

POSITION DESCRIPTION

Te Whatu Ora
Health New Zealand

July 2022

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

The CDHB's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care & respect for others.
- Integrity in all we do.
- Responsibility for outcomes.

POSITION TITLE:

Afterhours Coordinator

REPORTS TO (Title):

Nursing Director – Blood / Cancer / Palliative /
Afterhours and Ambulatory Care

LEVELS:

Supports the Duty Nurse Manager who has delegated Director of Nursing Services and General Manager responsibility for hospital management during the after-hours period.
Tertiary level referral centre.
Hospital capacity >500 beds.

HOURS:

Position covers 16 hours per day PM's & Nights, seven days a week.
Plus, weekend morning hours refers to 0800 – 1600 hours Saturday & Sundays.

Organisational Vision

To promote, enhance and facilitate the health and well-being of the people of the Canterbury District.

Organisational Values

- Care and respect for others.
- Integrity in all we do.
- Responsibility for outcomes.

Qualifications and Experience

Essential

- Registered or eligible for registration with the New Zealand Nursing Council as a Registered General or Registered Comprehensive Nurse and hold a current Nursing Council of New Zealand Practising Certificate.
- Demonstrate the ability to lead and manage within the tertiary setting.
- Demonstrate a commitment to the organisational operational and fiscal environment.
- Demonstrate excellent interpersonal skills including communication, negotiation and conflict resolution across all disciplines and occupational groups.
- Demonstrate the ability to work autonomously utilising skills to manage resources, financial and human, resolve conflict, lead in a crisis and work in partnership with other staff.
- Excellent administrative, organisational and time management skills.
- Be computer literate and have the ability to expand on those skills.
- Have the vision and ability to accommodate and lead change.
- Have a commitment to the organisation's vision and direction.

Desirable

- Experience in a management role within an acute tertiary setting.
- Holds post graduate management qualification or working towards same.

Personal Attributes:

Essential: Key Behaviours:

- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and proactive.
- Accepts responsibility for actions.
- Ability to provide inspirational and motivational leadership.

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

1	Director of Nursing Services
2	General Manager – Medical and Surgical Services
3	Nursing Directors/Nurse Managers
4	Duty Nurse Managers
5	Service Managers
6	Charge Nurse Managers/Associate Clinical Nurse Managers/Nurses in Charge
7	Clinical Team Coordinators (CTC)
8	Duty Nurse Manager Resource Nurses and Transit service
9	Hospital Pool Staff
10	Nursing Support Officers/Clerical Staff
11	All Medical and Nursing Personnel
12	Air Retrieval Staff
13	Health Professionals, Ancillary Staff, Contractors on-site and after-hours
14	Security Staff, Orderlies, Mortuary Staff

EXTERNALLY:

1	Individual patients/families/members of the public as required.
2	Duty Nurse Managers/Bed Managers/ Transport Coordinators from secondary level hospitals within the region, and other Health New Zealand facilities outside of Canterbury.
3	Nursing Agencies.
4	Coroner and Police.
5	Ministry of Health.

KEY PERFORMANCE OBJECTIVES:

Task: Supports the Coordination and Management of Christchurch Hospital Patient Flow processes

Expected Outcomes

- Supports the Duty Nurse Manager (DNM) with patient flow processes.
- Supporting the DNM with patient admissions and transfer activity whilst monitoring capacity both currently and prospectively.
- Maintains liaison with Duty Managers, Nursing Directors, Nurse Managers and Charge Nurse Managers to support the DNM's with efficient and effective bed utilisation in the afterhours and weekends.
- Assists the DNM in the coordination of all inter-hospital transfer activity including liaison with referring DHB and CDHB Air Retrieval Team Coordinator as required.
- Is up to date with all new technologies pertaining to managing patient flow and utilises these technologies to support the DNM to optimise timely patient flow processes.
- Supports the DNM to evaluate capacity, acuity and utilisation of available resources.

