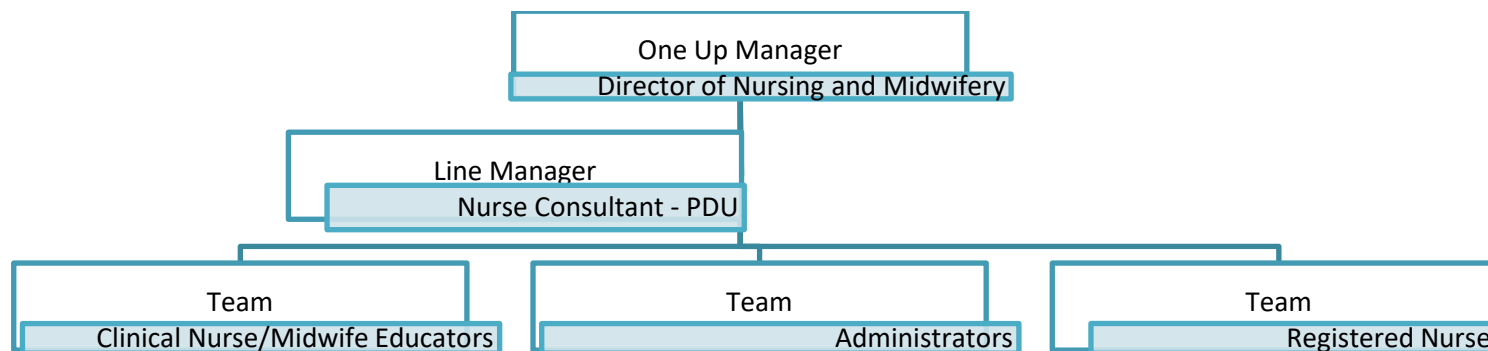


POSITION DESCRIPTION

Position	Clinical Coach – Critical Care	Direct Reports	Nil
Responsible To	Associate Director of Nursing/Nurse Manager – Professional Development	Location	Rotorua
Financial Delegations	Nil	Date	November 2024
Relationships Internal	Nursing Staff Clients Family, whanau, caregivers Clinical Nurse Educators Clinical Nurse Specialists Clinical Nurse Directors ADON-Maori Director of Nursing and Midwifery Duty Nurse Managers Clerical staff Multidisciplinary team Other departments	Relationships External	



1. Primary Purpose(s) of the Position

The clinical coach in Rotorua Critical Care is responsible for supporting and enhancing nurse's ability to deliver safe care to critically unwell patients and to promote clinical excellence and evidenced based practice.

- Work in clinical practice alongside nurses in direct clinical care delivery to role model excellent nursing practice demonstrating high levels of Clinical competence and use of current evidence to deliver critical analysis to care delivery decisions.
- Uses clinical teaching and coaching skills to support clinical decision making in practice.
- Ensures that nurses receive assistance and support required to be safe in clinical practice.
- Ensures that nurses apply any learning plans and are assessed as competent.
- The primary portfolio of this role is the Critical Care unit in Rotorua hospital focusing on new to Critical care nurses, either as NETP, Change of Speciality or New to New Zealand.
- Work in partnership with the Associate Directors of Nursing, Clinical Nurse Educators, Clinical Nurse Directors, Clinical Nurse Managers, Clinical Nurse Specialists, other internal and external educators and key operational staff from the interdisciplinary team to develop and ensure delivery of appropriate learning and development opportunities for nurses in clinical practice.

Key Objectives

Clinical Coach

Works in clinical practice settings alongside nurses in direct clinical care delivery using clinical teaching and coaching skills to support developing practice and clinical decision making.

