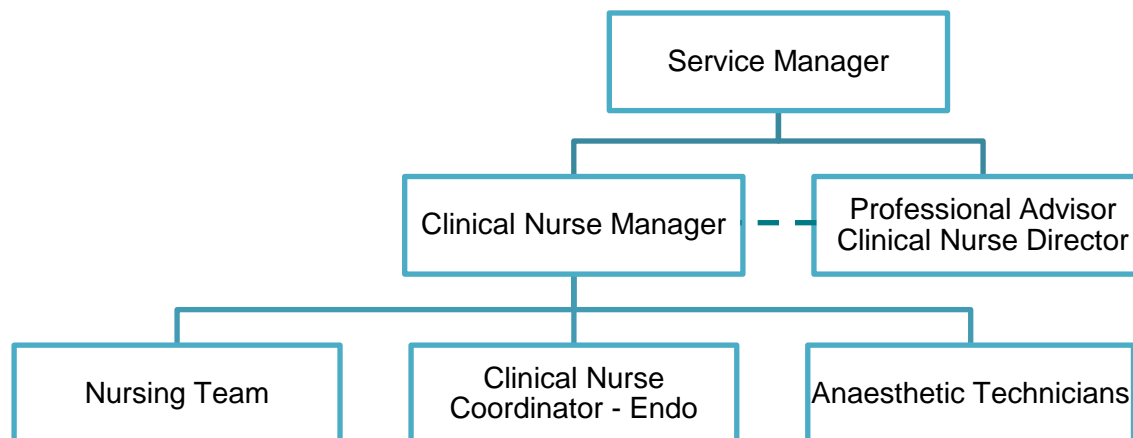


## POSITION DESCRIPTION

<b>Position</b>	<b>Clinical Nurse Co-ordinator - Endoscopy</b>	<b>Direct Reports</b>	Nil
<b>Responsible To</b>	Associate Clinical Nurse Manager (ACNM)	<b>Location</b>	Rotorua and Taupō
<b>Financial Delegations</b>	Nil	<b>Date</b>	October 2024
<b>Relationships Internal</b>	Nursing Staff Medical Staff Allied Health Staff Administration Staff Duty Managers Maori Health Teams Multi-Disciplinary Teams Clinical Nurse Educators Clinical Nurse Specialists Clinical Nurse Directors Other Departments	<b>Relationships External</b>	Clients / Patients Family, Whanau, Caregivers Community Agencies Other Health Providers Social Services



## 1. Primary Purpose(s) of the Position

- The post holder will provide a high level of clinical knowledge to undertake triage of endoscopy referrals, and telephone assessments of complex patients and management and care of these patients prior to their procedure to ensure safe, effective endoscopy procedure.
- To provide direct clinical coordination and expertise advice to support patients, to ensure a safe, effective process of referral and patient preparation prior to admission for Endoscopy procedures.
- Work with overseeing the pre-admission process and collaboratively working within the Endoscopy service multidisciplinary team and administration team.
- Actively focus on reducing disparity of treatment of people of Maori or Pacific ethnicity and have an equity focused approach (in line with the MOH and National Cancer).

### Key Objectives

### Expected Outcomes

#### Nursing Practice

Delivers quality nursing care in line with registration and current practising certificate competency requirements of the Nursing Council of New Zealand.

- Demonstrates continuing achievement of competencies within the four domains for a Registered Nurse with Nursing Council of New Zealand (NCNZ):  
<http://www.nursingcouncil.org.nz/content/download/263/1205/file/Nursing%20comp%20for%20RN.pdf>
  - Professional Responsibility;
  - Management of nursing care;
  - Interpersonal relationships;
  - Inter-professional health care and quality improvement.
- Maintains NCNZ requirements of an annual practicing certificate.
- Meets the orientation and ongoing knowledge and skill requirements for relevant clinical areas.
- Maintains currency in organisational core certification as relevant to the clinical area.
- Notify your manager of any changes to your scope of practice or conditions on practice (determined by NCNZ).
- Comply with any specific conditions on practice as determined by NCNZ.
- Maintains knowledge of and practices within the HPCA Act, code of conduct NCNZ and other governing legislation relevant to the nursing role.
- Practices within Lakes guidelines, protocols and Nursing Practice Standards.

