



POSITION TITLE	TrendCare Coordinator		
DIRECTORATE	Chief Nursing and Midwifery Officer's Service	DEPARTMENT	TrendCare and Capacity Systems
REPORTING TO (operationally)	TrendCare and Capacity Systems Manager	REPORTING TO (professionally)	TrendCare and Capacity Systems Manager

DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS
 This role covers the operational management of the TrendCare Acuity system in the Hawke's Bay District Health Board (HBDHB).
 Staff reporting - nil

PURPOSE OF THE POSITION

- This role works closely with the TrendCare Manager who is primarily responsible for the utilisation and promotion of TrendCare at Hawkes Bay District Health Board (HBDHB).
- The TrendCare Coordinator is responsible for system monitoring and utilisation by the organisation and workforce of TrendCare, and on-going TrendCare training needs.
- This position is about ensuring that the information within TrendCare is of high quality and can be used to support informed decision making around workforce capacity, safe staffing and effective utilisation HBDHB.
- The TrendCare team works closely with the Care Capacity Demand Management (CCDM) team to support data and reports from the TrendCare system for the CCDM Programme across the organisation.

KEY DELIVERABLES

RESOURCE UTILISATION – TREND CARE

- Supports Nurse and Midwifery Managers in using TrendCare to develop efficient and effective nursing and midwifery resource plans.
- Monitors acuity and worked hours data and investigate variances from benchmarks.
- Provides reports to users, managers and executive, demonstrating efficiency of resource utilisation and supporting analysis.

COMMUNICATION AND QUALITY SERVICE PROVISION

- Maintain high user satisfaction through consultation and collaboration with users and provision of business / technical support.
- Maintains organisational satisfaction through collaboration with business stakeholders.
- Engages in effective and professional communication with all users, stakeholders and the external systems support staff.
- Plan for and provide ongoing application training to ward/unit and Directorate leadership teams
- Provide ongoing end user support.
- Identifies quality improvement opportunities in consultation with stakeholders and supports associated quality activities.
- Ensures that relevant policies, audits protocols and guidelines are developed, maintained and refreshed

TRAINING AND EDUCATION

- Coordinates user training to all new staff during orientation.
- Plans and delivers training sessions to address common areas for improvement and to motivate and empower staff in the utilisation and understanding of TrendCare system and TrendCare data.
- Plans and delivers focussed training sessions to address areas for improvement and to motivate and empower staff in the utilisation and understanding.
- Maintains currency of own knowledge base through networking with other TrendCare Coordinators and CCDM coordinators through user groups, information sheets and refresher workshops.

DATA ANALYSIS

- Supports managers in understanding the data generated from their services to ensure data is accurate and up to date.
- Supports the Operations Directorate and Chief Nurse & Midwifery Officer with resource / acuity identification.
- Identifies changing trends and / or anomalous data, analyses and recommends corrective or supportive action.
- Regularly reviews ward / service maintenance settings with ward / service managers to ensure that all settings are current.
- Coordinates and collates evidence of data quality for all acuity rating staff / units (Inter-Rater Reliability testing of all staff and Ward Actualisation Audits for all Acuity-Rating Wards).

	<ul style="list-style-type: none"> Coordinates data quality improvements by identifying and working with Trend Care Systems consultants to develop interfaces to other systems to reduce duplication of data entry. Consults, prepares and delivers on system implementation and / or upgrades including training and demonstration of new features to relevant services. Identifies user issues and errors and liaises with external provider support staff to reach resolution. 	
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"> Chief Nursing & Midwifery Officer Integrated Operations Centre team Duty Managers, CRNs CCDM Programme Manager and CCDM Coordinators Trendcare Council Directorate Leadership teams Nurse and Midwifery Directors, Clinical Nurse and Midwifery Managers DHB RNs and HCAs Site Union Delegates Payroll and Human Resources Digital Enablement 	<p>EXTERNAL</p> <ul style="list-style-type: none"> TrendCare contractors and support staff Safe Staffing Healthy Workforce (SSHW) Other DHB TrendCare Coordinators Relevant Unions National Specialty Groups Other health agencies
DELEGATION AND DECISION	Works autonomously with a high degree of independence to achieve TrendCare service deliverables and problem solve complex issues as they arise.	
EMPLOYMENT AGREEMENT & SALARY	DHB's / NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) Designated Senior Nurse Grade 4 \$91,899 - \$101,541 gross per annum according to qualifications and experience pro rata for hours worked	
DATE	November 2020	
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil	
SCOPE & COMPLEXITY	Effectively managing time and prioritising workload to ensure programme of work is completed within the agreed times.	

ESSENTIAL CRITERIA

Qualifications

- Registration with the Nursing Council of New Zealand as a Registered Nurse
- Post graduate qualification and/or working towards

Experience and skills

- At least three years nursing experience
- Holds a current annual practising certificate as Registered Nurse.
- Holds a currently assessed nursing portfolio as assessed via an approved Professional Development Recognition Programme (PDRP) at proficient level.
- Demonstrated ability to effectively communicate with stakeholders to provide a quality service.
- Demonstrated ability to plan, implement and evaluate within a project management framework.
- Demonstrated understanding of efficient resource utilisation
- Ability to develop, coordinate and deliver user training sessions.
- Demonstrated ability to critically analyse business and clinical data and make appropriate recommendations based on findings.

Business / Technical Skills

- Computing and data analysis skills.
- Advanced user of Microsoft products: Excel, Word
- Quantitative & qualitative analysis skills. Demonstrates an understanding of continuous quality improvement

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Advanced technical abilities with Microsoft suite
- Ability to grasp implications of a situation quickly

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

DESIRABLE CRITERIA

Experience

- Postgraduate Diploma in Health Management or equivalent clinical qualification.
- Knowledge of the political, legislative or other external influences affecting the health sector

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills
- Demonstrated understanding of the principles of electronic data quality



Our Vision and Values

Te hauora o te Matau-a-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.

ĀKINA 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.