

### Position Description

Employment Agreement:	Te Whatu Ora / NZNO Nursing and Midwifery Multi Employer Collective /PSA Employment Agreement
Position Title:	Clinical Coordinator
Service & Directorate:	Child and Adolescent Mental Health Specialist Services
Location:	Dunedin
Reports to:	Unit Manager / Charge Nurse Manager
Te Whatu Ora Delegation Level:	N/A
Number of direct reports:	Nil
Date:	March 2025

### 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 Coordinator Child &amp; Adolescent Mental Health Specialist Services will support the Unit Manager to help coordinate with the outpatient clinics to provide efficient, effective and safe services, within the available resources.</p> <p>The Clinical Coordinator provides leadership for the coordination of clinical service delivery, clinical leadership and direction to staff across the Child and Adolescent Specialist Mental Health Teams. Working in partnership with other staff, the Clinical Coordinator is the resource and support person for the designated area to ensure the provision of safe patient care.</p> <p>The Clinical Coordinator provides clinical leadership to support the Unit Manager, monitors and mitigates risk, actively engages in quality initiatives and manages the day-to-day functioning of the ward/unit/service to ensure delivery of safe patient focused care. Staff education is also an integral function of the role.</p> <p>This position does not encompass budget responsibility, but has delegation of authority for management of staff within the community team.</p>

## 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	
Planning	Accurately scopes out length and difficulty of task and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals, evaluates results.
Managing and Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
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 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.

KEY RELATIONSHIPS	
Within Te Whatu Ora Southern	External to Te Whatu Ora Southern
<ul style="list-style-type: none"> <li>Nurse Managers</li> </ul>	<ul style="list-style-type: none"> <li>Home and Community NGO's Service Providers</li> </ul>
<ul style="list-style-type: none"> <li>Service Managers</li> </ul>	<ul style="list-style-type: none"> <li>General Practice</li> </ul>
<ul style="list-style-type: none"> <li>Integrated Operations Centre</li> </ul>	<ul style="list-style-type: none"> <li>Relevant associated groups, local and regional</li> </ul>
<ul style="list-style-type: none"> <li>Care Coordination Centre</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare providers</li> </ul>
<ul style="list-style-type: none"> <li>Unit team managers</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare consumers</li> </ul>

▪ Clinical Charge Nurses	▪ National Speciality groups
▪ Clinical Leaders	▪ NZNO, PSA and other relevant professional colleges of nursing and midwifery
▪ All Nursing and Midwifery Staff	▪ Nursing Council/Midwifery council
▪ Allied Health Staff	
▪ Nurse Educators	
▪ Practice Development Unit	
▪ Medical Staff	
▪ Clinical Support Staff	
▪ Infection Control	
▪ Occupational Health & 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"> <li>a registered health care professional with strong clinical leadership skills</li> <li>Holds a current portfolio appropriate to the role.</li> </ul>	<ul style="list-style-type: none"> <li>Has proven clinical credibility in speciality</li> <li>Holds a post graduate qualification (minimum P.G.Cert) in a relevant field.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Excellent group facilitation skills and history of a collaborative team approach</li> <li>Has advanced communication techniques such as conflict resolution, diffusion and mediation skills</li> </ul>	<ul style="list-style-type: none"> <li>Innovative and flexible with positive and problem solving approach in all situations</li> </ul>
Knowledge and Skills	<ul style="list-style-type: none"> <li>Knowledge of and demonstrates use of adult teaching and learning principles</li> </ul>	<ul style="list-style-type: none"> <li>Is a critical consumer of research and embraces evidenced based practice when carrying out any task /function</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>Confidence to accept responsibility and to act with authority and independence within delegated responsibilities.</li> <li>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.</li> </ul>	

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Clinical Leadership</b> To provide professional direction, leadership and day to day management	
<ul style="list-style-type: none"> <li>Act as an effective role model by demonstrating high levels of clinical competence, in keeping with Te Whatu Ora Southern values.</li> <li>Oversee the assessment, planning, implementation and evaluation of clinical practice.</li> <li>Advocate on behalf of client/family/colleagues as appropriate and in a culturally safe manner.</li> <li>Participate in clinical and education planning processes at a service level.</li> <li>Promote an inter-professional and Inter-disciplinary approach to the care.</li> <li>Supervises, mentors and educates other staff using a variety of methods; including role modelling of expert practice</li> </ul>	<ul style="list-style-type: none"> <li>Evidence all staff with have current PDRP CPD target to be agreed with relevant professional leader</li> <li>Staff engagement in active education and professional development.</li> <li>Evidence of effective strategies and methods to engage the workforce.</li> <li>Role models and proactively instigates best practise guidelines, and relevant regulatory bodies/professional bodies and SDHB policies/protocols and standards</li> </ul>

