Designated Title: Clinical Nurse Specialist

Position Title: Clinical Nurse Specialist
Reconstructive Breast Surgery

This role is considered a non-core children’s worker and will be subject to safety checking as part of the Vulnerable Children Act 2014

Position Holder’s Name: .................................................................

Position Holder’s Signature: ...........................................................

Manager/Supervisor’s Name: .........................................................

Manager/Supervisor’s Signature: ....................................................

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<th>Document ID:</th>
<th>Clinical Nurse Specialist Reconstructive Breast Surgery</th>
<th>Version:</th>
<th>1.0</th>
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<td>Department:</td>
<td>Plastic &amp; Hand Reconstructive Surgery</td>
<td>Last Updated:</td>
<td>30/06/2016</td>
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<td>30/06/2017</td>
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<tr>
<td>Approved by:</td>
<td>Service Manager CND &amp; DON</td>
<td>Date First Issued:</td>
<td>01/12/2009</td>
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Counties Manukau Health
Our Strategic Goal

*We care about achieving health equity for our community.*

Together, the Counties Manukau health system will work with others to achieve equity in key health indicators for Māori, Pacific and communities with health disparities by 2020.

We will measure the impact we have on healthy life years every year. This is our commitment to act and be deliberate in our choices and priorities.

This means that people will live longer healthier lives in the community.

Our Shared Values

**Kind**
Care for other people’s wellbeing.

**Excellent**
Safe, professional, always improving.

**Valuing everyone**
Make everyone feel welcome and valued.

**Together**
Include everyone as part of the team.
PURPOSE OF THE POSITION

The complex nature of breast reconstruction involving different specialties requires a high level of care co-ordination between general and plastic and reconstructive plastic surgery, clinical expertise and leadership primarily in plastic and reconstructive surgery.

The Clinical Nurse Specialist Reconstructive Breast Surgery will provide clinical expertise and case management for selected patients requiring breast reconstruction ensuring patient treatment is well planned and coordinated.

The role requires:

- Expertise in clinical practice and nursing leadership to drive, educate and influence safe and effective quality care.
- Facilitating and support quality programmes and patient safety initiatives, acknowledging the goals and needs of Surgical and Ambulatory Care.
- Contribution as a proactive member of the Plastic Services team by participation in continuous improvement initiative and reviews.

