

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Clinical Coordinator – Allied Health		
	DIRECTORATE	Whānau & Communities	DEPARTMENT	Hoki ki te Kāinga
	REPORTING TO (operationally)	Team Leader Hoki ki te Kāinga	REPORTING TO (professionally)	Professional Leader as appropriate
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Hoki ki te Kāinga Team at the Hawke's Bay District Health Board (HBDHB). Services may be required in both Central Hawke's Bay and Wairoa regions intermittently.			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> • Coordination of clinical activities within the team/service on a day to day basis. • Triage of referrals into the service. This includes assessment on the inpatient wards and allocation to the appropriate key worker and schedule. • Builds and develops good relationships with discharging teams within the hospital • Effective and clear communication with the inpatient discharge planning team. • Actively seeking appropriate referrals to ensure Hoki ki te Kāinga maintains optimal numbers of clients/whaiora. • Provides support to the line manager by taking on delegated leadership and operational tasks for the team or service. • To ensure and prioritise a focus on client/whaiora and their whānau safety and quality relating to care, interventions and processes within the Hoki ki te Kāinga team. • Ensure provision of safe and clinically effective client/whaiora assessment and intervention, within a specific clinical area with a development of more comprehensive assessments and in-depth knowledge and skills. • Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. • To role model, participate and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. 			
KEY DELIVERABLES	<p>Clinical Practice- Te Mahi Haumanu</p> <ul style="list-style-type: none"> • Takes responsibility for providing day to day clinical leadership in the Hoki ki te Kāinga Team including providing clinical advice, coaching support and clinical guidance to others. • Takes professional and organisational responsibility for managing the Hoki ki te Kāinga caseload of patients/clients/whaiora and their whānau with complex needs and be able to independently adapt and make decisions regarding intervention. • Demonstrates ability to organise workload and accept responsibilities for work outcomes. • Utilises information available to prioritise clients/ whaiora and their whānau referred into the service to enable appropriate allocation of referrals and workload across the teams. • Carries out comprehensive assessment with clients/whaiora and their whānau including those with diverse and complex presentations. This includes standardised, non-standardised assessments and clinical observations to assist in assessment and intervention planning. • Formulates and delivers individualised intervention at an advanced level using comprehensive clinical reasoning skills and in depth knowledge of treatment approaches. This is in partnership with the clients/whaiora, their whānau and the clinical advice of the wider inter professional team (IPP) or multidisciplinary team (MDT). • Considers the impacts of cognitive and mental health on the ability to gain informed consent for intervention. • Develops comprehensive discharge/transfer plans with the clients/ whaiora and their whānau. • Regularly reassesses and evaluates the clients/whaiora performance and progress against agreed goals and adjust intervention as situations change. • Engages in teaching and coaching with clients/whaiora, their whānau and other professionals to promote health literacy ensuring participation, engagement and understanding. • Identifies unmet needs of clients/whaiora and their whānau and identifies potential solutions and consideration needed by the wider team to address these. • Role model for relationship centred practice and demonstrates effective communication to establish a therapeutic relationship • Focus on the agreed goals with clients/ whaiora, their whānau and IPP and/or wider MDT team. This includes relaying complex, sensitive and contentious information. • Works to reduce health inequalities when practicing clinically and when planning service delivery • Demonstrates recognition that the knowledge, experiences and culture are integral to effectively addressing the clients/whaiora and their whānau presenting health issue and/or restoring function. • Demonstrates a comprehensive and respectful understanding of the roles and contributions of the 			

members of the IPP and MDT team.

- Represents the service at clinical interprofessional discussions, rapid rounds and intervention planning meetings to ensure the delivery of a coordinated, person centred and interprofessional approach.
- Completes health record documentation consistent with legal, professional and organisational requirements.
- Demonstrates awareness and knowledge of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.
- Leads and works in other areas as identified or following a reasonable request in order to support the organisation in managing safe client/whaiora care interventions and maintains high quality service delivery.

<p>KEY DELIVERABLES</p>	<p>Leadership & Management - Te Ārahi me te Whakahaere</p> <ul style="list-style-type: none"> • Attends and contributes positively to all relevant department, clinical and team meetings, leading and facilitating such meetings. • Leads and assists team leaders and professional leaders in best practice clinical assurance activities of the Hoki ki te Kāinga Team staff and interprofessional teams. • Directs and delegates clinical tasks to rehabilitation assistants and support staff as appropriate • Provides feedback to staff using coaching and relationship centred practice strategies to support sound effective and competent performance. • Demonstrates negotiation and management of conflict skills within the workplace • Provides reports to team leader/professional leader/manager in relation to area of clinical practice, as requested. • Provides advice and recommendations to team leader/manager to support delivery of services. • Works in partnership with referrers to clearly communicate the role of the team/service and set expectations and boundaries of service delivery. • Completes tasks delegated by their line manager such as recruitment & induction, staff performance reviews, performance management, clinical assurance and complaint management. • Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of clients/whaiora and their whānau. • Fosters and develops an environment of team work with positive working relationships and dynamics.
<p>KEY DELIVERABLES</p>	<p>Teaching & Learning - Ako Atu, Ako Mai</p> <ul style="list-style-type: none"> • Maintains competency to practice through identification of learning needs and continuing competency activities to comply with professional registration requirements. • Supervises, educates and enhances learning opportunities and clinical practice education of staff and students. • Shares knowledge skills and learning across teams. • Maintains an awareness of current developments in research and strengthens evidence-based practice in relevant area and facilitates recommendations to improve and change practice. • Facilitates and is involved in the induction and training of newly appointed staff • Leads and fosters a learning environment for staff including teaching and participating in the running of training relevant to area of clinical practice. • Completes mandatory training as applicable for the role. • Participates positively in own annual performance review • Provides and participates in professional supervision in line with the organisations and regulatory authority requirements. • Provides and contributes to coaching and mentoring. • Role models HBDHB's values and behaviours.
<p>KEY DELIVERABLES</p>	<p>Service Improvement & Research - Te Whakapai Ratonga me te Rangahau</p> <ul style="list-style-type: none"> • Promotes and advances professional practice that is based on best practice and research that supports organisational strategic aims. • Takes responsibility for leading local audit and research projects as identified by self, team leader, professional leader, or manager • Takes the lead on development of quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice, for example. • Develops/updates competency-based frameworks for clinical staff in relevant clinical areas as agreed to by line manager and/or professional leader. • Proactively challenges and questions established intervention and approaches • Broadens research and development skills through participation in local audit and research projects as identified by team leader, professional leader, manager or other Advanced or Expert Allied Health professionals. • Actively participates in national, regional and sub-regional working groups/ clinical networks to identify and implement innovative practice and or service improvements as appropriate. • Establishes working partnerships with external organisations to promote integrated collaborative ways of working • Contributes to annual planning process, including identifying gaps in service and participating in work activity that may result from the planning process.

