

Appendix 2



POSITION DESCRIPTION

Position Details:

Title: Service Lead Clinician
Service(s): Palliative Care
Reports to: Strategic Clinical Director – Integrated Palliative Care (strategy, service development and delivery) and indirectly to Director, Community & Long Term Conditions (day to day operations only)
Location: ACH
Reports professionally to: N/A
Date: March 2017

Purpose of Position:

The Service Lead Clinician role provides specialty clinical leadership and governance across the multi professional team working within the specialist area of service. They will be responsible for the clinical, operational, financial and quality performance of the multidisciplinary team delivering the service within the specialty. They also provide a role in leading teaching and training within the specialty. They ensure specialist advice on any clinical governance areas such as complaints, research, new to changing standards of practice, workforce coaching or development. They will form a point of accountability as a leader for the specialty area. The role will play a key part in the Leadership structure to ensure full integration of the services for patients across the directorate, hospital, region (if appropriate) and with primary care working under the direction of the SCD-IPC.

Key Accountabilities:

Planning & Service Strategy

- Provide speciality input to the development of the annual plans
- Develop speciality specific performance measures
- Provide recommendations for service speciality level capital expenditure
- Support new business case initiatives in line with organisational goals and service plan
- Recommend new service-level initiatives and prioritisation in line with organisational goals
- Works with and under the direction of the Strategic Clinical Director – Integrated Palliative Care and other partners on all aspects of service and strategic planning.

Service Operational Performance as delegated by the Strategic Clinical Director

- Demonstrate the management of volumes to contract where appropriate/relevant
- Waiting list management in accordance with MoH guidelines using CPAC scoring as appropriate. Communicate waiting list decisions with referrers and patients in a timely fashion
- Identify need for repair or replacement of assets
- Ensure service speciality level certification as required
- Ensure compliance with the reportable events (use of Risk Monitor Pro) process
- Ensure appropriate clinical and service risk reporting
- Measure and develop the staff/patient/family/student satisfaction with service

- Review and investigate patient complaints, including taking corrective actions as appropriate
- Support and lead change management programmes as delegated
- Actively seek to build strong supportive interdisciplinary work teams within the speciality and support integrating care pathways for patients across the hospital and with primary care

People Leadership, Service & Professional Governance

- Ensure clinical service delivery is effective and efficient
- Lead the professional development of all staff to ensure clinical competency is maintained
- Develop new clinical roles/rosters appropriate to emerging service delivery models
- Lead annual performance reviews and regular opportunities for development and career planning
- Lead performance management processes for all staff
- Ensure that all staff have appropriate continuing education
- Ensure all staff have appropriate vocational registration (where required)
- Ensure all staff have a current Annual Practicing Certificate (where required)

Quality

- Lead clinical audit and clinical indicator development and monitoring
- Lead mortality/morbidity/incident review as appropriate
- Ensure credentialing on appointment and annual review for all SMOs and similar processes are in place as required for the non-medical workforce
- Routinely review patient feedback and ensure that issues are addressed
- Maintain service standards and continuously improve where required to optimise the quality of patient care

Financial Management as delegated by the Director / Strategic Clinical Director

- Provide input into budget setting where appropriate
- Manage within allocated budget with support of Operations Manager.

Policy & Risk Management

- Maintain compliance with all legislative requirements.
- Actively promote Health & Safety and encourage all staff to identify opportunities for improvement to reduce risk to staff and the organisation.
- Refine relevant aspects of professional practise in consultation with key stakeholders.
- Manage students and visiting clinicians in accordance with ADHB policy guidelines to ensure clinical safety is maintained.

Research & Learning

- Support high quality research and adherence to GCP. Ensure evidence based practice.
- Provide or ensure the delegation of training and supervision for trainees that is appropriate for their professional development.
- Organise the service/s overall training programmes and development of staff with identified needs.
- Ensure that trainees are mentored, supported and have regular performance feedback.

