POSITION DESCRIPTION

Clinical Team Coordinator

0.5 Coordination
0.5 Clinical

Adult Community Services – Mental Health

Date Reviewed: June 2012

Note - as this is a newly created role, the Job Description will be reviewed by Mental Health Management and the Clinical Team Coordinators in June 2013 to ensure it adequately reflects the role and as such is subject to change.

Position Holder's Name:

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

Manager / Supervisor's Name:

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

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

To work alongside the Team Manager, with delegated authority to provide clinical and operational leadership and coordination to the multidisciplinary team to ensure effective and safe clinical delivery of service.

To act as a clinical resource to the team offering consultation, advice, mentoring and facilitation of evidence based practice.

Contribute to the recruitment of staff, coordinate their orientation and participate in their performance review and professional development processes as appropriate.

To participate as a member of the Team Partnership Group (TPG).

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 Māori 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
PLACE IN THE ADULT COMMUNITY SERVICE

Service Manager
Adult Community Services

Team Manager

Clinical Team Coordinator

Clinical Head
Adult Community Services

Team Manager

Clinical Lead

Clinical Team Coordinator

A.P.P.R.O.V.E.D
### NATURE AND SCOPE OF RESPONSIBILITIES

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<thead>
<tr>
<th>KEY ACCOUNTABILITY</th>
<th>STANDARDS / ACHIEVEMENTS</th>
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| Provide leadership, coordination and day to day oversight of clinical service delivery | • Act as a highly effective role model by demonstrating high levels of clinical competence and professional behaviours.  
• Ensure that clinical reviews occur on a regular basis through:  
  - coordination of review timetable  
  - ensuring reviews occur & relevant people attend  
  - chairing reviews as required  
  - ensuring robust client & family participation  
  - ensuring robust review, discussion, evaluation and future planning occurs (utilising the identified measurement tools)  
• Act as a clinical resource and provide mentoring and coaching to staff as appropriate and required.  
• Provide supervision to staff of the same discipline.  
• Monitor and review clinician caseloads to ensure manageable workloads are maintained  
• Ensure organisational and service policy, processes and guidelines are followed  
• Actively monitor utilisation of team resources; eg acute community options, inpatient beds, residential rehabilitation beds, CLS.  
• Attendance and active participation at regular Team Manager/ Clinical Team Coordinator meetings, thereby ensuring consistency of the role/ implementation of team activities. |
| Coordination of safe service delivery | • Provide guidance and problem solving for key workers with complex cases or issues. Assist with coordination of complex case reviews as indicated.  
• Provide guidance and coordination of response in the event of an urgent clinical need arising within the team’s caseloads  
• Ensure all cases are reviewed as per policy, including a review of all core documentation  
• Regular auditing of files to ensure the above and feedback to staff regarding the outcome of this  
• Report to Team Manager, Clinical and other senior staff any identified service / clinical risks and achievements/ strengths.  
• Contribute proactively to resolution and management of risk. |
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| Co-ordinate the performance review and professional development process for staff | • Participate as required in the annual performance review process for clinicians  
• Ensure all clinicians are booked and attend mandatory training within the expected timeframes  
• Responsible for ensuring students/interns have support during placements and have a quality learning experience with the team. |
| Orientation/ Induction of staff | • Ensure new staff appointments have an identified preceptor and/or mentor  
• Support new staff to complete the orientation program  
• Assist the Team Manager and relevant Professional Leader with initial performance review (which occurs within first 3 months) to set objectives and identify areas for professional development over the next nine months. |
| Supervision/ Support of staff | • Support staff to receive appropriate supervision if difficulties in obtaining supervision arise  
• In conjunction with professional leaders, support staff to attend discipline specific meetings—local and regional |
| Recruitment and retention of staff | • Participate as required in the interview and selection process of staff  
• Work in partnership with the TPG in developing and implementing recruitment and retention strategies for the team  
• Promote the development of strategies that foster a healthy, positive workplace and clinical environment  
• Workforce development priorities are identified and reported to team manager. This includes skill mix and training priorities for the team.  
• Support staff professional development activities |
| Service development and quality | • Positively contribute and participate in TPG meetings  
• Active involvement, and where delegated by Team Manager, undertake a lead in the implementation of team/ organisational initiatives  
• Participate and support the team with annual business planning and implementation of key performance indicators  
• As delegated by the Team Manager, take a leadership role in identified quality initiatives eg HoNOS, HCC, Relapse Prevention Plans  
• |
| Participate as an active clinical team member with in the scope of professional practice. | • Carry a clinical case load and practice under the appropriate job descriptions and scope of practice specific to clinical discipline. |

**Approval Date:** June 2012  
**Review Date:** June 2013  
**Position Title:** Clinical Team Coordinator  
**A.P.P.R.O.V.E.D**
**KEY ACCOUNTABILITY** | **STANDARDS / ACHIEVEMENTS**
---|---
**HEALTH & SAFETY**  
Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992 | Management roles: (the Clinical Team Coordinator will be responsible for assisting the Team Manager to implement these activities)
- Ensure a safe working environment and safe working practices
- Plan, lead, organise and control Health & Safety activities directed at preventing harm in the workplace, in consultation with employees and Health & Safety representatives for area
- Ensure that all accidents/incidents in the workplace are investigated, and that hazards are recognised and adequate controls put in place

**Non Management roles:**
- Counties Manukau DHB 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 principles of Treaty of Waitangi  
Honouring Cultural Diversity | • Respect, sensitivity, cultural awareness is evident in interpersonal relationships.
• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.

