

# STATEMENT OF ACCOUNTABILITY

## Clinical Nurse Specialist - SMHS

### TEAM

#### ROLE TITLE

#### REPORTS TO

#### DIRECT REPORTS

\_\_\_\_\_ - **Specialist Mental Health Service (SMHS)**

**Clinical Nurse Specialist (CNS) – Specialist Mental Health Service**

**Charge Nurse Manager (CNM)** for meeting performance objectives as regards team/people management and clinical service strategies

**Nurse Consultant (NC)** for management of meeting professional standards and skilled direction of the nursing workforce.

No direct reports

### OUR CULTURE

At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

At the Specialist Mental Health Service our Ngā Aratika – Core Purpose is to provide safe, compassionate and effective services that enable people with serious or acute mental disorders in their recovery.

### OUR TEAM ACCOUNTABILITY

This role has shared accountability alongside the service's clinical and operational leaders for:

- **Improving** the health and wellbeing of tangata whaiora – consumers, Te Taha Hinengaro (mental health), Te Taha Tinana (Physical Health), Te Taha Whānau Family Health) and Te Taha Wairua (Spiritual and Cultural Health).
- **Growing** understanding of, engagement with, and implementation of Nā ēnei tikanga ka ora hinengaro ai - the Specialist Mental Health Service (SMHS) Purpose and Strategy and Kaupapa.
- **Aligning** the Service area with the wider Specialist Mental Health Service, the CDHB system and the Mental Health Sector nationally.
- **Building** the capability within the service to meet the service objectives and deliver the service strategy, direction and plans effectively and efficiently.
- **Effectively communicating** within the team and across the Service, so our tāngata (people - staff) can participate in and be informed of and aligned to our plans, priorities and progress.
- **Evaluating** and improving standards of clinical practice including compliance of legislation requirements and adherence of policies and procedures.
- **Collaborating** with the Nursing, Medical and Allied Health Consultants, to enhance the care and treatment journeys of those receiving care, and contributing towards service delivery improvement and resource planning, allocation and use.
- **Fostering** a culture of clinical excellence and innovation; a teaching-learning and research environment; managing risk, auditing and evaluating quality and performance

indicators; and leading continuous improvement to achieve improved outcomes for tāngata whaiora - consumers.

## MY ROLE RESPONSIBILITY

The **Clinical Nurse Specialist – Specialist Mental Health Service** has responsibilities primarily focused on improving the health of those who are admitted by providing professional guidance, support, coaching and direction to Nurses and Health Care Assistants in the provision of best clinical practice to tāngata whaiora - consumers and their whānau. You have responsibility for determining how to solve clinical challenges and are often asked to advise on the best course of action.

You will be proficient in skill sharing and delegation, undertaking a range of assessments and decision making across the nursing professional group to ensure high quality care.

Specifically, you will be responsible for:

### **Domain One Professional responsibility**

*Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate advanced critical thinking, judgement and accountability for own actions and decisions.*

#### **Professional Leadership as demonstrated by:**

- **Supporting** nurses to provide safe, effective and ethical nursing practice and promoting a quality practice environment that increases nurse's knowledge and skill acquisition.
- **Leading** continuity and consistency of nursing care within the multi-disciplinary team, particularly in the assessment and care of consumers presenting with complex needs or behaviours that challenge nurses in providing excellent nursing care.
- **Collaborating** with interdisciplinary teams, engaging with specialists and undertaking literature reviews to support clinical reasoning and professional judgement in nursing practice issues and decisions meet the needs of tangata whaiora - consumers at risk
- **Promoting** mental health nursing as a career option and encouraging nurse's individual learning, professional development and career decisions.
- **Role modelling** expectations and reinforcing systems and processes to ensure clinical standards and CDHB values are evident in the team's practice. Nurses know where to access policies, procedures and guidelines.
- **Setting** and clearly communicating clinical standards and behavioural expectations for all staff providing care on the ward/unit and holding nursing staff accountable for meeting these expectations. Conduct in the workplace is ethical and professional according to CDHB Code of Conduct.
- **Participating** as a member of the service leadership team, and implementing clinical practice initiatives, systems and processes related to health directives and as agreed by the team, to ensure consistency of best practice across the service. Participates in professional discussions in order to influence development of the profession and services
- **Leading** or undertaking specific service or divisional portfolio responsibilities, as requested by Director of Nursing via Service Nurse Consultant and Nursing Director.

### **Domain Two Management of nursing care**

*Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence*

**Contributing advanced mental health nursing knowledge and skills in the assessment, planning, delivery and evaluation of care as demonstrated by:**

- **Providing** advanced mental health skills in assessment, planning, delivery and evaluation, particularly for people with complex needs
- **Professional** credibility - is highly clinically proficient and respected for ability to support the team with clinically challenging situations
- **Accountability** for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate advanced critical thinking, judgement and accountability for own actions and decisions (for self and modelled to others)
- **Contributing** expert nursing advice to the Multi-Disciplinary Team and supporting clinicians facing complex situations
- **Assisting** other senior nurses in supervising or completing competency assessments of staff in new practice/therapeutic/cultural approaches
- **Utilising** adult learning principles and praxis e.g. learning in action through 'teachable moments'

