Designated Title: Community Clinical Nurse Specialist

Position Title: Community Clinical Nurse Specialist

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

Service: Mangere Home Visitation Service

Date Produced: June 2017

Position Holder’s Name:

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

Manager / Supervisor's Name:

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

Date: ....................................................
PURPOSE OF THE POSITION

This position will contribute to the development of a new child centred initiative being developed by the South Auckland Social Investment Board in partnership with Counties Manukau Health, Plunket and Turuki Health Care Family Start. This is an innovative approach for the development of a new service with a commitment to a collaborative way of working in the Mangere community.

The purpose of the position is to utilise advanced nursing expertise, while working in an interdisciplinary team, to provide a child-centred comprehensive home visiting service that focuses on improving child health, social and educational outcomes. The CCNS will promote healthy development and foundations for learning, support parents and whaanau to develop parenting skills, foster resilience and hope for the future, empower strong and healthy relationships, improve whaanau circumstances, ensure safe and healthy home environments; and facilitate the navigation of health and social services.

The aim of the service is to optimise the long-term health, social, and educational outcomes for tamariki and their whaanau.

OVERVIEW OF KEY FUNCTIONS OF THE POSITION

The Community Clinical Nurse Specialist will work as part of the team including other Community Clinical Nurse Specialists and Senior Registered Social Workers to:

- Build sustained and trusting relationships with parents/caregivers, whaanau and their children to influence positive health, learning foundations and facilitate social change
- Provide comprehensive health, developmental, and holistic wellbeing assessments
- Provide intensive support and holistic intervention
- Provide health education activities and support to increase health literacy and help seeking behaviours
- Support parents to develop positive and healthy parenting skills, attachment and bonding
- Create and support interagency partnership and planning for the whaanau
- Facilitate and support access and utilisation of care

REPORTING LINES

Sponsors (DHB/MVCOT/MOH)

Contract / Programme Manager

Social Work Supervisor

Team Leader

Clinical Nursing Supervisor

Senior Social Worker

CCNS Nurse

CCNS Nurse

CCNS Nurse

Professional Accountability
The Clinical Nurse Specialist is responsible to the Team Leader for achievement of objectives and goals for the Service and the Clinical Nursing Supervisor for professional advice and direction.

### NATURE AND SCOPE OF RESPONSIBILITIES

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<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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| **CLINICAL PRACTICE** | - Provides advanced nursing care, assessment, support and intervention for children and whaanau primarily in the home environment  
- Promote a child & family/whaanau focussed approach  
- Maintains accurate clinical records, compiles reports, leads case consultation and promotes referral pathways with a clear understanding of the importance of these processes  
- Demonstrates skill and understanding of the hierarchy of basic needs for those experiencing significant deprivation; target basic needs and assist whaanau to have the necessities of life before encouraging more advanced health priorities to achieve engagement and results  
- Provides clear consistent information around referral processes including child protection and family violence referral pathways, liaison, consultation and the rights of the whaanau  
- Provides clear and consistent health promotion and health education to whaanau and the wider hapu, including associates and friends when appropriate  
- Work collaboratively with all members of the team to ensure staff receive high quality information, educational input and support  
- Promote a child & family/whaanau focussed approach |
| **RELATIONSHIP MANAGEMENT AND COMMUNICATION** | - Demonstrates a high level of skill in building sustained trusting relationships with those most at risk of poor health and life outcomes.  
- Communicate clearly and effectively with parents/caregivers and whaanau, developing a partnership relationship which demonstrates sensitivity and empathy  
- Work collaboratively, build and maintain effective working relationships with the members of the team, key health and social service professionals and agencies in the Counties region  
- Recognises and values the roles and skills of all members of the extended health care team in the delivery of care  
- Provides support and guidance to students and new staff through orientation and peer support  
- High level of both written and verbal progress reporting |
| **LEADERSHIP** | - Act as an effective role model by demonstrating high levels of nursing competence for the multidisciplinary team.  
- Maintains clear consistent ethical practice meeting legal requirements inside a safe working environment.  
- Advocate on behalf of child/whaanau/colleagues as appropriate and in a culturally safe manner  
- Participate in nursing and education as per New Zealand Nurses Organisation (NZNO) and DHB requirements  
- Assist other care providers in identifying deficits, assist in planning for development of education provision / support in the specialty  
- Demonstrate knowledge, judgment and accountability inside of the nursing profession. Uphold legal and ethical responsibilities and cultural safety  
- Leads quality improvement activities to monitor and improve standards of nursing and service provision |
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<td></td>
<td>• Leads and initiates corrective action where non-compliance issues are identified</td>
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| PROFESSIONAL DEVELOPMENT | • Initiate and/or contribute to forums that critique current practice and debate topical issues  
|                          | • Provide expert knowledge and clinical leadership within the clinical specialty area and/or develop linkages to access existing clinical expertise  
|                          | • Collaborate with multidisciplinary teams to develop effective community focused care, resources for whaanau  
|                          | • Participate in identification and or provision of ongoing education, including study days and/or teaching sessions for the multidisciplinary team in the secondary, community and primary health care settings  
|                          | • Participate in case review processes  
| **Self:**               | • Maintain and update own knowledge base related to clinical and/or educational speciality  
|                          | • Attend educational forums relevant to the role and scope of practice and use this knowledge to improve practice  
|                          | • Hold an active practicing certificate and maintain professional portfolio as per New Zealand Nurses Organisation (NZNO) requirements  
|                          | • Maintain currency with own credentialling process  
|                          | • Actively participate in relevant professional organisations  
|                          | • Establish and maintain effective local, regional, national and international networks  
|                          | • Pro-actively contribute to presentations and the publication of findings related to clinical practice  
|                          | • Critique research findings and use these as a basis for best practice |

