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

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

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

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| **Responsible to:** Service Manager OR Charge Nurse Manager | | |
| **Functional Relationship with:** |  |  |
| **Internal:** | Clinical Nurse Manager  Nursing staff and students  Health Care assistant /Admin Staff  Clinical/Nursing Director of PHO  General Practitioners | All allied health professionals – pharmacists, physio, social worker, midwife |
| **External:** | Patients/family/whānau  Hospitals, other medical centres  Emergency services  Suppliers  Govt agencies – WINZ/CYPFS  Community groups & centres including local Iwi and migrant communities. | Primary Health Organisation / DHB  Nursing directorate PHO/DHB Primary Options for Acute Care (POAC)  NGO’s, rest homes, private hospitals, schools  Nursing Organisations |
| **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 patients. * 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 | | |
| * To implement the (quality improvement and risk / PDRP/ Immunisation, as applicable )programme for the PHO/XXX * To provide appropriate and timely advice to staff on all quality and risk activities. * To recognise clinical priorities and assist representatives and staff in meeting them with enthusiasm, * Provide practical assistance to staff undertaking (quality improvement and risk / PDRP/ Immunisation )related activities such as clinical audit, patient satisfaction surveys, document development, 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 diabetes/CVD/Palliative Care patients 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 | | |
| * Works 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 (quality improvement and risk / professional development / Immunisation, as applicable) related education to PHO/ general practice / allied health and community health providers * Active participation in preceptoring and supervision of new staff, Enrolled Nurses, students and Health Care Assistants (where applicable) * Participates in departmental education sessions | | |
| Continuous Quality Improvement | | |
| * Participate in service development initiatives as agreed with the Line Manager. * Develop and implement quality improvement activities which are appropriate to the service. * Assist in internal clinical audits as appropriate. * Utilises research based practice ensuring standards are identified and met * Assists staff in evaluating complex situations and encourages reflective practice | | |
| Professional Development and Clinical Competency | | |
| * Communicates effectively with members of the health care team, patients 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 | | |
| Attends to cultural practices of Māori, such as Te Reo, Powhiri, Whanaungatanga, Whānau ora, Karakia, Waiata, Wairuatanga and Manaakitanga.  Assists in the establishment and maintenance of effective relationships with Iwi Māori Health, Mental Health Providers, General Practices and community agencies  Integrates Māori practice models alongside clinical practice where possible  Undertakes cultural supervision as required  Tino Rangatiratanga is encouraged in all professional relationships.  Ongoing upskilling and training in Te Ago Māori   * Tikanga Māori will be observed wherever appropriate. * Practices in a way that respects each health consumer’s identity and right to hold personal beliefs, values and goals. | | |
| 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 line manager within 24 hours. * Participates and is involved in Health and Safety management systems and initiatives throughout the service area. | | |
| Utilise Information Technology | | |
| * Able to access and use available clinical information systems. * Able to competently utilise Windows XP or similar. * Is conversant with applications required for specific discipline or role. For example Medtech, Concerto, Outlook * Is familiar with programmes to develop professional presentations. | | |

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| 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 will be required to develop innovative approaches to problem solving and utilise the skills of other team members to coordinate and resolve problems. They will frequently need to develop individual solutions for each issue and problem. | |
| Budget: | This position does not hold a budget. |
| Direct reports: | This position has no direct reports. |

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| **PERSON SPECIFICATIONS** | |
| **Education:**  Essential | Desired |
| * Registered Nurse with Nursing Council of NZ * Working towards post-graduate Nursing qualification * Holds current Annual Practising Certificate * Independent Vaccinators Certificate (if applicable) * CPR Certificate | * Education/clinical teaching qualifications. |
| **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. | * 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 * XX IT system experience * Functioning at Proficient level or above on PDRP * 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 * Approachable * Planning and organising | * Integrity and trust * Listening * 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 |