## POSITION DESCRIPTION

### Advance Care Planning – Facilitator

Counties Manukau District Health Board

Date Produced: September 2011  
Reviewed: June 2014

Position Holder's Name: ..........................  
Position Holder's Signature: ..........................

Manager / Supervisor's Name: .........................  
Manager / Supervisor's Signature: .........................  
Date: ..............................................

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<tr>
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<td>Date First Issued:</td>
<td>September 2011</td>
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Counties Manukau District Health Board
PURPOSE OF THE POSITION

- To work collaboratively alongside multidisciplinary health teams to carry out advance care planning (ACP) with patients in the Counties Manukau Health area.
- To complete advance care plans with patients and ensure that advance care plans are made available to health providers on the Patient Information System.
- To support and mentor health professionals across the health sector where ACP has been implemented.
- To participate in business planning at a strategic level to support the continuation and future deployment of ACP.
- To support the evaluation of the effectiveness of Advance Care Planning (qualitative and quantitative reviews).

Position Characteristics
Advance Care Planning is a process of shared decision making between patients, their family/whanau and health professional on future care and treatment.

Advance Care Planning discussions might encompass:

- The individual’s understanding about their illness and prognosis.
- The individual’s values and personal goals for care and how these will be impacted by their illness.
- The types of care and treatment options that may be beneficial in the future and the likelihood of the success of interventions and their availability.
- The person’s views on future care and/or treatments including a decision on whether they wish to have CPR in the event of a cardiopulmonary arrest.

Vision & Values
Organisational Shared Vision
Our DHB shared Vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maori and Pacific peoples and other communities with health disparities.

We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated.
We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality focussed, and cost effective healthcare, at the right place, right time and right setting.

**Organisational Values**

**Partnership**
Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

**Care and Respect**
Treating people with respect and dignity, valuing individual and cultural differences and diversity

**Professionalism**
We will act with integrity and embrace the highest ethical standards

**Teamwork**
Achieving success by working together and valuing each other’s skills and contributions

**Innovation**
Constantly seeking and striving for new ideas and solutions

**Responsibility**
Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions.

**PLACE IN THE ORGANISATION**
<table>
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<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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| **Advance Care Planning**  
Carry out ACP conversations with patients and family/whanau and complete Advance Care Plans. | • Initiate and facilitate ACP conversations with patients, this will involve assisting patients to reflect on and identify goals, values and beliefs and to document these in an advance care plan.  
• Enhance patients understanding about ACP, this could involve providing education about the benefits of ACP and answering any questions the patient may have about ACP.  
• Utilise ACP communications skills acquired in training workshops to support safe and culturally appropriate conversations with patients and family/whanau. |
| **Support and Mentor** | • Act as an effective role model to health professionals on ACP.  
• Act as a mentor and support person to clinicians where ACP has been implemented. This will include providing education on correct use of systems and processes and work with clinicians to develop skills to enable clinicians to engage in ACP conversations.  
• Advocate and promote the value and benefits of ACP to health teams. |
| **Processes and Systems**  
Follow ACP processes and correct use of Advance Care Planning documents. | • Be familiar with all ACP processes, procedures and documents.  
• Advance Care Plans are completed to a high standard and are completed in a timely manner to reach the Patient Information Service to be accessible to clinicians. |
| **Business Planning** | • Take part in business planning processes to support ACP service development. |
| **Engagement with Primary Care, Localities and Residential Care**  
To collaborate with Primary Care, Locality | • Build relationships with Primary Care, Localities and Residential care facilities to support the implementation of ACP. This |
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| teams and Residential care partners in the Counties Manukau District Health Board (“CM Health”) area. | will involve supporting partners to introduce CM Health ACP material and processes and systems to enable the seamless transition of completed advance care plans to the CM Health Patient Information Service.  
- Provide direct or indirect support in ACP to settings where ACP has been implemented. |

**ACP Training**

To provide ACP communication skills training to health professionals.