Expected Outcomes

- Expected to be coaching in clinical environment for 95% of allocated FTE.
- Coaches nurses to undertake comprehensive and accurate nursing assessment of clients in a variety of settings, using an organised and evidence based assessment methodology.
- Coaches nurses in critical thinking / clinical reasoning to enable appropriate interventions to underpin nursing assessments.
- Role models skilled administration of interventions, treatments, medications within legislative codes, scope of practice and according to authorised and established policy and guidelines.
- Coaches so that timely intervention is achieved for clients / patients whose condition is assessed as of concern. Encouraging escalation as required.
- Foster care that is customer focused and planned with regard to ethnic, cultural, religious and other individual needs.
- Models and promotes appropriate and accurate communication and documentation.
- Act as link between the PDU and one or more clinical areas / speciality
- Provide 1:1 input with nurses where a practice development need is identified in their performance development plan.
- Promote the use of evidenced based practice.
- Develop the learning environment in clinical areas to ensure it is supportive to the development needs of all staff
- Ensure that clinical areas provide appropriate orientation to new nursing staff (preceptors remain primary source of orientation)
- Support the clinical nurse educator and PDU with implementation and development of District wide educational activities, and new graduate programmes
- Can provide verbal feedback to assist with a performance review process of nursing staff as requested.
- May work rostered shifts as required to meet specific teaching needs.

Key Objectives

Expected Outcomes

Nursing Practice

The registered nurse provides safe, effective client care using professional knowledge and skills in accordance with the Registered Nurse scope of Practice and Nursing council of New Zealand competency requirements.

- Maintains and expands own clinical competence and professional development
- Maintains mandatory certifications and additional clinical skills relevant to role.
- Maintain an overview of professional issues and trends affecting nursing and specialist areas of health as appropriate.
- Participates in own regular performance reviews.
- Demonstrates continuing achievement of competencies within the four domains for registration with Nursing Council of New Zealand (<http://www.nursingcouncil.org.nz/content/download/263/1205/file/Nursing%20comp%20for%20RN.pdf>)
 - i. Professional Responsibility
 - ii. Management of nursing care
 - iii. Interpersonal relationships
 - iv. Inter-professional health care and quality improvement
- Meets practice and educational hours in accordance with NCNZ minimum requirements.
- Maintains currency in organisational core certification as relevant to the clinical area.
- Meets the orientation and ongoing knowledge and skill requirements for relevant clinical areas.
- Maintains knowledge of and works within scope of practice as defined at any given time by New Zealand Nursing Council and as required to maintain registration. (<http://www.nursingcouncil.org.nz/Nurses/Scopes-of-practice/Registered-nurse>)
- Must comply with any specific conditions on practice as determined by NCNZ

Contribution to Service Delivery

Provides support to Nurse Manager PDU and ADON in achieving the aims of the PDU

- Provides education to support nurses to provide care which enables effective patient journeys through the care continuum.
- Completes expected monthly / individual reporting requirements in a timely manner.

Other Requirements

- Lakes is required to provide 24 hour services which at times may require you to change duties or redeploy to another unit/department as per Deployment policy.
- This position description is not exhaustive and you may be requested to perform other reasonable tasks within your scope of practice.

Key Objectives

Description

Expected Outcomes

Communication and Personal Interaction

Te Ringa Hora



the open hand (denoting someone who is sociable)

Openly communicates and cooperates with all levels of DHB employees, patients and visitors.

- Listens actively, absorbs message and responds appropriately.
- Builds effective working relationships.
- Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation.
- Openly and constructively participates in conversations with md team, patients, managers and visitors
- Patients and visitors are appropriately welcomed and treated while within the DHB
- Collegiality with team mates and md teams
- Accepts differences of opinion can occur but these happen respectfully and without any continued animosity.

Strategy & Performance

Te Ringa Raupā



the roughened hand (symbolising a hard worker)

Spends energy on delivering role requirements and meeting objectives.

Organises own time to deliver on required tasks and duties.

- Has an energetic approach to work and is self-motivated.
- Accepts direction and instruction of manager but is able to work effectively without direct guidance.
- Organises time and resources effectively and work towards achievement of organisation goals and objectives

Key Objectives

Description

Expected Outcomes

Development and Change Te Ringa Ahuahu



Te Ringa Ahuahu

the hand that shapes or fashions something (refers to someone who is innovative)

Accepts change in day to day practices and contributes to decision making of the team.

Makes suggestions to increase efficiency of the unit.

- Constructively makes suggestions to improve process or practices and gain efficiencies.
- Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress
- Work with manager and team to make any changes to practice work.
- Demonstrates positive attitude and responsiveness to opportunities for improvement.
- Is solution focused.

Personal Accountability

Te Ringa Tōmau



Te Ringa Tōmau

the hand that is trustworthy

Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.

Looks for and undertakes development activities appropriate for role and career development.

