



Position Description

Clinical Coordinator

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

This position forms part of Home management team and supports the Manager. The job holder is to provide sound clinical leadership to clinical and care staff through the development, implementation of support plans in accordance with contemporary clinical standards PSO quality systems and regulatory requirements. The Clinical Coordinator will also deputise for the Manager in their absence and have lead role in the Continuous Quality Improvement process(CQI).

Primary Objectives

- Provides clinical leadership to the staff of the Home (and more widely via CQI).
- Lead the team and manage resources to achieve agreed organisational and team goals; manage risks, and ensure that the Home is running as effectively as possible (in collaboration with the Facility Manager).
- Service Delivery, Improvement and Planning
- Approves routine expenditure within budgetary limits
- Has delegated authority to appoint staff of any level below their own (in consultation with the Facility Manager).

Accountability	Expected Outcomes / Key Performance Indicators
Clinical Leadership	
<p>Provides clinical leadership to the staff of the Home (and more widely via CQI).</p> <p>Ensures facility clinical and care staff comply with Presbyterian Support Otago's systems, structure, processes, policies and procedures and role models compliant practice at all times.</p> <p>Provides an environment that promotes and prioritises resident safety, independence, quality of life and good health.</p> <p>Ensures the incorporation of the Valuing Lives philosophy into the "business as usual" activities.</p> <p>Ensures learning occurs through incidents and unforeseen events to ensure risk of recurrence is minimised.</p> <p>Work with people in an culturally appropriate manner</p> <p>Build, maintain and manage relationships and advocacy</p> <p>Supporting and encouraging commitment towards a 'one team' philosophy across Enliven Services</p>	<ul style="list-style-type: none"> • Operates and is recognised as the clinical leader for the facility. • Contributes widely, effectively and efficiently to the development of clinical best-practice. • Maintenance of PSO Quality Management Clinical systems is regularly undertaken ensuring that reviewed procedures are communicated to staff in a safe and timely way. • Current appropriate record and documentation systems are maintained. • Internal and external audit thresholds are achieved (and successes celebrated). • Any clinical issues raised are promptly and effectively addressed / discussed with the resident's family, medical and nursing personnel. • Clear evidence of the system and philosophy that gives life to Valuing Lives is being incorporated into the facility's daily clinical "business as usual" activities. • Evidence of appropriate and regular communication with families, medical and clinical personnel. • Application of PSO policies and procedures for supporting people of all cultural backgrounds is demonstrated. • PSO's obligations as a partner to the Treaty of Waitangi/Te Tiriti o Waitangi are supported by working together with clients, iwi, hapu, whanau and health providers, by involving clients in decision making, planning, development and delivery of services, and by protection and improvement of clients' health status while safeguarding cultural concepts, values and practices. • Work occurs in a collaborative and inclusive manner with residents, family,

	<p>whanau/friends, GPs, other primary care services, and needs assessment agencies.</p> <ul style="list-style-type: none"> • Awareness and practice of advocacy is actively promoted and role-modelled. • Appropriate communication is maintained with management, doctors, physiotherapist, occupational therapist, dietician, pharmacist, podiatrist, chaplain, kitchen staff, advocating for residents with their best interests in mind. • Communication with doctor(s) occurs as required to ensure residents' reviews are conducted at least 3-monthly. • Residents' 3-monthly reviews are organised and occur as per schedule, and in conjunction with the primary nurse team. • Privacy and confidentiality of staff and resident information is always maintained.
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Leadership and Management