	<ul style="list-style-type: none"> • Practises in a way that utilises resources (including staffing) in the most cost-effective manner to facilitate the best patients / clients/ whaiora outcomes. • Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.). 	
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> • Allied Health Professionals, Professional Leader & Directors of Allied Health • Clinical Nurse Managers and ward leadership teams • Nurse Director, Chief Nursing and Midwifery Officer • EngAGE Community Coordinator • District Nursing Team • NASC Hawke’s Bay • Te Wāhanga Hauora Māori HBDHB • Other teams relevant to supporting the whaiora and whānau journey 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Client/whaiora and their whānau • Community Services and Agencies • ACC • Primary and NGO sector • General Practitioners and Practice Nurses

DELEGATION AND DECISION	<ul style="list-style-type: none"> • As directed and requested by service Team Leader • Oversees the day to day processes and clinical decisions of the Hoki ki te Kāinga staff • Works autonomously with a high degree of independence to achieve the plan and problem solve complex issues as they arise. • Directs and delegates work to Rehabilitation Assistants and support staff as required in the role, ensuring that delegated tasks, documentation and communication are carried out. • Has an excellent understanding of delegation principles to non-registered workforce, including boundaries around safety, non-registered scope of practice, and competency training.
HOURS OF WORK	<p>40 per fortnight Rotating roster, including weekends and public holidays. No night shifts.</p>
EMPLOYMENT AGREEMENT & SALARY	<p>In accordance with the Allied, Public Health and Technical Multi Employer Collective Agreement (MECA) steps 8-10, per annum according to qualifications and experience pro-rated for hours worked. Fixed term, cover for maternity leave</p>
DATE	<p>November 2021</p>
EXPENDITURE & BUDGET ACCOUNTABILITY	<p>N/A</p>
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Ensure smooth and effective pathway for whānau/kaumatua/kuia referred to the service to ensure barriers to services are reduced • Competent engaging and addressing cultural needs of the consumer and whānau • A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi • Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare • Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways • Creates strong morale and spirit to foster a feeling of belonging within the team • Being able to work as an interprofessional team member but being able to identify what situations are out of your own scope of practice and be able to refer on appropriately • Being adaptable and open to new ways of working. • Managing incoming referrals, transition of discharges from Hoki ki te Kāinga and prioritising services for best outcomes • Accepting responsibility for own actions and being accountable for clinical decision making • Building interpersonal relationships, leadership, negotiation skills, conflict management, and problem solving and change management.

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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| Welcoming | <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes |
| Respectful | <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity | <ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs |
| Kind | <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana | <ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety |
| Helpful | <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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| Positive | <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things |
| Learning | <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' | <ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK |
| Innovating | <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change | <ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done |
| Appreciative | <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |

1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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| Listens | <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views |
| Communicates | <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent | <ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark |
| Involves | <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part | <ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated |
| Connects | <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |

1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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| Professional | <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much |
| Safe | <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well | <ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community |
| Efficient | <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt | <ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late |
| Speaks up | <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |

ESSENTIAL CRITERIA

Qualifications

- Bachelor of Physiotherapy/ Occupational Therapy/ Social Work/ Dietitians/ Speech and Language Therapy or equivalent.
- New Zealand Registered Physiotherapist/ Occupational Therapist/ Social Worker/ Dietitian/ Speech and Language Therapist with current annual practising certificate (APC).
- Post graduate qualifications and education relevant field (or working towards)

Experience

- Expectation of at least 5 years clinical practice
- 2 years clinical experience and advanced speciality knowledge relevant to role
- Leading and facilitating clinical improvement
- Demonstrated experience in service, quality or process improvements

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license.

Key Attributes

- Excellent oral and written communication skills
- Positive attitude with problem solving focus
- Ability to contribute positively to the inter-professional /multidisciplinary team.
- Self-motivated in developing clinical and professional practice of self and others
- Focus on delivering high quality care for the patient/client/whānau.
- Evidence of work ethic in line with the HBDHB values

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role: -

Able to kneel

Able to get 1 knee up on bed

Able to squat

Able to raise arms above head

Able to reach arms out in front

Able to walk up 2 flights of stairs without stopping

Able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination and COVID vaccination

DESIRABLE CRITERIA

- Member of relevant NZ professional association
- Experience speaking and teaching to groups
- Project management skills
- Knowledge about how the organisation works and the culture of the organization
- Knowledge of Primary Health Organisations