- Offers and receives constructive critique of practice and self.
- Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations to allow improvement to be made
- Fosters the implementation of organisational and nursing goals and values, promotes Lakes as a centre of excellence for nursing practice.
- Advises manager wherever issues maybe impacting on performance
- Recognises areas that could be improve in own practice
- Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made.
- Recognises areas that could be improved in own practice and takes action to address those needs.

Key Objectives

Culture and Values

Te Ringa Taurima



the hand that nurtures, encourages, supports

Description

Operates in line with Lakes values and expectations and professional codes of conduct.

Expected Outcomes

- Demonstrates manaakitanga, respect, integrity and accountability in every day performance.
- Incorporates the Lakes Way into day to day business activities.
- Demonstrates the culture and the agreed behaviours of Te Iti Kahurangi.
- Shows respect for patients, colleagues, managers, Multi-disciplinary team and others.
- Utilises the Lakes way to engage with patient/family/visitors and MDT
- Demonstrates manaakitanga, respect, integrity and accountability in everyday performance
- Incorporates the Lakes Way into every day, business activity.
- Demonstrates the culture and the agreed behaviour of Te Iti Kahurangi
- Shows respect for patients, colleagues, managers and MDT

Compulsory Requirements

Māori Health

Māori philosophies and values of health are demonstrated in work practice.

Expected Outcomes

- Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes Maori Health division in the planning and delivery of services.
- Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.
- Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.
- Māori are enabled to access and participate in cultural activities provided by the Lakes.
- A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes is shown.

Te Iti Kahurangi

The Lakes Way, Our Place Our Culture.

- Works within the Te Iti Kahurangi framework and supporting guide document.

Record Keeping

- Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records.

Compulsory Requirements

Expected Outcomes

Quality & Risk

Patient safety is paramount to the service we deliver at Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.

- Employees are supported to lead by example and implement a culture of continuous quality improvement.
- Risks that may prevent Lakes from achieving their goals are identified, reported, and managed.
- Māori patients are provided patient-centred care to achieve positive Māori health outcomes.
- Needs of Māori are reviewed and reported in the further development of practice, process and or policy.
- Evidence-based methodologies are used to support improvements, e.g. Kaupapa, Māori methodology.
- Quality care is provided to certification standards.

Health & Safety

Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.

- Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Lakes policy and legislative requirements.
- Healthy lifestyles are actively promoted and participated in, within the work area.
- Employees participate in Health and Safety within areas of work.
- Health and Safety activities are appropriately documented within specified timeframes.
- Health and Safety policies have been read and understood and are applied in the workplace.
- Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.
- Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.
- All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:

Position Description Approved: _____

Employee:

Acceptance of Position Description: _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> Registered Nurse with a current Nursing Council of New Zealand (NCNZ) practising certificate in the appropriate scope Commitment to ongoing post graduate education 	<ul style="list-style-type: none"> PG Qualification in nursing practice PG study in education Current driver's license
Experience	<ul style="list-style-type: none"> 3 years or greater Critical care nursing experience 	<ul style="list-style-type: none"> Proficient or higher on the Professional Development Recognition Programme
Knowledge	<ul style="list-style-type: none"> Te Tiriti O Waitangi in the provision of health care services and support to Māori. Te Tiriti O Waitangi in practice, process, policy development and decision making. Health and Disability Code of Consumer Rights 1996 Health Information Privacy Code 1994 Nursing Council of New Zealand Code of Conduct 2004 Nursing Council of New Zealand Competencies for Scope of Registered Nurse 2005 Treaty of Waitangi Act 1975 and its application to the health setting. 	<ul style="list-style-type: none"> Evidence of relevant professional development in specialty clinical knowledge and skills Knowledge of Disability Support sector networks, Rehabilitation Sector and Maori systems and networks. Have an awareness of Iwi and Hapu within the boundaries of region.
Skills	<ul style="list-style-type: none"> Pronunciation of Te Reo Māori words and names. 	<ul style="list-style-type: none"> Proficiency in tikanga and te reo.
Personal Attributes	<ul style="list-style-type: none"> Caring and compassionate attitude towards clients, whanau and co-workers. Motivated and self-directed. Excellent interpersonal skills. Adaptability and flexibility. Prioritisation, time and workload management skills. Works well within team to achieve collective outcome. 	<ul style="list-style-type: none"> Non-smoker preferred. <div data-bbox="1413 1034 1832 1145" data-label="Image"> </div> <ul style="list-style-type: none"> Flexibility and lateral thinking. Commitment to ongoing post graduate education.

