Designated Title: Clinical Nurse Co-ordinator

Position Title: Nurse Case Manager (Fanau Ola)
Pacific Health Development

This role is considered a 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: ......................................................
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 Nurse Case Manager (Fanau Ola) Pacific Health Development will be responsible for providing clinical lead for the management of Pasifika patients who meet the criteria of complex health and are very high and intensive users of health services who are referred to the Pacific Health Development Team for assessment and support within the Hospital or community. They will work actively in partnership with the medical and nursing staff across the care continuum to ensure safe, patient and fanau/whanaau centred care in line with the vision and values of Counties Manukau Health.

They will be expected to be actively engaged in the development of programmes within the DHB and community that support better health outcomes for Pasifika.

The aim is to ensure Pasifika patients who are identified as having complex health and social issues and their families are better managed. The Nurse Case Manager – Pacific Health Development will be responsible to support individual patient pathways across the primary, secondary and tertiary care interface, establishing effective working relationships with members of the multi disciplinary team, patients, their families and care givers.

Position in the Organisation

PACIFIC HEALTH DEVELOPMENT STRUCTURE

NB: Nursing roles have professional accountability to Director of Nursing /Clinical Nurse Director
### NATURE AND SCOPE OF RESPONSIBILITIES:

<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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| To support the management of Pasifika Patients and their families who are identified as having complex health and social need and are very high users of health services | • As Nurse Case Manager triage referrals to identify complex patients and their families who are Pasifika to proactively assess, support and manage the pathway to receiving care or other necessary services as part of a planned intervention  
• Provide and oversee Fanau Ola clinical assessment, treatment and education and follow up as necessary for patients referred to Fanau Ola  
• Attend MDT meetings to assist decision-making, problem solving and identification of issues actively providing advice and strategies in relation to planning, implementation of Fanau Ola plans and evaluating patients with complex management needs who identify as high risk  
• Actively contributes to the discussions around improving services for Pasifika  
• Advocates for Pasifika patients with service booker/scheduler to ensure Pasifika patients have improved coordination of appointments  
• Demonstrates a high level of care management, acts autonomously in a variety of contexts, including acute, community and primary care settings  
• Ensure high level of documentation standards to ensure all Fanau Ola assessment and Fanau Plans, individual clinical records, referrals and requests for advice and discharges are available to members of the care team internal and external  
• Collect, collate and organise data on the health and wellbeing and related needs of Pasifika patients and their fanau  
• Case manage Pasifika patients with the Fanau Ola team social workers and other agencies as appropriate  
• Reviews patients processes to ensure Pasifika patients and their fanau receive care and other social interventions in a timely way  
• Maintains open lines of communication with clinicians and other agencies around any issues that may arise related to their Pasifika patients/fanau  
• Provides clinical and professional support and supervision to the multidisciplinary team  
• Identifies unsafe practice and responds appropriately to ensure safe outcomes  
• Ensures the rights of patients, staff and families are upheld  
• Maintains continuous development and accuracy of Nurse Case Manager Fanau Ola desk file.  
• Provide strong clinical leadership skills with in the multi-disciplinary team  
• Utilises critical thinking and decision making skills where appropriate |

To evaluate and monitor standards of clinical practice and access risk
<table>
<thead>
<tr>
<th>Position Title</th>
<th>To contribute to the management of Pacific Health Development</th>
<th>Maintains own professional development</th>
<th>Resource Management</th>
<th>Provide leadership in care delivery</th>
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| Nurse Case Manager - Fanau ola | • Provides monthly reports directly related to achieving F/O and Pacific Health Gains  
• Advocates on behalf of patient and Fanau as appropriate and in a culturally appropriate manner  
• Promote innovative and creative clinical nursing practice and ensure it is validated with best practice and research activities  
• Promotes a patient and Fanau focussed approach | • Monitors and reviews Pacific information relating to Non-attendance (DNA), EC patients and other referral pathways and outcomes of Pasifika Fanau Ola intervention  
• Develops innovative intervention and support within the Fanau Ola response to further enhance the services to deliver best practice  
• Recognises barriers to engagement and compliance and develops an ability to work collaboratively with others to develop an appropriate solution  
• Works with the Team Leaders to provide accurate timely reports of achievement against outcomes. | • Effectively uses trouble shooting and problem solving processes as issues arise.  
• Ensures effective time management skills and priorities workload appropriately  
• Provides an interface between all stakeholders and acts as a key liaison person between members of the team  
• Actively contributes to the formation and review of divisional documents, guidelines, policies and procedures affecting service delivery. | • Ensures documentation is accurate and maintains confidentiality of |
- Recognises and values the roles and skills of all members of the health care team and their delivery of care.
- Maintains a high level customer service focus with patients, families and multidisciplinary team members in accordance with CMH Vision and Values.
- Actively seeks resolution with regards to patient complaints in a customer focussed and effective manner to a timely and appropriate resolution.
- Actively role models behaviour expected of a Nurse to protect self, and others when faced with unexpected patient responses, confrontation, personal threat or crisis situation.
- Communicates effectively with patients and their families, staff, groups and communities.
- Structures, systems and processes are aligned to enable, support and reinforce effective business performance in line with the Pasifika Health Plan, Ministry of Health and Service targets.
- Advocates for patients and their families to ensure they understand the plan of care and treatment options.
- Complies with organisational clinical policies and guidelines.
- Leads or contributes to, the development or review of clinical policies and guidelines related to the care and coordination of patients requiring elective surgery.