<p>Lead the team and manage resources to achieve agreed organisational and team goals; manage risks, and ensure that the Home is running as effectively as possible (in collaboration with the Facility Manager).</p> <p>Manages the completion of required documentation</p>	<ul style="list-style-type: none"> • Staff are inspired and empowered to meet and exceed expectations (within their professional boundaries). • Commitment to the 'one team' philosophy and values is supported and encouraged. • Individual and team efforts and successes are recognised and celebrated. • Conflict is effectively managed and resolved, in conjunction with the Facility Manager. • Decisions are timely and effectively communicated. • Registered Nurse meetings occur regularly and effectively with relevant agenda discussions. • Staff succession management is maintained as much as can be. • Approved budget is adhered to, with any variances reported to the Facility Manager in a timely manner. • Manages to the vision and purpose, and philosophies of PSO. • Nursing staff are inspired to take ownership
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<p>Identifying development needs and facilitating the provision of education and training as required, (in collaboration with Facility manager and wider PSO team).</p>	<p>of the care and well-being of residents.</p> <ul style="list-style-type: none"> • Tasks and responsibilities are effectively and appropriately delegated to clinical and non-clinical staff. • Leadership is provided to care staff in order to maximise 'Valuing Lives' and reduce overall dependency in the facility. • Viewed as a confident change catalyst – initiating, influencing, managing and leading in a new direction. • Evidence of a healthy work culture supported by direct feedback from staff satisfaction survey. • Continuity of care of prioritised. • Incident reporting procedures/ data analysis / health and safety registers are maintained in conjunction with H&S committee and Facility Manager. • Investigations into all incidents, accidents and near-misses are conducted – reporting to the Facility Manager, and Corrective actions implemented. • Any potential perceived or actual risk management issues/threats are addressed and/or escalated in a timely and effective manner. • Development of a performance culture – on an individual, team/unit and facility level – is actively promoted and supported. • Facility Manager is assisted with recruitment of high-performing, high-valued staff. • Nursing staff have a documented personal Staff succession management is maintained as much as can be. • Approved budget is adhered to, with any variances reported to the Facility Manager in a timely manner. • Manages to the vision and purpose, and philosophies of PSO. • Nursing staff are inspired to take ownership of the care and well-being of residents. • Tasks and responsibilities are effectively and appropriately delegated to clinical and non-clinical staff.
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<p>Actively drives professional development among staff.</p>	<ul style="list-style-type: none"> • Leadership is provided to care staff in order to maximise 'Valuing Lives' and reduce overall dependency in the facility. • Viewed as a confident change catalyst – initiating, influencing, managing and leading in a new direction. • Evidence of a healthy work culture supported by direct feedback from staff satisfaction survey. • Continuity of care of prioritised. • Incident reporting procedures/ data analysis / health and safety registers are maintained in conjunction with H&S committee and Facility Manager. • Investigations into all incidents, accidents and near-misses are conducted – reporting to the Facility Manager, and Corrective actions implemented. • Any potential, perceived or actual risk management issues/threats are addressed and/or escalated in a timely and effective manner. • Development of a performance culture – on an individual, team/unit and facility level – is actively promoted and supported. • Facility Manager is assisted with recruitment of high-performing, high-valued staff. • Nursing staff have a documented personal.
<p style="text-align: center;">Service Delivery, Improvement and Planning</p>	
<p>Takes a primary care role for residents, ensuring residents receive continuity of care and support.</p> <p>Proactively and on an ongoing basis identify the need for change, analyse the issues and provide guidance on the most appropriate solutions and proposals.</p> <p>Understands the Aged Care environment and implements relevant and appropriate (as required) quality and service improvements.</p>	<ul style="list-style-type: none"> • Staff succession management is maintained as much as can be. • Approved budget is adhered to, with any variances reported to the Facility Manager in a timely manner. • Manages to the vision and purpose, and philosophies of PSO. • Nursing staff are inspired to take ownership of the care and well-being of residents. • Tasks and responsibilities are effectively and appropriately delegated to clinical and non-clinical staff.

<p>Maintains clear oversight of staff mix, staffing hours and costs, in conjunction with the Facility Manager.</p>	<ul style="list-style-type: none"> • Leadership is provided to care staff in order to maximise 'Valuing Lives' and reduce overall dependency in the facility. • Viewed as a confident change catalyst – initiating, influencing, managing and leading in a new direction. • Evidence of a healthy work culture supported by direct feedback from staff satisfaction survey. • Continuity of care of prioritised. • Incident reporting procedures/ data analysis / health and safety registers are maintained in conjunction with H&S committee and Facility Manager. • Investigations into all incidents, accidents and near-misses are conducted – reporting to the Facility Manager, and Corrective actions implemented. • Any potential, perceived or actual risk management issues/threats are addressed and/or escalated in a timely and effective manner. • Development of a performance culture – on an individual, team/unit and facility level – is actively promoted and supported. • Facility Manager is assisted with recruitment of high-performing, high-valued staff. • Nursing staff have a documented personal.
<p style="text-align: center;">Personal Effectiveness</p>	
<p>Delivers on all key outcomes and accountabilities effectively.</p> <p>Regularly reflects on personal and professional effectiveness in the role and identifies ways to improve individual performance.</p> <p>Is organised and able to meet deadlines, attend meetings and commitments on time.</p>	<ul style="list-style-type: none"> • Staff succession management is maintained as much as can be. • Approved budget is adhered to, with any variances reported to the Facility Manager in a timely manner. • Manages to the vision and purpose, and philosophies of PSO. • Nursing staff are inspired to take ownership of the care and well-being of residents. • Tasks and responsibilities are effectively and appropriately delegated to clinical and non-clinical staff.