Task: Coordination of Nursing Staff Resources

Expected Outcomes

- Supports the DNM to deploy and adjust Hospital Aide resources to meet changes, demand and contingencies.
- Supports the DNM to resolve staff shortages or crises.
- Responds in an organised and calm way to unexpected developments and prioritises actions and resources appropriately.
- Anticipates potential operational and clinical problems and takes proactive action.
- Monitors and reviews Hospital Aide Special patient watch (HAS) usage.
- Assesses projected staffing deficits and resource requirements for future shifts and supports the DNM with calling in staff.
- Operates in a fiscally responsible manner.

Task: Leadership

Expected Outcomes

- Acts as the Organisation's ambassador and behaves in a manner appropriate to the role of a senior management representative during the after-hours period.
- Maintains a global overview of hospital activities with a clear focus on organisational goals and the available resources to achieve these.
- Identifies and supports the DNM to manage any key management, operational, resource, clinical, security, and environmental issues in accordance with CDHB policy.
- Finds appropriate solutions to complex service issues to achieve positive outcomes for key stakeholders whilst remaining mindful of organisational goals.
- Provides leadership and the timely and effective response, resolution, communication, documentation and evaluation of all incidents in accordance with organisational policy.
- Promotes a culture of best practice and critical reflection of practice and nursing outcomes within a supportive environment to ensure patient care standards are met.
- Protects the value, reputation and resources of the organisation.

Task: Problem Solving, Decision Making and Risk Management

Expected Outcomes

- Supports the DNM with managing complaints/issues/enquiries in the after-hours period.
- Maintains calm, provides leadership and problem solves in crisis situations.
- Manages a wide variety of issues and competing demands.
- Anticipates potential risks and acts accordingly to minimise risk.
- Acts as a positive role model and resource for other staff in the management of complex or sensitive issues.
- Conversant in organisational policies, procedures, guidelines and protocols.
- Supports the DNM to manage staff performance issues and complaints with appropriate first line actions and discretion, whilst in accordance with organisational policy.
- Assists in the development, implementation and evaluation of policies, procedures, guidelines and systems to ensure that they effectively underpin the functioning of Christchurch campus.
- Utilises appropriate strategies to facilitate practice changes (Quality Improvement Event Reporting Form, critical incident review, debriefing etc).
- Operates in a fiscally responsible manner.
- Demonstrates effective management of resources.
- Maintains confidentiality of all information in accordance with Privacy Acts and Organisational policy.

Task: Building and Maintaining Relationships

Expected Outcomes

- Builds and maintains mutual working relationships at all levels and across service areas.
- Provides support to and liaises with nursing staff, other healthcare professionals and service users (including secondary care hospitals).
- Acts a representative of Christchurch campus management promoting good public relations when interacting with patients, families, members of the public, other hospitals and organisations, and outside agencies.
- Ensures that staff receive leadership, guidance, clinical expertise and support through advice and intervention.
- Supports the DNM to make appropriate judgements in complex disputes and communicates these effectively to affected parties.
- Provides support to staff and service users in distress.
- Supports the DNM to manage employee relations and conflict positively, diplomatically, confidentially and respectfully.

Task: Emergency Response Management

Expected Outcomes

- After-hours: Supports the DNM to activates appropriate emergency plans and leads the hospital response to an internal or external emergency, including attending the Hospital EOC (for example: fire; power generator failure; mass casualty; natural disaster; pandemic planning etc).
- Is aware of all clinical emergencies via the pager system, supports as appropriate.
- Supports the DNM to provide rapid and appropriate resources to acutely unwell patients in collaboration with the CTC.
- Supports the DNM to facilitate transfer of patients to appropriate care setting as required.
- Follows processes developed by the DNM and potential action plans for the re-allocation of current in-patient placements to facilitate timely admission of mass casualties etc.
- Assists the DNM with liaison with security personnel in event of a security risk/breach, notifying Police, as required.

Task: Professional Accountability

Expected Outcomes

- Functions in accordance with legislation and common law affecting nursing practice and health services management. In particular: The Health Practitioners Competence Assurance Act 2003; the Nursing Council of New Zealand (NCNZ) Code of Conduct for Nurses 2008; and NCNZ competency requirements.
- Demonstrates professional responsibility ensuring services complying with current CDHB policy and procedure.
- Ensures key performance indicators related to patient flow and nursing resource management are met.
- Ensures nursing and support staff work within their scope of practice.