| CULTURAL RESPONSIVENESS | • Be responsive to the cultural and social beliefs and values of the whaanau  
|                        | • Demonstrate an understanding and respect for different cultures and value diversity  
|                        | • Demonstrate a sound understanding of Tikanga Maaori and hold a commitment to the Maaori perspective as tangata whenua  
|                        | • Actively demonstrate commitment to the Treaty of Waitangi principles  
|                        | • Respect, sensitivity, and cultural awareness evident in interpersonal relationships  
|                        | • Cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices  
|                        | • Demonstrate commitment to the CMH Tikanga Best Practice approach  
|                        | • Promote strategies that positively impact on health disparities for Maaori and Pacific Island populations |

| QUALITY AND RISK | • Ensure that all policies, procedures and guidelines are accessed and complied with and are reflective of clinical practice in the community setting  
|                  | • Contribute & partake in the identification of possible research/quality projects including auditing at a service level, reflective practice and quality reviews. Partake in peer supervision as per service requirement  
|                  | • Build partnership frameworks with relevant professionals |

| UTILISE INFORMATION TECHNOLOGY | • Contribute to the ongoing development of information systems.  
|                               | • Demonstrate ability to access and use available clinical information & communication systems  
|                               | • Be conversant with applications required for the specific role |
- Maintain own professional development by attending relevant IT training programmes
- Proactively embrace e-technology
- Ensure that any technology utilised adheres to the social media, code of ethics and code of conduct policies

FUNCTIONS OF THE POSITION

The Community Clinical Nurse Specialist will work as part of the team including other Community Clinical Nurse Specialists and Senior Registered Social Workers to undertake:

- **Health and Developmental Assessments**
  Advanced comprehensive physical ‘head to toe’ assessments including the assessment and detection of key early childhood illnesses and health challenges, including disability. Evaluation and provision of appropriate advice and referral for intervention and care (in liaison with primary and secondary health providers). This includes delivery of WCTO core contacts and care provided as defined in the WCTO National Schedule.

  Developmental screening will include the PEDS to encompass WCTO requirements, in conjunction with a comprehensive developmental assessment utilising the CAT from 12-months of age, and the CLAMS from 2-years of age. The ASQ will be used as a secondary measure, assessed by the nurse in partnership with the whaanau. The nurse will utilise the service pathway process for consultation and referral for input for developmental concern.