**UTILISE INFORMATION TECHNOLOGY** | • Demonstrate ability to access and use available clinical information systems.
• Is conversant with applications required for specific discipline/role. For example HCC, Concerto, Outlook, etc.
• Maintains own professional development by attending relevant IT educational programmes.
COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of CMDHB staff members including:
- Clinical team
- Other Clinical Coordinators
- Team Managers/ Clinical Leads
- Administrative staff
- Family Advisor
- Consumer Advisor
- Union Delegates
- Taumata Kaumatua
- Professional Leaders
- Human Resources and Recruitment

Externally there will contact with:
- Clients
- Family/Whannau
- CMDHB District community
- Non Government providers
- Primary Care providers

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 Team Coordinator will be regularly challenged by a wide range of service issues and problems. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of clinical, contractual and legislative risk.

Will refer to the Manager and or Clinical Lead for advice or second opinion.

SCOPE FOR ACTION

The Clinical Team Coordinator is empowered to make decisions or recommendations relating to client care. The Clinical Team Coordinator is encouraged to use initiative and problem solving skills to develop innovative approaches to clinical issues.

Discretion is required to be exercised in releasing confidential information to the appropriate parties.
DIMENSION OF THE POSITION

Will be responsible to their team Manager for the achievement of agreed objectives and operates within the confines of Counties Manukau District Health Board.

POSITIONS REPORTING

Directly N/A
Indirectly N/A
## PERSON SPECIFICATIONS

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<tr>
<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td>• A professional clinical qualification in a discipline associated with Mental Health eg-nursing, psychology, social work, Occupational Therapy.</td>
<td>• Current annual practicing certificate</td>
<td>• Postgraduate qualification or working towards one</td>
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<tr>
<td>• Current annual practicing certificate</td>
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<td>• Training in supervision</td>
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<tr>
<td>• Nursing – Proficient and working towards an Expert portfolio.</td>
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<td>• Completed or undertaking a relevant course/program in leadership/management.</td>
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<tr>
<th>Experience</th>
<th>Minimum</th>
<th>Preferred</th>
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<td>• A minimum of five years experience working in a Mental Health Service, including community mental health teams.</td>
<td>• Demonstrated experience in implementing service improvement/quality initiatives</td>
<td>• Experience in leadership roles within multi-disciplinary teams.</td>
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<tr>
<td>• Demonstrated experience in implementing service improvement/quality initiatives</td>
<td>• Demonstrated experience in case load / clinical supervision</td>
<td>• Allied – Demonstrated evidence of functioning at a senior level</td>
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<tr>
<td>• Demonstrated experience in case load / clinical supervision</td>
<td>• Demonstrated experience in delivering professional supervision.</td>
<td>• Clinical audit experience</td>
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<td>• Demonstrated experience in delivering professional supervision.</td>
<td>• Current full Drivers Licence</td>
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<th>Skills/ Knowledge/Behaviour</th>
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<th>Preferred</th>
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<td>• Understanding of and experience with different health care professional groups.</td>
<td>• Understanding of the Treaty of Waitangi and cultural competencies required in the service.</td>
<td>• Report writing skills</td>
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<tr>
<td>• Understanding of the Treaty of Waitangi and cultural competencies required in the service.</td>
<td>• Experience in problem solving, priority setting and planning processes</td>
<td>• Project Management</td>
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<td>• Experience in problem solving, priority setting and planning processes</td>
<td>• A commitment to ongoing evaluation and improvement of clinical service delivery</td>
<td>• Demonstrated ability in the development and management of staff.</td>
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<tr>
<td>• A commitment to ongoing evaluation and improvement of clinical service delivery</td>
<td>• Knowledge of reporting and accountability systems in mental health services</td>
<td>• Understanding of the New Zealand Health Strategy and other Government policy settings as it pertains to Mental Health services</td>
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<tr>
<td>• Knowledge of reporting and accountability systems in mental health services</td>
<td>• Understanding of organisational culture and group dynamics</td>
<td>• Knowledge of relevant legislation and standards</td>
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<tr>
<td>• Understanding of organisational culture and group dynamics</td>
<td>• The ability to communicate effectively with all levels of staff</td>
<td>• The ability to identify and develop networks to support self and staff</td>
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<tr>
<td>• The ability to communicate effectively with all levels of staff</td>
<td>• Computer literacy</td>
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**Position Title:** Clinical Team Coordinator

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<th>Personal Qualities</th>
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<td>• Positive and can do attitude</td>
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<td>• Well developed interpersonal and relationship/building skills</td>
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<td>• Approachable</td>
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<td>• Good self awareness</td>
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<td>• Goal orientated and sets high standards</td>
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<td>• Flexibility</td>
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