<ul style="list-style-type: none"> <li>▪ Encourage a culture of continuous learning, positive critique of the status quo.</li> <li>▪ Lead the team, encouraging individual contributions to issue resolution.</li> </ul>	
<b>Clinical Practice</b> Coordinate the skill mix, work force planning and practice requirements	
<ul style="list-style-type: none"> <li>▪ Coordinate staff to provide patient/client centred care, in collaboration with relevant lead.</li> <li>▪ Promote innovative and creative clinical practice and ensure it is validated with best practice and support research utilisation.</li> <li>▪ Assess and effectively delegate activities taking into consideration individuals knowledge and skill level and monitor progress.</li> <li>▪ Work collaboratively with all members of the health care team to ensure staff receives high quality education input and support.</li> <li>▪ Promote cost effective clinical practice.</li> <li>▪ Identify deficits in clinical and professional competencies of individuals and take appropriate action to support achievements of the same and raise appropriately to relevant lead.</li> <li>▪ Promotes a team based model of care, handover practices, intentional and rapid rounding strategies to enhance patient delivery.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Facilitation / involvement of multidisciplinary meetings affecting patient care.</li> <li>▪ Meets relevant MOH targets for e.g. smoking cessation, ED 6 Hour target.</li> <li>▪ Meets relevant Key Performance Indicators for clinical area for eg length of stay.</li> <li>▪ Identifies performance related issues to relevant lead.</li> </ul>
<b>Resource Management</b>	
<ul style="list-style-type: none"> <li>▪ Ensures there is a good customer/ client service, working to improve customer satisfaction</li> <li>▪ Facilitate accurate and up-to-date information systems to reflect accurate patient/client admissions/discharges, and staff changes eg. iPM, Onestaff.</li> <li>▪ Delegate skill mix to acuity appropriately on the shift</li> <li>▪ Participate in workforce and development planning.</li> <li>▪ Ensure that patient allocation and model of care is based on appropriate skill mix</li> <li>▪ Participate in the succession planning within the service area by identifying and supporting staff in their development.</li> <li>▪ Work to identify current and future staffing resource requirements and develop strategies to address these.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safe staffing skill mix, meets the needs of the service and aligns with the principles of CCDM</li> <li>▪ Elevate to relevant lead resource requirements with strategies considered.</li> </ul>

<p>Quality and Risk Management</p> <p>Contributes to the service's risk minimisation activities and service activities</p> <p>Fosters a quality improvement culture</p>	
<ul style="list-style-type: none"> <li>Actively contributes to health and safety activities and ensures infection control processes are maintained whilst facilitating and delegating others to also actively contribute</li> <li>Identifies risk management issues, appropriately initiates risk mitigation and educates staff about risks within the area</li> <li>Continually monitor compliance with Te Whatu Ora Southern policies, procedures and quality standards &amp; indicators and act</li> </ul>	<ul style="list-style-type: none"> <li>Initiates audit and evaluation of ward/service processes and implements corrective actions</li> <li>Contributes to incident and complaint investigation processes</li> <li>Promotes and participates in quality improvement strategies including accreditation and certification activities</li> <li>Identifies and ensures Point of care compliance</li> </ul>
<p>Other Duties</p>	
<ul style="list-style-type: none"> <li>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> <li>Act as a role model for the Te Whatu Ora Southern's Organisational Values.</li> </ul>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with Te Whatu Ora Southern processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the DHB values in everything you do.</li> </ul>
<p>Professional Development – self</p>	
<ul style="list-style-type: none"> <li>Identifying areas for personal and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<p>Health, Safety and Wellbeing</p>	
<ul style="list-style-type: none"> <li>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora Southern's Health, Safety and Wellbeing policies, procedures and systems.</li> </ul>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Te Whatu Ora Southern's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<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"> <li>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.</li> <li>Participation – 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.</li> </ul>

	<ul style="list-style-type: none"> <li>Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>
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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