- **Advanced Holistic Wellbeing Assessments**
  Advanced holistic wellbeing assessments including:

  a) Strengths and Needs Assessment

  b) Child safety assessment (using the Child Safety Tools)

  c) Holistic assessment of the mental and emotional health of children, primary caregivers, and significant others within the whaanau, and social determinants of health. Variables for assessment shall include:

  - Housing / physical environment
  - Financial challenges, ability to provide for necessities
  - Whaanau structure and internal resources
  - Mental health status
  - Relationship between caregiver and child
  - Relationship between whaanau members, including in-depth family violence / family dynamic assessment
  - Child protection assessment, including protective factors, potential and actual risk, and the management of the disclosure of harm
  - Substance use, including addiction and dependence, recreational and social use, and associated behaviours
  - Criminal activity and interaction including interactions within the justice system. Risk taking behaviours associated with illicit activity and their potential to impact upon child safety
  - Primary caregiver individual resources, including literacy, and generational influence / norms, decision making processes
Parenting practices, knowledge, behavioural management strategies, capacity and competency to parent

Engagement in Early childhood education

Assessment of these factors will be re-evaluated at each contact with the whaanau to pre-empt and mitigate negative influence and promote positive opportunities for change.

- Holistic and Intensive Support and Intervention

Intensive and mana-enhancing support and intervention in response to parent/whaanau identified goals, aspirations and needs, identified in the health, development and wellbeing assessments.

Child Family Plans (CFP) will be developed in consultation with the parents/whaanau, to address their goals, aspirations and needs, and to build on their strengths. CFP outlines the tasks to be undertaken and the services to be provided to increase the capability and resiliency of the whaanau to give their children the best possible start in life. The CFP changes as necessary to recognise their progress towards increasing independence.

Health Education and Development of Health Literacy

Health education and promotion activities to increase health literacy and help seeking behaviours will be undertaken with the family/whanau, in response to professional judgement, assessments undertaken, and care planning.

- Parenting Support, Attachment and Bonding

Parenting support and coaching to support parents/whaanau to improve their parenting skills and attitudes, and exhibit positive parenting behaviour. The FS Parenting Resource will support the delivery of this Service Component.

The foundation and ongoing development of positive attachment and bonding will be considered at all contacts, with key potential disrupting factors identified, evaluated with whaanau and addressed. Referral to additional supporting agencies will be completed as needed. The wellness and influence of the whole whaanau within the home will be recognised as a factor that can potentially enrich the attachment and bonding opportunities for the principle caregiver (parent).

- Interagency collaboration as Key Worker

Populations with a complex level of need frequently come under the care of multiple government and community services. Care and communication can be fragmented, and opportunity exists to maximise client outcomes through structured liaison, regular case review, and shared goal setting in partnership with whaanau. The Key Worker will actively create and support interagency partnership and planning for the whaanau. This will be evident in whaanau and professional joint meetings, regular phone and email contact, and the timely utilisation of help and resources available.

Facilitation of access to care
The Community Clinical Nurse Specialist will provide the physical support, resource, and promotion of health literacy to facilitate access and utilisation of care. The Community Clinical Nurse Specialist for the whaanau will have up to date, proactive knowledge of health or social appointments to be attended, and will facilitate this attendance. It is expected the Community Clinical Nurse Specialist will follow up on the outcome of any referral and ensure that an appropriate management plan is executed. This may include providing transport and a joint presence with ‘interpretation’ of health information, promotion of personal resource through help seeking behaviours and conversations skills, and empowerment through utilisation of community supports such as the use of public transport with confidence. The Community Clinical Nurse Specialist will support whaanau to attend appointments with self-confidence, will teach and model conversation skills in high stress meetings, and will educate whaanau on the opportunity and benefits to be gained through engagement with services.

The approach to assessment and delivery is aligned with the principles and the core service components / expected outputs of the Family Start programme, including:

- Regular and ongoing home visits
- Supports parents’ understanding of child development and positive parenting practices
- Identification of issues impacting on the health and wellbeing of the child (eg alcohol and drugs, family violence)
- Identification of social connections to community/whaanau/hapū/iwi
- Setting of SMART goals to achieve families’ aspirations

**PROBLEM COMPLEXITY**

The Community Clinical Nurse Specialist will be required to work in partnership with parents/caregivers and whaanau to develop sustained trusting relationships and develop innovative approaches to problem solving utilising the skills of other team members to co-ordinate and resolve problems. They will need to liaise with, negotiate with and co-ordinate a variety of service providers and agencies, and will frequently need to develop individual solutions for each issue.