- Lead ACP communication skills training
- Participate in the evaluation of training programmes.
- Maintain links with the National ACP Cooperative on future ACP training.

**Professional Development**

Self:

- Attend ACP educational sessions/conferences as available.
- Critique professional findings and apply to practice.
- Maintain and update knowledge on ACP.

**HEALTH & SAFETY**

Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992

- CM Health’s Health and Safety policies are read and understood and relevant procedures applied to own work activities
- Workplace hazards are identified and reported including self-management of hazards where appropriate
- Can identify Health and Safety representative for area.

**CULTURAL SAFETY**

Commitment to the Treaty of Waitangi

- Respect, sensitivity, cultural awareness is evident in interpersonal relationships.
- Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.
- Demonstrate the ability to adapt ACP practice to meet the cultural needs of
<table>
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<td>patients and carers</td>
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**Utilise Information Technology**

- Demonstrate an ability to access and use available clinical information systems
- Is conversant with applications required for specific discipline/role. For example, PIMS, Concerto, Outlook.
- Maintains own professional development by attending relevant IT educational programme training.

**RELATIONSHIPS**

You will be required to interact on a regular basis with a range of CM Health staff and external stakeholders:

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<th>Internal</th>
<th>External</th>
<th>Committee/ groups</th>
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<tr>
<td>Division of Medicine Clinical Director and Service Manager</td>
<td>Primary Care Providers and ARRC facilities</td>
<td>CM Health ACP project board</td>
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<td>ACP Project Manager</td>
<td>Locality teams and services</td>
<td>There may be a call to talk at information sharing forums such as Grand Rounds.</td>
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<tr>
<td>CM Health Service Managers and Operations Managers</td>
<td>National ACP Cooperative</td>
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<td>Community Geriatrician / Clinical Head</td>
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<td>General Medical Inpatient Teams</td>
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<td>Surgical Inpatient Teams</td>
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<td>Palliative Care Services</td>
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<td>Subspecialty Physicians (particularly managing patients with COPD, CCF, CRF, cancer)</td>
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<td>Subspecialty Nurse Specialists working in above areas</td>
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COMMUNICATION
Situations may often call for tact and diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations you will be required to exercise sound judgement, negotiation and persuasiveness skills toward facilitating a workable outcome.

PROBLEM COMPLEXITY
At times you may be challenged by a range of barriers when carrying out ACP. Opportunities will arise to provide solutions which may require consultation with the ACP Project Manager, Service Manager and Project Sponsor for advice or a second opinion.

SCOPE FOR ACTION
You are encouraged to use initiative and problem solving skills to develop innovative approaches to issues.
Discretion is required to be exercised in releasing confidential information to the appropriate parties.

DIMENSION OF THE POSITION
You will be responsible to the Service Manager, Medicine for the achievement of agreed objectives and operate within the confines of CM Health

POSITION REPORTING
Directly – nil

PERSON SPECIFICATIONS

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualification/s</td>
<td>• Registered Nursing Qualification or Registered Allied Health Professional with a current practicing certificate</td>
<td>• Education, mentoring or coaching qualification</td>
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<td>• Level 2 ACP Training</td>
<td>• Supervision of health professionals</td>
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<td>• Level 3 ACP Training</td>
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<tr>
<td>Experience</td>
<td>• Experience with adults across the life span in particular patients</td>
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Presenting with chronic illness and older persons

**Skills/Knowledge**

- Knowledge of Advance Care Planning literature and practice
- Experience in primary care and/or services managing patients with chronic disease

**Personal Qualities**

- High level of oral and written communication
- High organisational and self management skills
- Self-starter with initiative
- Experience identifying issues and developing and implementing solutions
- Able to gain the confidence and commitment of colleagues

This position description should be regarded as flexible and may be changed to meet the needs of the service and in discussion with the incumbent.