PLACE IN THE ORGANISATION

↑ Line Management

........ Professional Accountability
NATURE AND SCOPE OF RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Key Accountabilities</th>
<th>Standards / Achievements</th>
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</thead>
<tbody>
<tr>
<td><strong>Direct Care Activities:</strong></td>
<td>• The assessment, planning, delivery and evaluation of the care of patients requiring Breast Reconstruction management. Work in partnership with multidisciplinary primary teams and whanau/family.</td>
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<tr>
<td><strong>Indirect Care Activities:</strong></td>
<td>• The setting of guidelines, policies, procedures and the development and delivery of educational materials and activities that support the care provided by staff to patients requiring Breast Reconstruction management.</td>
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</table>
| **Leadership** To provide clinical expertise and leadership in the assessment, treatment, advice, supervision and education for Breast Reconstruction across Counties Manukau Health (CMH) |  • Utilise advanced clinical assessment, treatment, education and follow up as necessary for all Breast Reconstruction Patients. \  
  • Oversee the assessment, planning, implementation and evaluation of inter-disciplinary care and practice within the Breast Reconstruction Service. \  
  • Identify and implement strategies to follow-up/monitor patients involving all members of the multidisciplinary team, and other services as appropriate \  
  • Be the prime access point to the Breast Reconstruction Service \  
  • Service for organising that women with a diagnosis of breast cancer are seen by the Breast Reconstruction Service in a timely fashion. \  
  • Co-ordinate the timing of surgery and the surgeons in collaboration with General Surgery Breast Nurse Specialist \  
  • Responsible for developing patient information resources regarding Breast Reconstruction. \  
  • Act as an advocate for patients with delayed breast reconstruction. \  
  • Co-ordinate the ongoing management of breast expanders in the Nurse Clinic. \  
  • Co-ordinate the nipple tattooing in the Plastic Surgery Outpatient Nurse Clinic. \  
  • Co-ordinate the care of complex patients within a case management model. \  
  • Participate in business, nursing and education planning processes at a strategic and service level. \  
  • Provide patients with access to the Breast Nurse Specialist in the pre and post -operative phases \  
  • Demonstrates broad knowledge of health policies, trends and directions in Breast Reconstruction. \  
  • Knowledge of Faster Cancer treatment timeframes and commitment to meet standards set. \  
  • Acts as an effective role model by demonstrating high levels of... |
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<thead>
<tr>
<th>Key Accountabilities</th>
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<tr>
<td></td>
<td>nursing competence and expertise in relation to Breast Reconstruction (acute or chronic)</td>
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<td>• Works collaboratively with other health professionals/providers, influences systems and processes to improve patient outcomes.</td>
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<td></td>
<td>• Liaise with clinical and management teams to ensure commitment to quality practices that reflect the organisational Triple Aim at all levels of Surgical Services.</td>
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<td></td>
<td>• Advocates for seamlessness and effectiveness in patient and whanau centred care through enhancing collaborative relationships between services, recognising the CMH patient and whanau focus and improving the patient experience</td>
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<td></td>
<td>• Collaborates, communicates and refers to the multidisciplinary team (MDT) to achieve specific outcomes and influences systems and processes to improve patient outcomes</td>
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<td>• Works collaboratively with the Service Manager (CNM) to meet Ministry targets and performance indicators</td>
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<td>• Establishes feedback loops to health professionals involved in ongoing Breast reconstruction management of patients.</td>
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<td>• Works with identified services to implement strategies which result in the reduction of inappropriate hospital admissions and avoidable longer length of stay when admitted</td>
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<td>• Establishes, maintains and promotes current in-depth knowledge of evidence based best practices related to Breast Reconstruction management.</td>
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<td>• Works with other Clinical Nurse Specialists and Nurse Educators to enhance nursing and caregivers’ knowledge about Breast Reconstruction issues.</td>
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<td>• Works with the Clinical Nurse Directors/Nurse Leaders across the sector to ensure professional nursing requirements, standards and competencies within the sector are met</td>
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<td></td>
<td>• Demonstrates broad knowledge of health policies, trends and directions in Breast Reconstruction management.</td>
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<td>• Provides monthly reports directly related to KPIs and including requests for advice, referrals etc.</td>
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<td>• Facilitates forums as appropriate or in conjunction with other services to progress and improve health care and quality of clinical practice for Breast Reconstruction patients</td>
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<td>• Establishes and maintains formal and informal networks at a national, regional, and local level</td>
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<td>• Actively promotes wellness whilst interacting with patients and staff</td>
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<tr>
<td>Clinical Practice</td>
<td>• Accepts responsibility and accountability for practice.</td>
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<td></td>
<td>• Provide clinical assessment, treatment, and education and follow up as necessary for all patients receiving Breast</td>
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<td>Key Accountabilities</td>
<td>Standards / Achievements</td>
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<td></td>
<td>• Provides direct nursing care through assessment, planning, interventions and co-ordination of care to achieve specific outcomes as agreed within specific protocols and MDT decisions.</td>
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<td>• Assist, as necessary, with interdisciplinary decision-making, problem solving and identification of clinical issues, providing advice and strategies in relation to planning, implementing and evaluating patients with more complex or breast reconstruction needs.</td>