Task: Delegated Responsibilities from Director of Nursing Services and General Manager

Expected Outcomes

- After-hours mortuary management:
 - Carry and maintain the Mortuary Register.
 - Act as the initial contact for mortuary matters.
 - Triage matters and refer to on-call mortuary service according to protocols.
 - Provide initial advice to nursing and medical colleagues as required, with referrals made to the on-call mortuary service according to current protocols.
 - Be conversant in relevant legislation requirements.
 - Provide support for family/whanau of deceased as required.
- Undertake other duties and projects as reasonably required by the Duty Manager, on Call Director of Nursing Services, and Director of Nursing Services /General Manager.

Task: Professional Development

Expected Outcomes

- Demonstrates commitment to self development which is aligned to the Afterhours Coordinator
- In partnership with the Nursing Director – Blood/Cancer/Palliative/ Afterhours and Ambulatory Care set performance objectives for professional and personal development in conjunction with the appraisal process.
- Holds, or is working toward, or demonstrates the intention to undertake relevant Post-Graduate Nursing qualification.
- Holds a current practicing certificate.
- Maintains CPR competency.
- Attends CIMS training.
- Competent in relevant data management systems.
- Participates in relevant professional activities and educational programmes.

Task: Occupational Safety & Health

Expected Outcomes

- Maintains knowledge of, applies and promotes the Organisations health and safety systems and policies.
- Is aware of and can identify hazards to which they may be exposed and take corrective action accordingly.
- Is able to prevent or minimise the adverse effects of hazards.
- Applies safety and health related skills and knowledge to all work practices.
- Ensures all accidents/incidents are reported and relevant documentation is completed and forwarded in accordance with the Organisation's Occupational Safety and Health policy and procedures.

Task: Quality Improvement**Expected Outcomes**

- Conversant with and complies with CDHB quality systems and policies.
- Assists in the development and implementation of quality improvement activities.
- Assists in achieving accreditation status.
- Supports and fosters an environment which promotes continuous improvements in the delivery of health-care.
- Recognises the value of research in clinical and professional practice development.
- Demonstrates ability to use research enquiry and scholarship to contribute to strategies leading to improvements in health care and supportive systems.

Task: Treaty of Waitangi**Expected Outcomes**

- Has knowledge and understanding of the Treaty of Waitangi and its application in health in terms of its principles.
- Demonstrates sensitivity to the individual needs of staff, patients and members of the public, respecting their dignity, cultural difference, beliefs and values.

LIMITATIONS ON AUTHORITY:

Matters which must be referred to the Duty Nurse Manager, Director of Nursing Services and/or General Manager:

- Any matters which clearly do not comply with the organisation's adopted policies or procedures.
- Any actions which may lead to any discontinuity of service provided.
- Security breaches and quality standards failures.

HEALTH & SAFETY:

Implement or lead and implement emergency procedures and maintain a safe and secure work environment by following relevant Canterbury DHB and Divisional policies, protocols and standards. This includes but is not limited to:

- Practices safe work habits and ensure the health and safety of yourself and others.
- Make unsafe work situations safe or, inform a supervisor or manager.
- Is knowledgeable about hazards in the work area and the procedures in place to identify and control hazards.
- Use Personal Protective Equipment correctly and when required.
- Report hazards, incidents, accidents, and near misses promptly and accurately.
- Seek advice from manager if unsure of work practices.
- Complete mandatory training as required.
- Is knowledgeable of emergency procedures and evacuation plans.
- Assists in maintenance of equipment as required and reports faulty equipment promptly.
- Actively practice clinical standard precautions.
- Maintain knowledge of and promote H&S policies to staff.
- Report to the General Manager on H&S issues, meetings, programmes and initiatives.
- Ensure H&S programmes are sustained and adequately resourced.
- Ensure appropriate system is in place to identify, assess and control workplace hazards.
- Ensure accidents and injuries are reported and investigated, ensure relevant documentation is completed and forwarded to H&S Advisor.
- Ensure all employees are provided with information about hazards and controls in the workplace.
- Ensure all staff are induced in H&S policies and procedures relevant to their position and workplace.
- Ensure regular audits to monitor hazard identification and control.

QUALITY:

Every staff member within the organisation is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job-related tasks other than those specified.



Afterhours Coord
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