<p>Maintains a high level of professional behaviour and presentation, on all occasions and acts a role model for other staff.</p> <p>Takes ownership of clinical responsibilities</p>	<ul style="list-style-type: none"> • Leadership is provided to care staff in order to maximise 'Valuing Lives' and reduce overall dependency in the facility. • Viewed as a confident change catalyst – initiating, influencing, managing and leading in a new direction. • Evidence of a healthy work culture supported by direct feedback from staff satisfaction survey. • Continuity of care of prioritised. • Incident reporting procedures/ data analysis / health and safety registers are maintained in conjunction with H&S committee and Facility Manager. • Investigations into all incidents, accidents and near-misses are conducted – reporting to the Facility Manager, and Corrective actions implemented. • Any potential, perceived or actual risk management issues/threats are addressed and/or escalated in a timely and effective manner. • Development of a performance culture – on an individual, team/unit and facility level – is actively promoted and supported. • Facility Manager is assisted with recruitment of high-performing, high-valued staff. • Nursing staff have a documented personal.
<p style="text-align: center;">Continuous Quality Improvement Champion</p>	
<p>Takes responsibility for participation in PSO's quality improvement and management of a clinical speciality area.</p>	<ul style="list-style-type: none"> • Staff succession management is maintained as much as can be. • Approved budget is adhered to, with any variances reported to the Facility Manager in a timely manner. • Manages to the vision and purpose, and philosophies of PSO. • Nursing staff are inspired to take ownership of the care and well-being of residents. • Tasks and responsibilities are effectively and appropriately delegated to clinical and non-clinical staff.

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Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.

Continuous improvement	<ul style="list-style-type: none"> Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. You are expected to work safely and to actively participate in health and safety programmes in your work area. All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

Relationships

Reports to: Facility Manager	Direct Reports: Registered and Enrolled Nurses Care Workers
Internal Relationships: Facility Manager Registered and Enrolled Nursing staff Carers and Allied Health staff Continuous Quality Improvement group colleagues Clinical Nurse Advisor Operations Support Manager Quality Advisor Training Co-ordinator	External Relationships: NASC / SDHB GPs / Nurses / Multi-disciplinary teams Training providers Public and Private hospitals Social Workers HDANZ

Person Specifications

Qualifications/Skills <ul style="list-style-type: none"> Registered Nurse with current annual practicing certificate. A proven track record of working in a management and leadership role within the health and disability sector. Proven ability to train clinical staff at all levels and to communicate clinical information to non-clinical staff. Skills and experience in computer systems to maximise the use of technology for improved service provision. Ideally, holds a relevant tertiary qualification.
Experience/ Knowledge <ul style="list-style-type: none"> Previous clinical management experience at a senior level.

Personal Qualities

- Ability to demonstrate exceptional planning, organisational skills and the ability to manage complex and competing priorities effectively.
- Commitment to the Mission of Presbyterian Support.
- A passion for working with older people and a commitment to the total well-being of the older people involved in our services.
- Possess highly developed interpersonal skills including relationship and advocacy skills.
- Be able to communicate clearly both orally and in writing to a diverse audience mix.
- Have the ability to work independently and as part of a small team.
- Displays a conscientious and industrious work ethic.
- Commitment to providing service excellence.
- Have the vision and ability to accommodate change.
- Enthusiasm, sensitivity, flexibility and adaptability.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- **We are person centred in our organisation.**
- **We strive always to do better, to work hard and to the best of our ability.**
- **Each person knows they make a difference and they feel valued because of this.**

Our Organisation

- **We are committed to delivering on the organisation direction and values.**
- **We are responsible and accountable for our actions and behaviours.**
- **We are committed to positive, proactive leadership.**
- **Each person is empowered to succeed, with the orientation and on-going support needed.**
- **Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.**

Our Team

- **We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.**
- **We hold each other accountable by giving and receiving constructive feedback.**
- **Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.**
- **We affirm each person as a valued member of the team by giving each other positive reinforcement.**

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