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<td>• Identify and implement strategies to follow-up/monitor patients involving all members of the MDT, and other services as appropriate.</td>
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<td>• Demonstrates high levels of knowledge around Recommended Best Practice and Evidence Based Practice.</td>
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<td>• Ensures there is documented clear process of nursing intervention and requirements that reflect best practice guidelines.</td>
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<td>• Liaises with nurses, medical staff, allied health professionals and other members of the MDT to streamline care and shares knowledge.</td>
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<td>• Applies critical reasoning and professional nursing judgement to all nursing practice decisions and issues..</td>
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<td>• Collaborates, communicates and refers to the MDT to achieve specific outcomes.</td>
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<td>• Monitors, evaluates and maintains the highest standard of excellence within the patient’s environment.</td>
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<td>• Clinical practice is carried out to contemporary nursing professional standards and legal requirements.</td>
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<td>• Provide and maintain documentation including individual clinical records, referrals, and requests for advice and discharge back to inpatient referrer.</td>
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<td>• To be aware of the impact of resource management and cost effective care.</td>
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<td>• Leads the planning and/or facilitation of educational experiences and programmes to meet and extend knowledge of staff regarding Breast Reconstruction</td>
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<td>• Liaises with Charge Nurse/Midwife Managers to provide advice and support of staff as required</td>
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<td>• Identifies trends in treatments and clinical practice.</td>
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<td>• Ensures a co-ordinated approach to education and information sharing occurs.</td>
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<td>• Is available as a resource to professionals concerning education related to Breast reconstructions.</td>
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<td></td>
<td>• Responsible for developing patient information resources</td>
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<tr>
<td>Key Accountabilities</td>
<td>Standards / Achievements</td>
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| Professional Development Staff | • Provide support for other staff undertaking clinical audit and research projects as well as the ongoing success of quality programmes relating to Breast Reconstructions.  
• Liaises with the Clinical Nurse Manager to provide advice and support of staff as required with quality initiatives.  
• Facilitate and support a co-ordinated approach to education and information sharing occurs.  
• Provides informal and formal education to nursing staff to promote the utilisation of nursing guidelines, patient assessment and comprehensive care planning across the health continuum.  
• Supports nursing staff with clinical education when required to maintain high standards of nursing care delivery.  
• Provide coaching and mentoring skills when communicating with all staff.  
• Maintains a current Professional Development and Recognition programme (PDRP) portfolio and is compliant with the CMH PDRP programme  
• Maintains and/or extends knowledge and skill base required for effective performance.  
• Identifies any learning needs and take appropriate action  
• Undertakes ongoing mentoring and reflective practice  
• Attend educational opportunities and conferences relevant to the role and scope of practice and use this knowledge to improve practice.  
• Contribute to presentation and publication of completed clinical audits and research projects.  
• Critique research findings and use these as a basis for best practice.  
• Provision of evidence of conference / course attendance and participation.  
• Participates actively in team meetings  
• Holds a specific portfolio within the team  
• Participate in meetings involving wider DHB and region, speaking with knowledge and evidence of understanding.  
• Maintains and/or extends knowledge and skill base required for effective performance |
| Self |  
| Continuous Quality Improvement & Risk Minimisation | Contributes to the service’s Continuous Quality Improvement by:  
• Identifying improvement opportunities and working with the CNM and Service Manager to introduce same.  
• Participating in the service’s quality improvement activities  
• Providing good customer service  
• Complying with standards  
To actively contribute to risk management activities within
<table>
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<th>Key Accountabilities</th>
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</table>
| the service                                 | • Being responsive to customer requests or complaints  
• Working to improve quality of service and patient experience, linking with Ko Awatea and the organisations strategic direction.  
• Facilitates the development, implementation and review of best practice guidelines, procedures and policies to provide guidance and increase consistency of evidenced based care across the sector  
• Leads quality processes, through analysis of issues, trending and auditing, to evaluate impact of own role and assist with future planning activities  
• Knowledge related to Safe Staffing Healthy Workplaces key elements |
| Cultural Safety & Diversity                 |                                                                                                                                                                                                                         |
| Commitment to the principles of Treaty of Waitangi  
Honouring Diversity | • Respect, sensitivity, cultural awareness is evident in interpersonal relationships.  
• Our differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.                                                                                                   |
| 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, i.PM, Concerto, Outlook, etc.  
• Maintains own professional development by attending relevant IT educational programmes.  
• Proactively engages with e-technology  
• Ensures that any technology utilised adheres to the social media, code of ethics and conduct of conduct policies                                                                                      |
COMMUNICATION AND INTERPERSONAL SKILLS