#### Contribution to Effective Clinical Service Delivery

Provides support to line manager in achieving the aims of the endoscopy department

- Actively facilitates and role models team working and flexibility between clinical and support staff members
- Provides care and information which enables effective patient journeys through the care continuum.
- Ensures best available evidence is applied to practice.
- Coordinates and monitors provision of safe, effective nursing practice, using teamwork to deliver care which meets the needs of patients and their families
- Works in close collaboration with medical and nursing staff to ensure timely and appropriate patient care and provide leadership in complex patient situations,

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**Key Objectives****Expected Outcomes**

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- Work with Administrative staff to facilitate optimise patient preparation to reduce patient driven cancellations and Did Not Attend (DNA) appointments and liaise with Primary Care providers as required
- Ensure relevant pre-admission preparation, investigations and referrals are executed as per relevant protocols with anaesthetic department and surgical services. Triage to the appropriate person and ensure the results of investigations and referrals is readily accessible on the day of appointment or procedure
- In consultation with the endoscopy service, develop protocols for the patient journey from referral, pre-assessment, endoscopy to discharge
- Completes all required electronic and paper clinical documentation, accurately and in a timely fashion
- Demonstrates operational management and care coordination skills which are person focused and show patient centred practice.
- Undertakes and manages a specific portfolio of responsibilities as agreed with the ACNM

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**Professional Development**

Supports nursing staff with ongoing professional development

- All nursing staff have an orientation programme incorporating the specialty area competencies and mandatory training.
- All nursing staff have yearly performance appraisals +/- PDRP and are supported to meet objectives.

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**Personal Attributes**

Leadership and self-management

- Has a proactive attitude
- Articulate and excellent communicator
- Self-directed and motivated, with ability to work autonomous
- Strong teamwork reputation, has resilience and presents with a professionally mature attitude.
- Sensitive and constructive in responding to the needs of individuals and groups.

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**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 to ensure safe patient care.
  - This position description is not exhaustive and you may be requested to perform other reasonable tasks within your scope of practice.
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## Key Objectives

### Communication and Personal Interaction

#### Te Ringa Hora



*the open hand (denoting someone who is sociable)*

## Description

Openly communicates and cooperates with all levels of Health New Zealand - Lakes employees, patients and visitors.

## Expected Outcomes

- 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 Health New Zealand - Lakes
- Collegiality with team mates and multidisciplinary 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 direction or guidance.
- Organises time and resources effectively.
- Understands and work towards achievement of the organisation's goals.
  - Utilises effective time management strategies to meet responsibilities and works towards achieving objectives in any spare moments.



**Key Objectives**

**Description**

**Expected Outcomes**

**Development and Change**  
**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.

- Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress
- Works with managers and team to make any changes within practices work
- Contributes to change processes, offering solution based ideas
- Constructively makes suggestions to improve process or practices and gain efficiencies
  - Accepts when ideas are not accepted for implementation

**Personal Accountability**

**Te Ringa Tōmau**



*the hand that is trustworthy*

Is open with manager and colleagues and open to accepting feedback and constructive criticism

Looks for and undertakes development activities appropriate for role and career development opportunities to improve upon practice.

- Offers constructive criticism and accepts feedback.
- Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations, to allow improvements to be made.
- Accepts all feedback and participates in feedback discussions appropriately
- Responds and queries how improvements can be made
- Recognises areas that could be improved in own practice
  - Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made

**Culture and Values**

**Te Ringa Taurima**



*the hand that nurtures, encourages, supports*

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

- Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues.
- Incorporates the Lakes Way into day to day business activities
- Shows respect for patients, colleagues, managers, Multi-disciplinary team.
  - Utilises the Lakes Way philosophy to engage with patients, visitors and multi-disciplinary teams.

## Compulsory Requirements

## Expected Outcomes

### Māori Health

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

- 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.

### 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
<b>Education and Qualifications</b>	<ul style="list-style-type: none"><li>• Registration with the Nursing Council of New Zealand (NCNZ).</li><li>• Current Annual Practising Certificate in the appropriate scope.</li></ul>	<ul style="list-style-type: none"><li>• Evidence of relevant professional development in speciality clinical knowledge and skills.</li><li>• Achieved minimum PG Cert and/or working towards Master</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Recent Endoscopy clinical knowledge/practice</li><li>• Minimum 3 years post graduate nursing experience</li></ul>	<ul style="list-style-type: none"><li>• Meet Expert level on the Professional Development and Recognition Programme.</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Te Tiriti O Waitangi in the provision of health care services and support to Māori.</li><li>• Te Tiriti O Waitangi in practice, process, policy development and decision making.</li><li>• Health and Disability Code of Consumer Rights 1996</li><li>• Health Information Privacy Code 1994</li><li>• Nursing Council of New Zealand Code of Conduct 2004</li><li>• Nursing Council of New Zealand Competencies for Scope of Registered Nurse 2005</li><li>• Treaty of Waitangi Act 1975 and its application to the health setting.</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of Disability Support sector networks, Rehabilitation Sector and Maori systems and networks.</li><li>• Have an awareness of Iwi and Hapu within the boundaries of region.</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Pronunciation of Te Reo Māori words and names.</li></ul>	<ul style="list-style-type: none"><li>• Proficiency in tikanga and te reo.</li></ul>