This position will be regularly challenged by a wide range of problems from all areas, levels and disciplines throughout the Mangere Locality and wider Counties Manukau region. Subsequently there will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the child/whaanau. Opportunities will arise to provide innovative options to the child/whaanau based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information.
RELSHIPS

- Team
- Partner organisations – Turuki Healthcare and Plunket
- Children/Family/Whaanau.
- Lead Maternity Carers (LMC)
- General Practice
- Children’s Teams
- Well Child/Tamariki Ora providers (WCTO Providers)
- Locality teams
- Hospital and community based health services
- Government agencies – DHBs, WINZ / MSD, Housing NZ, Oranga Tamariki
- Early Childhood Education Centres, Special Education and Schools
- DHB clinical leaders, paediatricians and services
- Midwifery services-independent & hospital based
- NGOs and service providers (including Māori and Pacific service providers)

POSITIONS REPORTING IN THIS ROLE

Directly (numbers): Nil

Indirectly: Nil
## PERSON SPECIFICATION

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<th>Education &amp; Qualification</th>
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<td>• RN-current NZ Annual practising certificate</td>
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<td>• To have completed (or in the process of or willing to complete) the WCTO strand of Postgraduate Certificate in Primary Health Care Speciality Nursing</td>
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<td>• On going commitment to education &amp; professional development</td>
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<td>• Relevant post graduate qualification</td>
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<tr>
<th>Experience / Knowledge</th>
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<td>• A minimum of one years recent experience working in community and home settings</td>
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<td>• Experience in engaging effectively and build sustained trusting relationships with whaanau at risk of poor health and social outcomes</td>
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<td>• Strong focus on providing child and family/whaanau centred care and support</td>
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<td>• The ability to work independently and be a member of an interdisciplinary team</td>
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<td>• Experience working with and managing the challenges of family violence and child protection</td>
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<td>• Experience supporting parents and whaanau to achieve behaviour change to support positive health and social outcomes</td>
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<td>• Knowledge of current issues within nursing and in their specialty area</td>
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<td>• Demonstrates ability to apply principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</td>
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<td>• Demonstrates a strong understanding of the inequality pertaining to health outcomes for Maaori and Pacific people in New Zealand</td>
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<td>• Practices nursing in a manner that the client determines as being culturally safe; including respect of the client’s values, beliefs and goals</td>
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<td>• Advanced neonatal and paediatric clinical skills</td>
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<td>• 5 years relevant clinical experience in Paediatrics and /or Neonatal Care</td>
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<td>• Experience of working across both primary/community and secondary services</td>
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<td>• Experience working in Counties Manukau</td>
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<th>Specific Skills</th>
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<td>• Demonstrates ability to build sustained trusting relationships with hard to engage families at risk of poor health and life outcomes</td>
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<td>• Ability to communicate effectively with and build working relationships with team members, health, social and education agencies/providers, and manage conflict as required</td>
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<td>• Experience in facilitating change</td>
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<td>• Experience in problem solving, priority setting, and planning patient care</td>
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<td>• Demonstrates accountability for directing, monitoring and evaluating nursing care</td>
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<td>• the community setting, including concepts of professional dangerousness and the harm minimisation approach</td>
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<td>• Ability to self-evaluates and reflects on practice</td>
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<td>• Ability to critique research and use it as the basis of practice</td>
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| Personal and Professional Qualities | • A strong child and whaanau focus  
• A strong commitment and genuine interest in quality and service  
• A capacity to demonstrate strong clinical leadership.  
• A commitment to the development of the nursing profession  
• A professional development plan  
• The ability to communicate effectively with all levels of staff and develop relevant networks  
• A commitment to cultural awareness and its application to nursing practice  
• Active involvement in relevant, professional/other organisations  
• A passion for improving nursing practice and standards of care | • Working toward a Nurse Practitioner role |