The Reconstructive Breast Nurse Specialist will communicate with a variety of internal staff as well as varied agencies and organisations external to CMDHB, both nationally and internationally. The nurse is required to have excellent communication and negotiation skills so that appropriate and timely clinical care can be provided in a cohesive manner from a range of services across the health sector supporting the shift to the left in integrated services.

The Reconstructive Breast Nurse Specialist will be required to interact on a frequent basis with a range of CMDHB staff members including the following groups:

RELATIONSHIPS

Will be required to interact on a regular basis with a range of Counties Manukau Health staff members including:

Internally there will be contact with:
- General Manager Surgical Services and Ambulatory Care.
- Clinical Director Surgical Services and Ambulatory Care
- Clinical Nurse Director Surgical Services and Ambulatory Care
- Surgical Service Managers
- Charge Nurse Manager, ACNMs
- Consultant Surgeons
- Surgical Registrars/House officers
- Nurse Educators
- Charge Nurse Managers Wards
- Surgical Nurse Specialists
- Service Manager Pharmacy
- Pacific Health Staff
- Maori Health Staff
- Laboratory Services Manukau Super Clinic staff
- Reception / Clerical Staff
- Interpreters
- Cultural Support Workers
- Allied Health Teams

Externally there will be contact with:
- Other DHBs
- Private Healthcare Companies
- Company Reps
- Primary and Community Teams-Locality base
- Tertiary education providers
- Localities Advisory Groups
- Ministry of Health
- Pain Management interest groups
- Education providers
- NZ cancer Society
Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

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

**PROBLEM COMPLEXITY**

The clinical Nurse Specialist, Breast reconstruction, will be regularly challenged by a wide range of complex and unpredictable clinical problems and issues within the Breast Reconstruction Service and the organisation. There will be demands to meet deadlines, and maintain accuracy and quality of information. Therefore there will be a requirement to be able to prioritise issues and negotiate time frames, while still providing high quality customer service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the patient/family.

The CNS will be expected to provide Breast Reconstruction clinical expertise, education and advisory services to CMDHB patients and staff. Additionally the CNS will be expected to identify multidisciplinary strengths and weaknesses and implement change to reflect best practices whilst influencing client outcomes within contractual and budgetary constraints.

Problems will vary from advising on or resolving complex issues of client care on a daily basis and require problem solving, observation, reporting and negotiation skills to ensure the implementation of an effective Breast Reconstruction support/management programme.

**SCOPE FOR ACTION**

The Reconstructive Breast Nurse Specialist will be involved in policy development, the development of standards and competencies and strategic planning activities. The CNS is 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. At all times acting in compliance with policy, professional jurisdiction and statutory requirements.

The Reconstructive Breast Nurse Specialist will be required to initiate and develop innovative approaches to problem-solving and utilise the skills of other disciplines and team members to coordinate and resolve problems. They will need to negotiate with and co-ordinate a variety of staff at all levels across the organisation and will frequently need to develop individual solutions for each issue and problem. They are empowered to make decisions or recommendations relating to breast care management.

Discretion is required to be exercised in releasing confidential information to the appropriate parties. The incumbent will monitor, assess, and re-evaluate clinical concerns regarding complex patients, working in conjunction with CMH staff, in deciding on courses of action that reflect best outcomes for clients. Effective interaction with clinical staff will be expected in order to enhance patient outcomes. A process of consultation with clients, carers and other primary health care providers is required. The incumbent interacts with members of the public in complex
situations/circumstances and in group interactions. S/he may participate in client-focused meetings.

The incumbent has autonomy in day-to-day management of their workload. The incumbent has significant authority in nursing care delivery decisions. Decisions requiring multidisciplinary input must be on a consultative basis.

The CNS will have the opportunity to initiate research and promote evidenced-based approach to enhance clinical knowledge and practice.

**DIMENSION OF THE POSITION**

The Reconstructive Breast Nurse Specialist is responsible to the Service Manager, and the Clinical Nurse Director, for the achievement of agreed objectives and goals for their service. They will be required to maintain a regional level of input into the direction of the specialty, and for improvements in care/processes, with respect to cost, quality and outcome measures. This will include recommendations for enhancing professional practice across the specialist group considering national and international professional trends.