## Person Specification

### Personal Attributes

### Essential

- Skilled at prioritising work load and patient requirements
- Works well with team members to achieve collective outcomes.
- Computer literacy and report wiring skills
- Accounts for own performance.
- Self-directed and motivated
- Well developed, problem solving and analytical skills.
- Strong data entry skills
- Well developed, written and verbal communication skills.
- Proven ability to respond calmly and effectively utilising sound clinical judgement to enable the implementation of NEQUIP requirements in the endoscopy service.
- Professional demeanour and high level of personal integrity.
- Flexible, adaptable and embraces change.

### Desirable

- Non-smoker preferred.



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## 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.



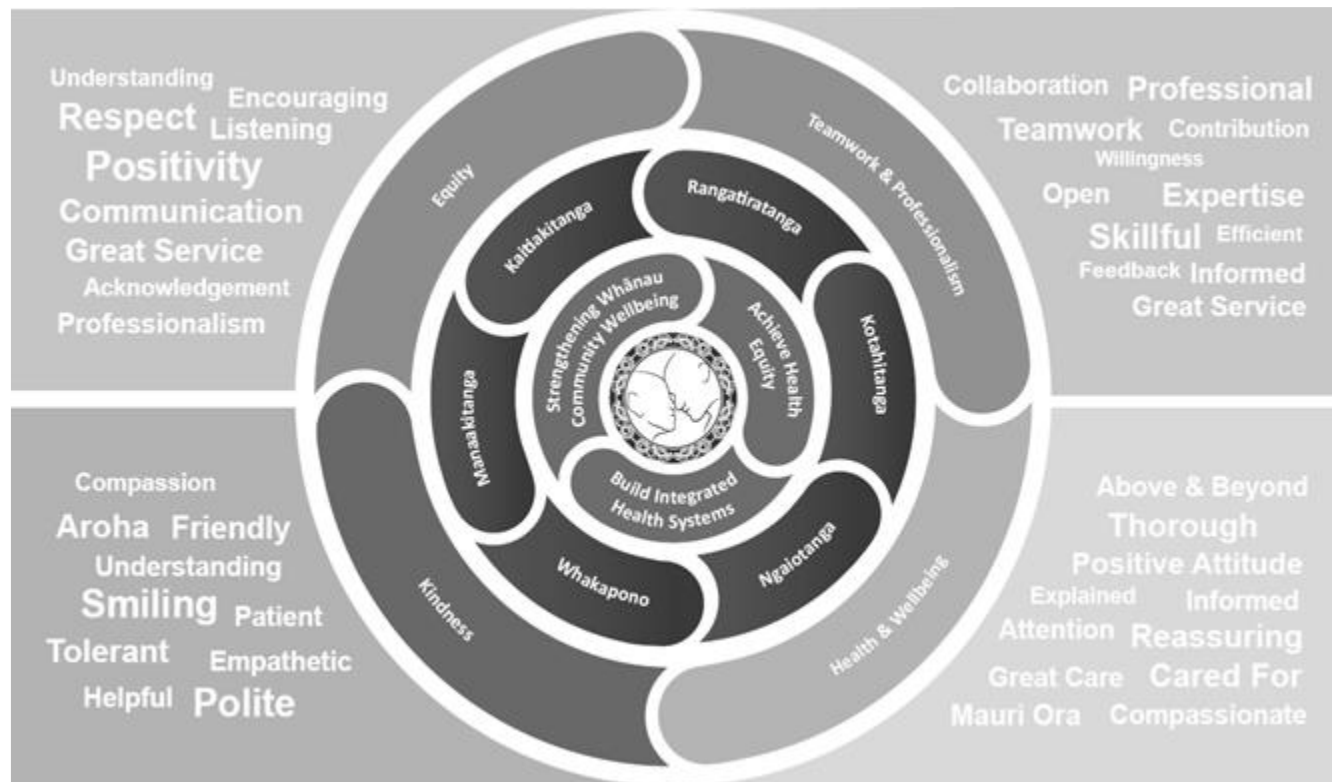
### Three Core Values

**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.

## 5. Organisation Structure

