style="list-style-type: none"> AHS&T staff 	<ul style="list-style-type: none"> Tertiary training institutions (polytechnics and Universities)
<ul style="list-style-type: none"> AHS&T Professional Leaders (PLs) 	<ul style="list-style-type: none"> Unions
<ul style="list-style-type: none"> Multi-disciplinary colleagues 	<ul style="list-style-type: none"> Services from the community, funding bodies, including ACC, student or intern clinical liaison staff
Service Manager	<ul style="list-style-type: none"> Primary care - GPs, other medical staff
<ul style="list-style-type: none"> AHST Professional Development Facilitator 	<ul style="list-style-type: none"> Relevant Allied Health Professional Associations and Registration bodies
<ul style="list-style-type: none"> Administration staff 	<ul style="list-style-type: none"> Other service providers (DHBs and NGOs, ACC contracted providers)

PERSON SPECIFICATION:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	You must be registered as per legislative requirements relevant to your profession	Post graduate qualification in leadership or allied health clinical field
Experience	<ul style="list-style-type: none"> You must be an AHS&T professional with a minimum of five years clinical experience, at least three of which must be current. 	It is expected that your remaining FTE will include clinical practice
Knowledge and Skills:	You must have relevant clinical experience and proven expertise within the specific area of practice	
	You must have an understanding of the roles of each of the allied health professions within this clinical area of practice	
Personal Qualities	<ul style="list-style-type: none"> Honest Trustworthy Open to feedback Highly organised Leadership skills 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Leadership and management	
Provides day to day clinical leadership and coordination of the team	<ul style="list-style-type: none"> • Caseload management optimised • Patient flow is planned • Patient pathways are clear with continuity of care coordinated and transitions into other services occur • Requests to services are appropriately responded to
Deployment of staff	<ul style="list-style-type: none"> • Direct day to day deployment of staff as required using skill mix and clinical experience of the team
Referral management	<ul style="list-style-type: none"> • Work with the team to support the triaging of referrals to the most appropriate clinician(s) • Where appropriate liaise with referrers to manage expectations • Implements treatment priority tools in consultation with professional leads, unit managers and service managers
Communication	<ul style="list-style-type: none"> • Communicates regularly with relevant leaders of associated teams eg, medical directors, professional leads, charge nurse managers
Clinical Advice	<ul style="list-style-type: none"> • Source or provide clinical advice, support and guidance to the team
Clinical Risk	<ul style="list-style-type: none"> • Identifies risk in clinical areas and in consultation with unit manager, professional leads and other clinical leaders plans mitigation
Evidence based practice	<ul style="list-style-type: none"> • Creates and fosters a culture of best practice and maintains oversight of care pathways in collaboration with clinicians/other clinical coordinators and appropriate professional leads • Leads and fosters a learning environment for the team
Clinical Orientation	<ul style="list-style-type: none"> • Facilitates clinical orientation of staff
Represents team	<ul style="list-style-type: none"> • Represents the clinical team, and where requested service at relevant department, clinical and team meetings • Leads and facilitates meetings as required
Recruitment and Retention	<ul style="list-style-type: none"> • Works in collaboration with unit manager and professional leads to identify future workforce needs – recruitment, succession planning and career development
Performance	<ul style="list-style-type: none"> • Identifies performance issues and supports addressing these, in collaboration with unit manager and professional lead • Provides reports on clinical team performance to unit manager • Supports the investigation of complaints and incidents within clinical team • Supports performance appraisals for the team in

	partnership with professional lead and unit manager
Clinical Practice	
Provides direct care within own profession discipline/speciality Adheres to professional and legislative standards of practice	
Professional Responsibilities	
Working in a collegial manner <ul style="list-style-type: none"> Contribute to the support and education of colleagues and students to enhance development of the profession Participate in and contribute to the functioning of the team Establish and maintain an effective working relationship with other staff 	<ul style="list-style-type: none"> You have formal and informal systems in place for supporting colleagues You maintain supervision records for students You participate as a team member to ensure the best outcomes for patients/ people
Evidence-based practice and research <ul style="list-style-type: none"> Consistently refer to and relate practice to literature and research Critique, discuss and disseminate evidence based best practice Reflect on and evaluate the effectiveness of own practice 	<ul style="list-style-type: none"> You implement evidence-based best practice procedures and guidelines You update your knowledge related to best practice guidelines and area of practice You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements)
Time management <ul style="list-style-type: none"> Manage own time adopting a disciplined approach to establishing and following identified role-related priorities 	<ul style="list-style-type: none"> Your tasks are scheduled and completed in a timely manner
Professional development <ul style="list-style-type: none"> Develop and maintain professional competency Appraisal, peer review, observed practice or other professional audits as applicable Develop both personally and professionally to meet the changing needs of your career and profession 	<ul style="list-style-type: none"> You hold current registration where applicable or as required You maintain an up-to-date professional development plan
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p> <p>Role Model clinical practice excellence.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.

Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi (Te Tiriti o Waitangi)	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date