

Position Description

Employment Agreement:	NZNO/DHB MECA
Position Title:	Clinical Nurse Coach
Service & Directorate:	Medicine, Women's and Childrens
Location:	Dunedin
Reports to:	Charge Nurse Manager
Number of direct reports:	
Date:	March 2021

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>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> 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
<p>The Clinical Coach may work across the organisation or within a clinical area, acting in the roles of coach, educator, consultant, researcher, leader/change agent in the pursuit of excellence and improved health outcomes.</p> <p>Clinical support and education for staff in Te Whatu Ora Southern Dunedin Emergency Department is vital for wellbeing alongside clinical excellence, however in order to influence and strengthen nursing practice it is essential the role is underpinned by <u>all</u> the competencies as outlined in the position description below:</p> <ul style="list-style-type: none"> • Promotes excellence in nursing/midwifery practice within an interdisciplinary environment. • Promotes the enhancement of practice and the development of knowledge and skills for nursing/midwifery staff. • Shows effective nursing/midwifery leadership and consultancy with a support and educational focus. • Promotes and utilises research and evidence-based nursing/midwifery practice. • Maintains own professional development.

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	
Motivating Others	Creates a climate in which people are motivated and want to do their best; can motivate many team or project members; empowers others to achieve desired results; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working with.
Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
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 diffuse even high-tension situations comfortably.
Informing	Provides the information people need to know to do their job and to feel good about being a member of the team, unit, and/or the organisation; provides individuals with information in a timely manner to make accurate decisions.

KEY RELATIONSHIPS	
Within Southern Te Whatu Ora	External to Southern Te Whatu Ora
<ul style="list-style-type: none"> • PDU Manager 	<ul style="list-style-type: none"> • National Committees
<ul style="list-style-type: none"> • Nursing/Midwifery Directors 	<ul style="list-style-type: none"> • Local, District and Regional Groups

• PDRP Coordinator	• Professional Nursing/Midwifery Organisations
• NETP Coordinator	• Tertiary Providers
• Service Manager	• Non-Provider Arm
• Clinical Charge Nurses/Midwives	• National Workforce Development Agencies
• Clinical Leaders	
• All Nursing and Midwifery Staff	
• Allied Health Staff	
• Maori Health Unit	
• Medical Staff	
• Clinical Support Staff	
• Infection Prevention and Control	
• Occupational Health and Safety	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Be registered with the Nursing Council of New Zealand as a Registered Nurse • Hold a current Nursing Council of New Zealand annual practising certificate. • Hold a relevant Post graduate certificate. • Recognised teaching, mentoring and coaching skills. • Have in-depth knowledge and understanding of NCNZ competencies. • Hold a current Portfolio (PDRP) or equivalent, appropriate to the role. • Have or be willing to work towards a post-registration qualification relating to principles of adult teaching and learning. 	<ul style="list-style-type: none"> • Hold or be working towards a relevant post-graduate diploma. • Previous experience within an education role. • Demonstrates ability to develop nursing standards and quality initiatives. • Knowledge and understanding of undergraduate nursing curricula.
Experience	<ul style="list-style-type: none"> • Experience and credibility with the health care team as a professional resource in speciality/practice area. • Networking effectively in area of specialty/ practice - locally, regionally and nationally. • Demonstrated ability to articulate evidence based nursing/midwifery practice to a Multidisciplinary Team. • Minimum of 3 years working either within the clinical area or relevant nursing role. • Demonstrated ability to contribute to the professional development of nursing staff. 	
Knowledge and Skills	<ul style="list-style-type: none"> • Current issues for nursing and health in NZ and international context. • Current issues in nursing education. • Current nursing professional standards and codes. • Southern DHB current vision, goals and objectives. • Principles of the Treaty of Waitangi and biculturalism. • Advanced communication skills, written, verbal and presentation. 	