### Cultural Competency

Individual responsibilities, actions and contributions enhance Pasifika cultural competency within practice.

- Maintains a current knowledge of relevant issues, trends and practices.
- Behaviour demonstrates cultural appropriateness and sensitivity.
- Builds and maintains productive working relationships.
- Demonstrates an understanding in health of barriers and disparities that affect Pasifika patients and their families.
- Is aware of and supports Tikanga Best Practice.

### Utilisation of information technology

- Is proficient in capturing patient information.
- Demonstrates ability to access and use available clinical information systems.
- Is conversant with applications required for specific discipline/role. For example, i.PM, Concerto, Outlook, E-Shared Care etc.
- Maintains own professional development by attending relevant IT educational programmes.
- Demonstrates ability to use incident reporting system and manage incidents systematically.
- Proactively engages with e-technology.
- Ensures that any technology utilised adheres to the social media, code of ethics and conduct of conduct policies.
PROBLEM COMPLEXITY

- The Nurse Case Manager PHD will regularly be challenged by a wide range of problems from all areas, levels and disciplines throughout the DHB including Primary and the community services. Therefore there will be a requirement to be able to prioritise issues while still providing high quality customer service.

- The range of problems will be diverse and require solutions customised to meet the circumstances of the Pasifika patient and their Fanau. 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 patient risk.

- The Fanau Ola Nurse Case Manager will be expected to identify multidisciplinary strengths and weaknesses and implement change to reflect best practices whilst influencing Pasifika patient and Fanau outcomes within contractual and budgetary constraints.

- Problems will vary from advising on or resolving complex issues of client care on a daily basis

- Problem solving, observation, reporting and negotiation skills are frequently used to ensure the implementation of an effective Fanau Ola coordination system.

Key relationships:

**Internal:**
- Diverse range of Nursing and Medical staff
- Manukau SuperClinic
- Haematology/pathology/biochemistry/radiography- services
- Pharmacists
- Allied Health Teams
- Clinical Records
- Human Resources
- Information Services
- Interpreters/Navigators
- Locality Community Health Teams
- Emergency Care
- Maaori Health Services

**External:**
- Localities - Primary and Community Providers
- Social Care Services
- Community Agencies
- WINZ
- CYF
- ACC
- Community Support Groups
- Schools

**SCOPE FOR ACTION**

The Fanau Ola Nurse Case Manager will be accountable for the effective co-ordination and management of Pasifika patient care that has been referred at all levels across the organisation and will need to develop individual solutions for each issue and problem. They will at all-time act in compliance with policy, professional jurisdiction and statutory requirements.

**DIMENSION OF THE POSITION**

The Fanau Ola Case Manager will be responsible to the Fanau Ola Manager, for the achievement of agreed objectives and operates within the confines of Counties Manukau Health. There is a direct professional reporting line to the Pacific Health Nurse Lead.

