6	POSITION TITLE	Care Capacity and Dei	mand Manageme	nt (CCDM) Coordinator	
HAWKE'S BAY District Health Board Whakawāteatia	DIRECTORATE	Chief Nursing and Midwifery Officer's Service	DEPARTMENT	Care Capacity & Demand Management	
	REPORTING TO (operationally)	Care Capacity and Demand Management Manager	REPORTING TO (professionally)	Care Capacity and Demand Management Manager	
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the CCDM service responsible for the operational leadership and facilitation support for the CCDM Programme in the Hawke's Bay District Health Board (HBDHB)  Staff reporting - 0 Direct - 0 Indirect				
PURPOSE OF THE POSITION	<ul> <li>Provide operational support to the CCDM Programme Manager, to lead the work required to implement, sustain and develop the CCDM Programme within the DHB.</li> <li>Work in partnership and collaboratively with Safe Staffing Healthy Workplaces (SSHW) Unit Programme Consultant/s, and NZNO, MERAS and PSA representatives and all other stakeholders both internally and externally.</li> <li>Prioritise a focus on patient safety and quality improvements relating to care and processes within the Nursing Service.</li> <li>Operationally support the ongoing development of the Nursing Service</li> </ul>				
KEY DELIVERABLES	Programme Coordination  Develop an expert knowledge of the SSHW CCDM standards, tools and processes within the CCDM programme to facilitate and support the implementation of these into the DHB, with particular focus on core data set and local data councils, Staffing methodology and Variance Response Management.  Engage key partners and internal stakeholders.  Establish and co-ordinate meetings with key groups to drive knowledge and understanding.  Collect and record information relating to the programme using agreed templates.  Assist with data collection and documentation of findings from the planned programme workshops/interventions.  Support and facilitate analysis of CCDM data and information that assists in informing CCDM improvements, expected outcomes and outcomes measures.  Assist the development of a detailed DHB CCDM implementation plan (including deliverables, accountability and responsibility frameworks, timeframes, risk, constraints and communications plan).  Meet internal reporting requirements, identify risks, maintain an issues register and raise issues with stakeholders.  Support the CCDM Council to deliver the overall CCDM Programme plan.  Support nursing leadership to deliver agreed action plans.  Provide intensive change management support to teams/units.  Communication  Assist professional groups within the organisation to understand their investment in the programme and communicate this to colleagues / members.  Support professional and directorate leaders to understand and deliver the agreed action plans from the different elements of CCDM  Promote and develop staff knowledge on the DHB CCDM Programme and provide regular up-dates  Assist with data collection and documentation of findings from the planned programme workshops/interventions  Establish and maintain a connection with other CCDM Coordinators in implementing DHB's around the				

country

## **Data and Information** Have a working knowledge of the validated patient acuity system (TrendCare) and the importance of acuity data to the organisations total data picture. Actively support staff with the data collection process and collate information and data for the purpose of data analysis into reports. Actively assist and support internal DHB teams and personnel in undertaking data collection. Provide appropriate CCDM Programme information and data analysis to DHB stakeholder groups and gather feedback. Articulate the significance of good data to the organisation and the successful implementation of the CCDM programme. Support the development of data literacy and understanding of specific DHB data generated by implementation of the Programme tools and processes. **KEY DELIVERABLES (cont) Partnership** Facilitate and model partnership as foundational to all programme activity at all levels of the organisation. Engage with and support the parties to explore / foster creative solutions through collaboration. Review Ensure processes are reviewed and aligned to support business and clinical objectives. Facilitate and support programme evaluation activity utilising the specific CCDM Programme metrics reflecting impact on patient care, staff wellbeing and the best use of health resources. Maintain records of activity for review and audit purposes. HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: Not to do anything that puts your own H&S at risk **HEALTH & SAFETY** Not to do anything that puts others H&S at risk **RESPONSIBILITIES** • To follow all health and safety policies and procedures To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm). **EXTERNAL INTERNAL** CCDM contractors and support staff Chief Nursing & Midwifery Officer Safe Staffing Healthy Workforce Unit Director of Nursing/ Midwifery and Allied Health, Clinical Nurse and Midwifery NZNO /MERAS / PSA Organiser, professional Managers, Allied Health Leaders. Advisors & other relevant health unions **HS Group Managers** Other DHB CCDM Managers / Coordinators TrendCare & Capacity Systems Manager and Other health agencies TrendCare Coordinator, CCDM Data Analyst **DHB SSHW CCDM Implementation** Programme Working Groups including Allied **KEY WORKING** Health **RELATIONSHIPS** • Site Union Delegates - including: NZNO, PSA, **Integrated Operations Centre Duty Managers Digital Enablement** DHB SSHW CCDM programme Wider nursing, midwifery and health care assistant workforce Union delegates

DELEGATION AND DECISION	Nil		
EMPLOYMENT AGREEMENT & SALARY	In accordance with the DHB's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) Designated Senior Nurse Grade 4 (step $1-3$ ) \$91,899 - \$101,541 gross per annum according to qualifications and experience pro rata for hours worked		
DATE	September 2021		
EXPENDITURE & BUDGET ACCOUNTABILITY	• Nil		
SCOPE & COMPLEXITY	<ul> <li>Building expertise in the tools and processes required to support CCDM</li> <li>Challenges of working with multiple stakeholders</li> <li>Maintaining the momentum of change in an acute healthcare environment</li> </ul>		

#### **ESSENTIAL CRITERIA**

#### Qualifications

- Current registration with Nursing Council of New Zealand as Registered Nurse.
- Relevant health related postgraduate qualification at postgraduate diploma or higher.

#### Experience

- Demonstrated ability to effectively communicate with stakeholders to provide a quality service.
- Demonstrated understanding of efficient resource utilisation.
- Demonstrated ability to develop, coordinate and deliver user training sessions.
- Demonstrated ability to critically analyse business and clinical data and to make appropriate recommendations based on findings.
- Demonstrated understanding of the principles of electronic data quality.
- Strong patient safety advocate and quality improvement ethos.

#### **Business / Technical Skills**

- Holds a current annual practising certificate as a Registered Nurse
- Data analysis skills
- Competent user of computer packages such as Excel, Word etc.

#### **Key Attributes**

- Effective communication skills.
- Positive attitude with problem solving focus.
- Uses initiative and able to work independently.
- Enjoys a challenge

#### **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 whanau.
- 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:

• There are no physical requirements of this role.

#### Vaccination status for role:

 Annual influenza and Covid-19 vaccination, as per NZ approved regime, required.

#### **DESIRABLE CRITERIA**

#### Experience

• TrendCare and Capacity Planner knowledge



## **Our Vision and Values**

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



# HE KAUANUANU RESPECT

Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

# AKINA IMPROVEMENT

Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

#### RARANGA TE TIRA PARTNERSHIP

Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

## TAUWHIRO CARE

Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.