|  |  |
| --- | --- |
| **INSERT ORGANISATION’S NAME** |  |
| **POSITION TITLE: Nurse Coordinator: Primary Health Care** | |

|  |  |
| --- | --- |
| **Date produced/reviewed:** |  |
| **Position holder’s name:** |  |
| **Position holder’s signature:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Manager’s name:** |  | | |
| **Manager’s signature:** |  | | |
| **Date:** |  | **Next review date:** |  |

|  |  |  |
| --- | --- | --- |
| **Responsible to** | Clinical / charge nurse manager for operational achievement of objectives and goals for the service. Where the manager is not a nurse professional development and accountability may be with a Director of Nursing, or equivalent, in the organisation. | |
| **Functional Relationship with:** | *Delete/include as appropriate* |  |
| **Internal:** | Nursing directorate, clinical / charge nurse manager, nursing staff and students.  Medical, health care assistants, and administration staff. | All allied health professionals - pharmacists, physio, social worker, midwife. |
| **External:** | Individuals/family/whānau  PHO / Hospitals/ /General Practice /  Aged Residential Care.  Govt agencies – WINZ/CYPFS/schools  Community groups & centres including local Iwi and migrant communities. | PHO/DHB Nursing directorate.  Primary Options for Acute Care (POAC)  Nursing Organisations.  Emergency services.  Suppliers. |
| **PURPOSE OF POSITION** | | |
| The Nurse Coordinator supports/coordinates programmes or areas that have a direct impact on nursing practice. Not a direct clinical role, nor a management role. Implementing and advising on specific clinical activities and / or programmes. Some examples of titles may include   * Nurse Coordinator – Clinical Quality. To implement the strategic quality improvement objectives. To assist, lead and coordinate staff to improve outcomes for clients. * Nurse Coordinator - Immunisation * Nurse Coordinator – Professional Development and Recognition Programme   These are NOT roles that predominantly provide direct clinical care. | | |
| **NATURE AND SCOPE OF ACCOUNTABILITIES** | | |
| Clinical and Professional Leadership | | |
| * Implement the relevant programme for the organisation. * Provide appropriate and timely advice to staff on all quality and risk activities. * Recognise clinical priorities and assist representatives and staff in meeting them with enthusiasm. * Provide practical assistance to staff involved in the programmes activities such as clinical audit, client satisfaction surveys, document development, and accreditation /PDRP preparation. * Act as a resource person for standards interpretation. * Lead and manage relevant contracts to ensure compliance with MOH /DHB/PHO contracts and service specifications. * Demonstrate a leadership style that creates a culture of empowerment and facilitation. | | |
| Client Care Coordination | | |
| * Ensure all shortcomings identified in the services are managed/supported with a corrective action plan. * Support other primary health care providers to identify clients and to complete their reviews and monitoring (if applicable), and develop strategies where problems arise. * Assist in the development of any clinical policies and procedures if required. | | |
| Education and Clinical Teaching | | |
| * Work with service/staff to identify priority areas for development to ensure the workforce has the right skills to conduct business to the top of their scope and ability. * Provide education related to the programme to the organisation and community health providers. * Actively participate in preceptoring and supervision of new staff, enrolled nurses, students and health care assistants (where applicable). * Participate in departmental education sessions. | | |
| Continuous Quality Improvement | | |
| * Participate in service development initiatives as agreed with the manager. * Develop and implement quality improvement activities which are appropriate to the service. * Assist in internal clinical audits as appropriate. * Utilise research based practice ensuring standards are identified and met. * Assist staff in evaluating complex situations and encourages reflective practice. | | |
| Professional Development and Clinical Competency | | |
| * Communicate effectively with members of the health care team, clients and their family/whānau, including using a variety of effective communication techniques, employing appropriate language to context and providing adequate time for discussion. * Provide proficient management of programme, setting an annual plan of work, setting targets/milestones and evaluating. * Participate in peer support programme and annual appraisal process. * Explore innovative practice. * Keep relevant knowledge and skills updated. | | |
| Cultural Competency | | |
| * Practice in a way that respects each health consumer’s identity and right to hold personal beliefs, values and goals. * Tikanga Māori will be observed wherever appropriate, such as use of Te Reo Māori, Powhiri, Whanaungatanga, Whānau ora, Karakia, Waiata, Wairuatanga and Manaakitanga.   Assist in the establishment and maintenance of effective relationships with Iwi Māori Health, Mental Health Providers, General Practices and community agencies.  Integrate Māori practice models alongside clinical practice as possible.  Undertake cultural supervision as required.  Tino Rangatiratanga is encouraged in all professional relationships.   * Ongoing upskilling and training in Te Ao Māori. | | |
| Health and Safety | | |
| **Recognise individual responsibility for workplace health and safety under the Health and Safety Act 1992.**   * The Organisations Health and Safety policies are read, understood, and role modelled throughout the practice. * Workplace hazards are identified and reported including self-management of hazards as appropriate. * All near misses/incidents/accidents are reported to manager within 24 hours. * Participate in Health and Safety management systems and initiatives throughout the service area. | | |
| Utilise Information Technology | | |
| * Access and use available clinical information systems. * Competently utilise software and applications relevant to the workplace and role. For example Medtech, Concerto. * Interpret and utilise data to support a population health approach. * Familiar with programmes to develop professional presentations. | | |

|  |  |
| --- | --- |
| Problem complexity | |
| The Nurse Coordinator is expected to demonstrate advanced nursing knowledge in a specific area or practice and business acumen in managing a programme of deliverables to meet service specifications / contract. | |
| Scope of Action/Delegations | |
| The Nurse Coordinator is required to develop innovative approaches to problem solving and utilise the skills of other team members to coordinate and resolve problems. He/she frequently needs to develop individual solutions for each issue and problem. | |
| Budget: | This position does / does not hold a budget. |
| Direct reports: | This position has (list) / has no direct reports. |

|  |  |
| --- | --- |
| **PERSON SPECIFICATIONS** | |
| **Education:**  Essential | Desired |
| * Registered Nurse with Nursing Council of NZ. * Working towards post-graduate Nursing qualification. * Holds current Annual Practising Certificate. * CPR Certificate. | * Education/clinical teaching qualifications. * ABC Smoking Cessation Training. * Independent Vaccinators Certificate . |
| **Experience/Knowledge**  Essential | Desired |
| * Minimum 5 years recent clinical experience. * Understanding of medico/legal and ethical responsibilities. * Knowledge of current government strategies, policies, codes, guidelines and legislation relation to nursing and health. * The ability to work independently and be a member of a team. * Experience in problem solving, priority setting, and planning. * Ability to critically examine practice utilising and evidenced based nursing. * Functioning at Proficient level or above on PDRP and willing to work towards senior nurse level. | * Proven understanding of the environmental factors affecting primary health care services. * An understanding of special health needs of DHB’s/PHO’s population respective to Māori and Pacific. * IT system experience. * Negotiation/mediation management skills. * Involved in research, teaching and innovation that has changed clinical practice. * Experience of working across both primary and secondary services. * Understanding of integration in the local DHB perspective. |
| Specific Skills/Personal and Professional Qualities | |
| * Cultural awareness and its application to nursing practice. * Legal and professional accountability. * Holds personal nursing indemnity insurance. * Communication Skills * Planning and organising. | * Integrity and trust. * Initiative. * Negotiation and conflict resolution. * A professional development plan. * Active involvement in relevant professional / other organisations. * Suitable for a nurse working towards a nurse practitioner role. |