**POSITIONS REPORTING**

Directly Nil Indirectly Fanau Ola workers

**RELATIONSHIPS**

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, towards facilitating a workable outcome.
## PERSON SPECIFICATIONS

<table>
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<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td><strong>Qualification</strong></td>
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| • Registered Nurse with current NZ Practicing Certificate  
• Post graduate diploma in progress – with a strong commitment to ongoing education  
• Speaks a Pasifika language  
• Drivers licence with no limitations |  |
| • Completed PGDip  
• Speaks a Pasifika language  
• Worked in Primary Health |  |
| **Experience / Skills** |  |
| • Functioning as a Proficient or Expert Registered Nurse in the PDRP  
• 3-4 years clinical practice  
• Excellent written and verbal communication skills  
• Relevant clinical experience and expertise  
• Advanced patient assessment skills  
• Knowledge of legal and ethical responsibilities  
• Negotiation/conflict management skills  
• Collaboration and consultation skills.  
• Competent level of computer literacy  
• Knowledge of legal and ethical responsibilities |  |
| • Relevant clinical experience and expertise in primary health care  
• Problem solving/planning experience  
• Research skills  
• Teaching experience  
• Report writing skills |  |
| **Personal Qualities** |  |
| • Patient and fanau / family care focussed  
• Ability to work independently or as a member of a team.  
• Strong ability to problem solve  
• The capacity to demonstrate strong clinical leadership.  
• Ability to understand differing and competing clinical perspectives  
• Sound analytical skills  
• Commitment to ongoing professional development.  
• Self-reflective and critical  
• Passion for Pasifika Health  
• Enthusiasm |  |
| • Clinical leadership skills  
• Collaboration and consultation skills  
• Conflict management skills  
• Report writing |
All CM Health Managers are responsible to:

**Zero harm**
- Engage in safe workplace practices and manage the health and safety of your employees and other people in the workplace
- Engage in safe work practices
- Ensure all Incidents involving staff are reported, investigated and any corrective actions are completed and closed off when completed in the Incident reporting system in line with CM Health Policies and Procedures
- Ensure all corrective activities are completed and controls are reviewed after incidents
- Ensure all staff are Inducted/Oriented to the division/service/work area and recorded in the OneStaff database and participate in Occupational Health and Safety matters

**Risk management**
- Manage all hazards, risks and incidents in the workplace by identifying, evaluating, reporting and controlling them effectively by maintaining a Hazard and Risk Register that is reviewed and kept up to date on an ongoing basis
- Stop work where there is an immediate risk of serious harm and escalate to the appropriate manager
- Maintain Occupational Health of employees due to workplace hazardous exposures

**Safety Management System Requirements**
- Ensure you and the employees understand and follow CM Health’s Occupational Health and Safety policies and Health and Safety regulations, what your responsibilities are under the policies and implement these requirements effectively into your work area
- Manage the work area’s risk profile and how these relate to the corporate risk profile and implement and resource mitigation controls
- Engage your employees to participate in Occupational Health and Safety matter.

**Work safely**
- Report for duty in a fit state, free from the influence of alcohol or other drugs
- Provide and wear the necessary Personal Protective Equipment for yourself and your staff when undertaking specific activities, or when in nominated areas
- Ensure procedures are in place for clinical and plant equipment to be operated safely
- Participate in relevant safety training, manage and maintain safety related competencies for yourself and your employees
- Be in possession of required and current Certificates of Competency (If relevant to your position)

**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:

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<th>Engage in safe workplace practices and take care of the health and safety of themselves, other employees and people in the workplace</th>
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<td><strong>Risk Management</strong></td>
<td>Identify, evaluate and report all hazards and incidents they are aware of in the workplace</td>
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<td>Adhere to apply risk controls, identified in risk assessments, such as ‘Safe Operating Procedures’</td>
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<td>Follow safety instructions</td>
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<td>Stop work when there is an immediate risk of serious harm and notify the appropriate manager</td>
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<td></td>
<td>Ensure nothing they do or don’t do will cause harm to themselves or others</td>
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<tr>
<td><strong>Safety Management</strong></td>
<td>Understand and follow CM Health’s Occupational Health and Safety policies, Health and Safety regulations, and personal responsibilities as outlined by these policies</td>
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<td><strong>System Requirements</strong></td>
<td>Follow all Occupational Health and Safety policies and procedures</td>
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<td><strong>Work Safely</strong></td>
<td>Report for duty in a fit state, free from the influence of alcohol or other drugs</td>
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<td>Participate in consultation activities regarding matters affecting your health, safety and wellbeing</td>
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<td>Wear the required Personal Protective Equipment when undertaking specific activities, or when in nominated areas</td>
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<td>Operate clinical or plant equipment safely</td>
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