	<ul style="list-style-type: none"> Ability to contribute positively, have vision and flexibility to contribute to and accommodate change. 	
	<ul style="list-style-type: none"> Be a professional leader and role model, with proven ability to inspire, motivate and develop others. Be champions for, and promote the profession of nursing/midwifery, including PDRP. Have excellent administrative, computer, organisational and time management skills. 	
Personal Qualities	A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery / equipment, lifting, overhead reaching, carrying, pushing / pulling, twisting, climbing / balancing, crouching / squatting, manual handling of people, other reaching, and ability to participate in personal restraint if required.	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Promotes excellence in nursing practice within an interprofessional environment.	
<ul style="list-style-type: none"> Works clinically alongside new graduate staff and new staff to the organisation to support consolidation of practice alongside critical thinking development providing a safe and supportive environment. Uses a theoretical framework and personal philosophy of nursing as a basis for nursing practice and its advancement. Models expert nursing skills and applies critical reasoning to nursing practice issues and decisions. In partnership with senior nursing staff, identifies relevant trends and changes in the scope and nature of nursing practice and evaluate for local applicability. Uses critical incidents as an opportunity for staff development. Collaborates with senior nursing staff and multidisciplinary teams and supports changes to practice when indicated. Promotes and provides a strong nursing education focus based on adult learning principles. 	<ul style="list-style-type: none"> Informed by Te Whatu Ora Southern initiatives, national specialty K&S (Knowledge and Skills) frameworks. Maintains own PDRP. Education framed within nursing and/or national health standards eg NZ Health Strategy, HQSC targets.
Shows effective nursing leadership and consultancy with an educational focus.	

<ul style="list-style-type: none"> • Acts as a resource person and supports staff to achieve Professional Development and Recognition Programme (PDRP) requirements. • Quality Leadership Programme (QLP). • Supports a culture of evaluation and the ongoing quality improvement of nursing/midwifery practice. • Contributes to system change to improve health outcomes through evidence-based practice. 	<ul style="list-style-type: none"> • Demonstrates understanding of levels of practice indicators within PDRP. • Quality cycle used to determine practice development needs. • Use of professional development plans from nursing/ midwifery PDRs to shape education.
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<ul style="list-style-type: none"> • Contributes to meetings in a collaborative, active way. 	
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Promote the enhancement of clinical practice and the development of knowledge and skills for Nursing staff	
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<ul style="list-style-type: none"> • Is responsible for the facilitation of education and staff development. • Communicates and collaborates with Senior Nursing staff to identify education needs and practice requirements. • Reviews learning goals and adapts coaching strategies to ensure goals are met. • Provides evaluation and feedback to staff in the moment as well as in brief written format ensuring the line manager is kept up to speed on a regular basis. • Where specialist knowledge needs are identified, the Nurse coach will in conjunction with the Senior Nursing Group identify education needs and facilitate training and subsequent support in the clinical practice setting. • Supports nursing/midwifery staff in identifying relevant education, professional development goals. • In conjunction with Senior Nursing group, assists nursing staff, who have been identified as having a performance deficit, in developing the required competencies to ensure sound clinical practice. • In collaboration with the New Graduate coordinators, provide support, education and resources to the new graduates to ensure programme requirements are achieved. • Is available as a mentor for nurses/ preceptors where appropriate. 	<ul style="list-style-type: none"> • Able to determine and respond to needs of different groups within the workforce eg NETP, new staff, IQN etc. • Use of standardised evaluation to demonstrate outcomes. • Certified preceptor.
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Promotes and utilises research and evidence-based nursing practice	
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<ul style="list-style-type: none"> • Facilitates and assists in the application of research findings. • Works in partnership to develop and maintain evidence-based inquiry and education resources. • Utilises research inquiry to advance nursing best practice across the site and contribute to evidence based policy and its evaluation through the quality and audit process. 	<ul style="list-style-type: none"> • Use of contemporary sources of information and evidence.
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Maintains own professional development	
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<ul style="list-style-type: none"> • Maintains own clinical competence and develops own portfolio demonstrating a commitment to self-development. • Networks nationally and internationally and keeps up to date on trends and developments within education. • In consultation with the Line Manager identifies programmes and conferences relevant to the role. 	<ul style="list-style-type: none"> • Annual PDR with development objectives identified. • Use of electronic / online resources for education and development. • Presents papers at conferences and seminars and presents papers for publishing as required.
<p>Other Duties</p>	
<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 Southern DHB processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the DHB values in everything you do.
<p>Professional Development – self</p>	
<p>Identifying areas for personal and professional development.</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.
<p>Health, Safety and Wellbeing</p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern Te Whatu Ora Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern Te Whatu Ora 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.
<p>Treaty of Waitangi</p>	
<p>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.</p>	<ul style="list-style-type: none"> • Partnership – 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. • Participation – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socioeconomic conditions that face our people and work hard to remove barriers of access to health and education. • Protection – 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