

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Clinical Nurse Coordinator - ACC			
Reports to	Team Leader Finance			
Location	Hastings Hospital			
Department	Finance			
Direct Reports	NA		Total FTE	NA
Budget Size	Opex	NA	Capex	NA
Delegated Authority	HR	NA	Finance	NA
Date	February 2021			
Job band (indicative)	In accordance with the NZNO Nursing & Midwifery Multi Employer Collective Agreement (MECA) Designated Senior Nurse and Midwifery Salary Scale, Grade 3 according to qualifications and experience			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Provide specialist clinical advice and support to review clinical files for eligibility for treatment injury and other cases as required in relation to ACC contracts and high cost treatment.
- Increase treatment injury claim rate per 10,000 discharges

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Work with services to facilitate compliance with ACC, High Cost Treatment and non-eligible patient case management requirements
	<ul style="list-style-type: none"> • Support and assist with case management of complex cases that have an interface with ACC
	<ul style="list-style-type: none"> • Provide education support to services in relation to clinical compliance aspects of ACC contracted service delivery
	<ul style="list-style-type: none"> • Provide advice and response to patient complaints that may occur in relation to ACC claims, or patient treatment (including non-eligible patients)
	<ul style="list-style-type: none"> • Review patient clinical notes in relation to case review, and liaise with external case reviewers, internal responsible clinicians and service managers, and those accountable to compliance with HBDHB policies

	<ul style="list-style-type: none"> Review and advise services on the clinical service impacts of ACC contractual or eligibility policy changes
	<ul style="list-style-type: none"> Ensure policies are reviewed and updated as necessary for Treatment Injury, ACC and High Cost Treatment
	<ul style="list-style-type: none"> Ensure Clinical Coding for non-eligible patients is monitored for fast track completion
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach –tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.

Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.
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Relationships

External	Internal
<ul style="list-style-type: none"> • ACC • Ministry of Health • External insurers (claim managers) • Other external DHB staff and peers • National DHB ACC Operational Group • Other relevant health and social service agencies 	<ul style="list-style-type: none"> • Patient Safety Team • Chief Medical & Dental Officer Hospital • Chief Nursing & Midwifery Officer • Chief Allied Health Professions Officer • Directorate Leadership Teams (ie. Service Directors, Clinical Directors, and Nurse/Midwifery Directors) • All Clinical Teams

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Current registration with Nursing Council of New Zealand as Registered Nurse
- Holds a current annual practising certificate as a Registered Nurse
- Holds a currently assessed nursing portfolio via an approved Nursing Professional Development Recognition Programme (PDRP).
- Previous experience in a senior clinical/ role (3 years +)
- Displays initiative, drive, diplomacy and ability to work with senior managers, clinicians and external agencies to improve our service performance and patient experience where possible
- An ability to promote effective relationships across the health sector.
- Has sound knowledge of IT programmes e.g. Word excel etc.
- An understanding of continuous quality improvement.

Desired:

- Proven ability to develop and foster relationships
- Experience dealing with the complexities of a large diverse organisation

- Strong demonstrable advisory, organisational and liaison skills

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Experience dealing with the complexities of a large diverse organisation
- Understanding of contract structures and methodologies, preferably in relation to ACC funded hospital/community-based services

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.