**POSITIONS REPORTING TO THIS POSITION**

<table>
<thead>
<tr>
<th>Directly</th>
<th>Indirectly</th>
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<tbody>
<tr>
<td>Nil</td>
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</table>
## PERSON SPECIFICATIONS

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Preferred</th>
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</table>
| **Qualifications** | • Registered Nurse with current NZ Practicing Certificate  
  • Post registration course in specialty  
  • Post graduate diploma – with a strong commitment to ongoing education | • PG qualification with focus on Speciality relevant Breast Reconstructive Care  
  • Working to Clinical Masters |
| **Experience (including years)** | • Proficient or Expert Registered Nurse in CMH PDRP  
  • Minimum of four-five years recent acute clinical experience in Surgical Services  
  • Knowledge of current issues within nursing.  
  • Sound knowledge and understanding of medico/legal and ethical responsibilities.  
  • Clinical teaching experience  
  • Involvement in Quality improvement initiatives  
  • Ability to critique research findings | • Previous Senior Nurse role  
  • Previous nursing leadership / management role  
  • Experience in a variety of settings, including Plastic Surgery. |
| **Skills/Knowledge/Behaviour** | • Quality Improvement knowledge and skills  
  • Knowledge of legal and ethical responsibilities.  
  • Ability to critique research findings.  
  • Knowledge of Treaty of Waitangi and its application to practice.  
  • Advanced nursing assessment and management skills in breast care  
  • Skills in problem solving, priority setting, delegation and planning.  
  • The ability to communicate effectively with all levels of staff and develop relevant networks.  
  • The ability to work in a wide range of inpatient and outpatient settings  
  • Advanced communication and interpersonal skills  
  • Facilitation and negotiation skills  
  • Ability to self-evaluate and reflect on practice.  
  • Ability to critique research and use it as the basis of practice | • Ability to incorporate research findings into practice.  
  • Research skills  
  • Conflict management skills  
  • Demonstrated ability in the development and management of staff.  
  • Active involvement in relevant, professional / other organisations |
- A strong patient/family focus.
- A strong commitment and genuine interest in quality and service.
- A capacity to demonstrate strong clinical leadership.
- The ability to work independently and be a member of a team.
- A commitment to the development of the nursing profession within CMH.
- A commitment to cultural awareness and its application to nursing practice.

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<thead>
<tr>
<th>Personal Qualities</th>
<th>A strong patient/family focus.</th>
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<tbody>
<tr>
<td></td>
<td>Patient and family/whaanau focussed.</td>
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<td>Ability to work independently or as a member of a team.</td>
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<td>Strong ability to problem-solve.</td>
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<td>Commitment to ongoing professional development.</td>
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<td>Able to motivate people to strive for the attainment of the strategic vision by setting clear and realistic objectives, and to be a role model</td>
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<td>Ability to understand differing and competing clinical perspectives.</td>
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<td>Sound analytical skills.</td>
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<td>Able to prioritise activities and workload demands</td>
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<td>The capacity to demonstrate strong clinical leadership.</td>
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<td>Problem solving, advocacy negotiation skills.</td>
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<td>Excellent written and verbal communication skills.</td>
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<td>Clinical leadership skills.</td>
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<td>Collaboration and consultation skills.</td>
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<td>Conflict management skills.</td>
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<td>Report writing, business planning skills.</td>
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## HEALTH AND SAFETY ACCOUNTABILITIES (non-management roles)

Health and Safety (H&S) is a key accountability of all Counties Manukau Health (CM Health) staff.

All CM Health Employees are responsible to:

### Zero Harm
- Engage in safe workplace practices and take care of the health and safety of themselves, other employees and people in the workplace

### Risk Management
- Identify, evaluate and report all hazards and incidents they are aware of in the workplace
- Adhere to apply risk controls, identified in risk assessments, such as ‘Safe Operating Procedures’
- Follow safety instructions
- Stop work when there is an immediate risk of serious harm and notify the appropriate manager
- Ensure nothing they do or don’t do will cause harm to themselves or others

### Safety Management

#### System Requirements
- Understand and follow CM Health’s Occupational Health and Safety policies, Health and Safety regulations, and personal responsibilities as outlined by these policies
- Follow all Occupational Health and Safety policies and procedures

### Work Safely
- Report for duty in a fit state, free from the influence of alcohol or other drugs
- Participate in consultation activities regarding matters affecting your health, safety and wellbeing
- Wear the required Personal Protective Equipment when undertaking specific activities, or when in nominated areas
- Operate clinical or plant equipment safely
- Participate in relevant safety training, and maintain safety related competencies
- If relevant to your position, be in possession of required and current Certificates of Competency