**Facilitating high quality nursing practice delivery across the service as demonstrated by:**

- **Supporting** others in the assessment and management of advanced nursing care that is underpinned by evidence. Guiding staff in safely intervening with consumers – tangata whaiora with behaviours of concern and providing reflection on outcomes and learnings.
- **Role-modelling** and coaching a trauma informed approach to the staff and appropriate trauma – informed interventions
- **Prompting** nurses to work in partnership with tangata whaiora- consumers and their whanau, educating with rationale and good practice
- **Guiding** nursing staff to complete accurate, relevant and timely documentation
- **Working** with the CNM and senior nursing team on the development and evaluation of clinical policies/procedures and guidelines including nursing care standards and support and monitor clinical performance of nursing staff
- **Promoting** awareness and implementation of appropriate procedures and clinical processes

**Supporting nursing professional development as demonstrated by:**

- **Supporting** nursing staff in demonstrating competence (knowledge, skills, and attitudes) via regular team clinical discussions, 1:1 conversations, encouraging participation in clinical meetings eg MDT meetings, performance appraisals – giving real and constructive feedback and goal setting.
- **Contributing** to the nursing Professional Development and Recognition Programme as a PDRP resource Nurse and as a PDRP assessor
- **Promoting** the rationale and importance of clinical supervision for all nurses working within the forensic mental health service
- **Planning** the clinical placement for nursing students with the CNM and Nurse Consultant in collaboration with the Clinical Liaison Nurses
- **Collaborating** in the provision of on-boarding and orientation of nursing students, newly employed nurses and hospital aids.

**Domain Three Interpersonal relationship and enhancing the patient experience**

*Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team*

- **Demonstrating** clinical and professional leadership through effective teamwork and collaborative relationships
- **Demonstrating** strong relationship building and management skills that result in professional credibility, good client outcomes, integrated care and a wide network of senior nurse supports within nursing and within area of speciality

- **Using** clear, formal and informal communication using a professional, diplomatic and concise approach in both oral and written communication. Communicating to a wide range of people using reports, meetings, and forums across the continuum of care getting message across with desired outcome
- **Modelling** and guiding others to practice effective and collaborative team work and supporting others to demonstrate professional leadership and accountability for their practice
- **Engaging** staff in creating and/or maintaining a positive, safe and supportive team culture through communicating the kaupapa – how we work in this team, role modelling, providing constructive feedback, challenging inappropriate behaviour or practice and taking action if required

#### **Domain Four    Interprofessional healthcare and quality improvement to deliver organisational objectives**

*Includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team*

#### **Professional Practice Development**

- **Maintaining** your professional practice portfolio
- **Identifying** own learning needs, negotiating appropriate resources to meet these needs and achieving your identified professional development goal
- **Maintaining** regular interactions with other senior nurses within the service and meeting regularly with your Nurse Consultant
- **Using** national and international networks to inform practice
- **Engaging** in regular professional supervision

## MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Specialist Leadership focus:

- **Cultural Responsiveness** – works collectively with Māori to uphold the principles of the Te Tiriti o Waitangi and supports the DHB's vision of ensuring equitable outcomes for Māori.
- **Leading with Influence** - Leads and communicates in a clear, inclusive and inspiring way; to influence others in providing contemporary nursing care, embracing change and taking constructive and positive action.
- **Achieving Through Others** - Effectively supervises, mentors, coaches and guides staff in developing their knowledge and skills growing the capability and confidence of staff to deliver improved health outcomes for tangata whaiora – consumers
- **Problem solving** by using critical thinking, logic and creative thinking to solve difficult problems and persuade others in solution finding
- **Engaging others** - Connects with people, builds trust and becomes a leader that people want to work with and for.
- **Resilient and Adaptive** - Shows composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner to advance the longer-term best interests of the people we care for.
- **Understanding** themselves and their impact on others, will accept feedback, reflect, and strengthen personal capability.

**Qualifications, experience, knowledge and skills:**

### Essential

#### **Education and Qualifications**

- Registered with Nursing Council of New Zealand (NCNZ) as a Registered Nurse and holds current Annual Practising Certificate
- Post-graduate Diploma with a mental health focus.

#### **Experience:**

- 3 - 5 years of nursing experience post registration in the relevant field of specialty and environment
- Experience and credibility within and beyond nursing as a professional resource and nurse leader
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#### **Skills/Knowledge/Behaviour:**

- Considered as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/sensitivity and professional standards.
- Competent user of the Microsoft Office Suite, and patient information applications.

### Desirable:

- Professional Development and Recognition Portfolio (PDRP) at expert level.
- Broad clinical practice and clinical teaching experience
- Demonstrates involvement in research that has changed practice
- Experience in leading change, developing nursing standards and quality improvement initiatives.
- Knowledge of te reo and tikanga Maori

## MY RELATIONSHIPS TO NURTURE

### Internal

- Staff of your Service cluster
- Tangata whaiora - consumers and their whanau
- The Consumer and Family Advisory Team
- Te Korowai Atawhai
- Service Leadership Team particularly the Nursing Director and/or Nurse Consultant
- Professional Development Team – particularly Nurse Consultant and Nurse Educators and Librarian
- Relevant Canterbury DHB internal stakeholders

### External

- Relevant local, regional and national nursing or mental health groups
- Canterbury healthcare providers eg, NGO's, Māori and community providers and Primary Care
- Tertiary education providers
- Relevant professional organisations

## OUR WELLBEING, HEALTH AND SAFETY

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.