

POSITION DESCRIPTION

November 2021

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.

POSITION TITLE:

Clinical Team Co-ordinator (CTC) – Christchurch Hospital

REPORTS TO (Title):

Nursing Director for the Afterhours, Haematology, oncology & ambulatory care services

REPORTS ON A DAILY BASIS TO:

As above

PRINCIPAL OBJECTIVES

- Uphold the CDHB values

Care and respect for others. Manaaki me te whakaute i te tangata.

Integrity in all we do. Hāpai i ā mātou mahi katoa i runga i te pono.

Responsibility for outcomes. Te Takohanga i ngā hua.

- Coordinate the afterhours team resources to enable the Right Person, Right Patient, Right Time approach to patient care.
- Provide leadership and support in the afterhours

PURPOSE OF THE ROLE

The purpose of the CTC role is to ensure effective teamworking and provide leadership in the after-hours period so that staff, particularly junior RMOs, can work in an environment where they are supported, with manageable workloads and can be with the right patient at the right time to enable good clinical decision-making and high-quality patient care.

Clinical practice is central to the role and presence in the clinical areas provides the opportunity to exercise nursing judgement, apply advanced assessment skills, work collaboratively with the interdisciplinary team to provide optimum patient care. The CTC position in the afterhours is a role model, mentor and advocate and resource of systems knowledge.

FUNCTIONAL RELATIONSHIPS:

INTERNALLY:

1	Duty Managers
2	Medical staff – on-site and on-call
3	Nursing staff
4	Service Managers
5	Multidisciplinary services
6	Resident Doctor Support Team (RDST) and Medical Education Training Unit (METU)

EXTERNALLY:

1	Patients and whanau
2	Members of public
3	Personnel from external agencies

KEY PERFORMANCE OBJECTIVES:

Task	To co-ordinate the After-hours Team to provide optimum patient care – Mahi Tahī
Expected Results	<ul style="list-style-type: none">• Coordinate the duty house officer workload by assessing and triaging tasks from nursing staff.• Facilitate and co-ordinate management of inpatients identified as “at risk”, referring to appropriate medical colleagues both on-site and on-call when necessary.• Provide clinical advice, support and guidance to wards and departments in the afterhours.• Ensure timely patient care using the principle of Right Person to the Right Patient and the Right Time.• Utilise appropriate information systems to enable informed decision making on issues within the area of responsibility.
Task	Demonstrate a high level of communication, interpersonal and leadership skills and relationship building - Whanaungatanga
Expected Results	<ul style="list-style-type: none">• Works collaboratively to achieve the organisational values• Provide senior nursing leadership in the afterhours• Works closely with team members from a wide range of clinical disciplines to create a supported, productive and patient-centred team which delivers high quality patient care.• Develop respectful, supportive and professional relationships with all members of staff.• Constructively manage conflict.• Manage difficult situations with respect and diplomacy.• Inspire, motivate, encourage and empower nurses to recognise and initiate best practice in their clinical area in the afterhours.• Ensure confidentiality of patient information is maintained at all times.• Strive to uphold the reputation of the CTC role and its relationship within the afterhours team.
Task	Clinical Governance and Risk Management
Expected Results	<ul style="list-style-type: none">• Participate in the monitoring, planning, delivery and evaluation of patient care.• Support a culture of evaluation and the ongoing quality improvement of nursing practice.• Represent and advocate for the afterhours team perspective.• Actively contribute to the process of clinical risk management.• Advise the Duty Manager of all incidents in a timely manner.

Task	Practise in accordance with legislation and standards of practice.
Expected Result	<ul style="list-style-type: none"> • Ensure services delivered are consistent with current policies and procedures. • Ensure risks are monitored, reviewed and communicated according to current policy. • Provide ethical decision making in the achievement of organisational goals. • Ensure key performance indicators related to demand and supply are monitored and exceptions are managed.
Task	Maintain a level of professional development as appropriate to the role at post graduate level.
Expected Results	<ul style="list-style-type: none"> • Participate and promote professional networks and professional activities/opportunities. • In partnership with Line Manager, sets performance objectives for self-development during appraisal process.

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:

- Practice 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 inducted 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 CDHB 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.

QUALIFICATIONS & EXPERIENCE:

Essential

- Registered Nurse with the Nursing Council of New Zealand
- Hold a current Nursing Council of New Zealand practicing certificate
- Broad based experience and at least 5 years in an acute care setting.
- Post graduate health qualification.

Desirable

- Have experience in the day to day requirements of running a healthcare team.
- Current CORE qualification
- Advanced skills in IV Cannulation, ECG interpretation, experience with escalating care of the deteriorating patient.

PERSONAL ATTRIBUTES:

Essential

- Have excellent interpersonal skills and the ability to communicate across all disciplines and occupational groups
- Consistently demonstrate the ability to articulate in clinical situations.
- Excellent administrative, organisational and time management skills
- Ability to confidently and respectfully work both independently and within a team structure.
- Able to work under pressure to fulfil urgent requests within tight timeframes.
- Self-motivated and an ability to contribute to and accommodate change
- Accepts responsibilities for actions
- Ability to escalate issues appropriately.
- Displays a positive, proactive and enthusiastic attitude

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.