Professional Development

Professional development enhances clinical leadership, clinical speciality and managerial skills

- Participate in relevant service and professional development programmes
- Establishes annual goals, objectives, performance targets and strategies to meet these
- Attends educational opportunities/conferences/forums relevant to the role and scope of practice
- Participates in relevant research activities

Direct Reports (indirect): TBC

Budget Accountability (if applicable): TBC

Relationships:

External	Internal	Committees/Groups
<ul style="list-style-type: none"> ▪ Service Clinical Director Integrated Palliative Care – Mercy Healthcare (direct report relationship) ▪ Families/whanau and caregivers ▪ Health providers outside ADHB ▪ Relevant Councils (e.g. Medical Council) ▪ Registration authorities 	<ul style="list-style-type: none"> ▪ Director ▪ General Manager ▪ Director of Nursing ▪ Medical Director ▪ Director of Allied Health ▪ Service Clinical Directors across ADHB ▪ Senior Nurses ▪ Other ADHB clinical areas ▪ Allied Health Staff ▪ Professional Advisors ▪ Clients/Customers/Patients ▪ Lead Clinicians ▪ Relevant organisational committees ▪ He Kamaka Oranga 	<ul style="list-style-type: none"> ▪ Clinical Governance, Quality & Clinical Safety ▪ Health & Safety ▪ Directorate MOS and Service/Team MOS ▪ Other committees/ Groups as appropriate or delegated

PERSON SPECIFICATION

Education Qualifications	Essential	Desired
Professional	<ul style="list-style-type: none"> • A relevant tertiary qualification • Qualified in field and registered in New Zealand • Member of the relevant professional body • Current APC if appropriate • Sound working knowledge of the service in the specialist field • Evidence of on-going personal and professional development 	<ul style="list-style-type: none"> • Previous management and/or leadership experience is desirable • Management qualification
Work Experience	<ul style="list-style-type: none"> • Demonstrated Leadership ability in a line management role • Knowledge of the implications of the Treaty of Waitangi with a commitment to bi-culturalism • Demonstrate a sound knowledge of NZ Health Sector • Currently a practicing clinician in specialist palliative care • Sound understanding of Professional Ethics 	<ul style="list-style-type: none"> • Demonstrated experience in improvement initiatives

CRITICAL COMPETENCIES

Competency	Description
Professional accountability	<ul style="list-style-type: none"> ▪ Maintain expert clinical knowledge and skills ▪ Demonstrate value based leadership ▪ Support an environment in which excellence in clinical care can flourish ▪ Contribute to the professional standards across the Directorate ▪ New initiatives support long term sustainability strategy
People / Team Leadership	<ul style="list-style-type: none"> ▪ Actively listen to staff and provides ongoing feedback. ▪ Recognise and celebrates the achievement of others ▪ Develop successful teamwork and collaborations ▪ Clearly communicates with staff and provides an environment during one-on-one and performance appraisals which is supportive and positive ▪ Identify and develops potential in teams to support succession planning ▪ Encourages staff to identify opportunities for improvement ▪ Actively implements recruitment and retention strategies in line with organisation-wide objectives
Quality Improvement	<ul style="list-style-type: none"> ▪ Identify quality improvement initiatives ▪ Contribute to quality improvement and quality assurance within the Directorate
Financial / Business Management	<ul style="list-style-type: none"> ▪ Ability to implement service delivery plans ▪ Develop new business case initiatives ▪ Clearly communicate plans and expectations to staff ▪ Financial acumen ▪ Utilise data and analyse trends ▪ Prepares reports
Change Management	<ul style="list-style-type: none"> ▪ Effectively lead change processes ▪ Lead change management projects by coaching staff, championing issues, through communication and implementation strategies ▪ Participate in change management projects across the service and organisation-wide ▪ Support staff in undertaking new challenges
Value Diversity	<ul style="list-style-type: none"> ▪ Understands significance of Treaty of Waitangi ▪ Display cultural sensitivity ▪ Appreciate insights and ideas of all individuals and work effectively with these differences.