2. About Te Whatu Ora – Lakes

At Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

Vision

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

Strategic Mission

- Achieve equity in Māori health.
- Build an integrated health system.
- Strengthen people, whanau and community wellbeing.

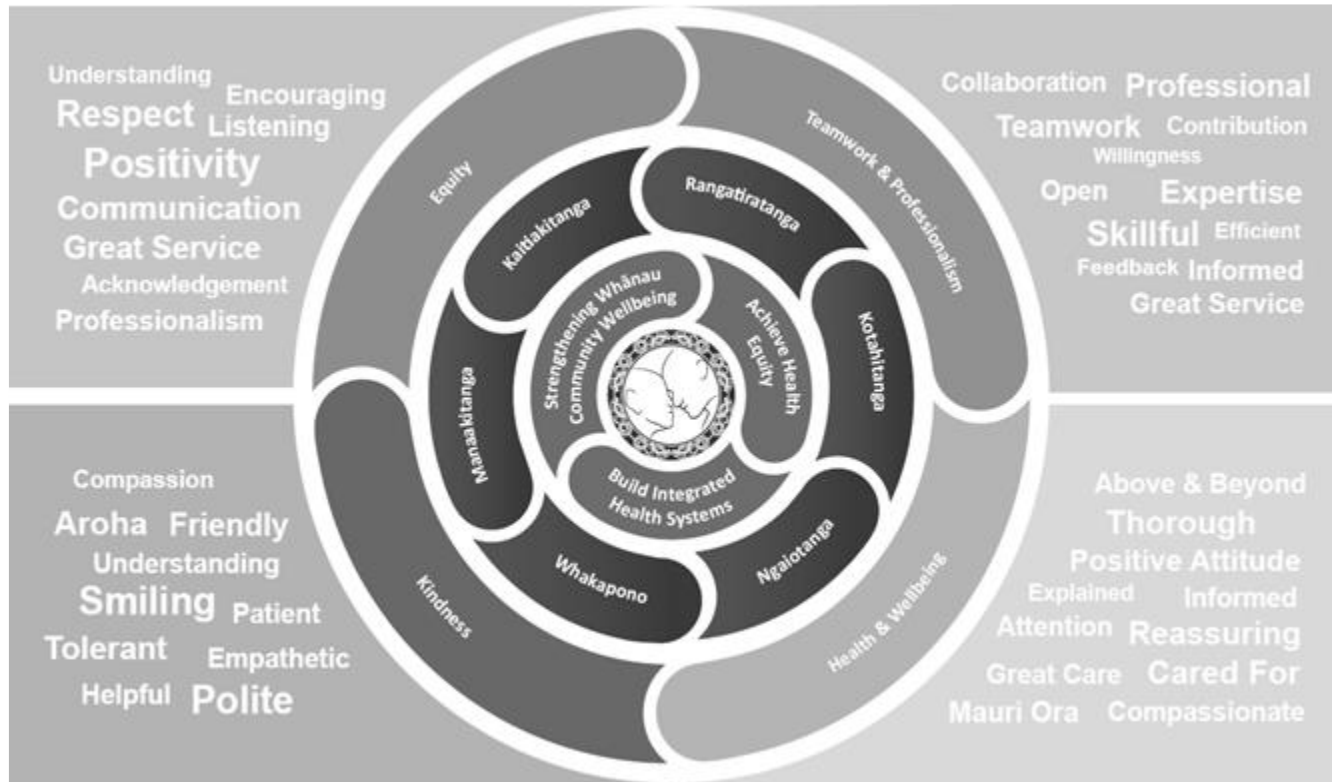
Three Core Values

Manaakitanga Respect and acknowledgment of each other's intrinsic value and contribution.

Integrity Truthfully and consistently acting collectively for the common good.

Accountability Collective and individual ownership for clinical and financial outcomes and sustainability.

3. Te Iti Kahurangi – The Lakes Way, Our Place, Our Culture – We Will



4. Te Tiriti O Waitangi


Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake



Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.