**Position Description**

**Date:**

**Job Title:** Clinical Coach

**Department:** Emergency Department North Shore Hospital

**Location:** North Shore Hospital

**Reporting To:** ED Nurse Educator, ED Charge Nurse Manager

**Direct Reports:**

**Functional Relationships with:** Internal
- Nurse Educators
- RN Clinical coach in other services
- ACCN ’s
- Charge Nurse Managers
- Duty Managers
- On-call Medical Staff
- Head of Division – Nursing various divisions
- Director of Nursing and Midwifery

External

**Purpose of the role**
To work with the Nurse Educator to clinically assist the nursing staff within ED North Shore Hospital. Support with clinical education and training needs.

**The Registered Nurse Clinical Coach role:**

- Works in clinical practice settings alongside nurses in direct clinical care delivery and role models good nursing practice in all settings.

- Uses clinical teaching/coaching to support clinical decision making in practice.

- Sets objectives and goals with individual staff members to ensure an adult learning environment is developed with clear outcomes documented.

- Ensures that nurses received the assistance and support that they require.
Background

ED NSH is a 34 bed unit staffed by a workforce accepting all acute presentations to the hospital and including Australasian Triage code 1 & 2 expected patients. With new staff, new grads and student placements, along with existing nursing staff in a very acute and busy environment, there is a need for ongoing support for all nursing staff to develop competence in a wide range of clinical skills together with the ability to problem solve, think critically and anticipate variables which impact on patient care outcomes.

According to Duff (2012), with contemporary guidance and support as well as positive role modeling from both the Nurse Educator and the Clinical Coach, nurses are well able to develop the needed professional practice to create and enhance a culture of patient safety.

Model of Delivery

The 0.9FTE clinical coach role could be split into two separate roles, covering Adults and Paediatrics separately. The hours are to be normally worked between Monday – Friday, 0700 – 2300. However if a specific need arises, the clinical coach may work weekends and/or nights.

Key Relationships

<table>
<thead>
<tr>
<th>Emergency Department Team</th>
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<tbody>
<tr>
<td>Charge Nurse Manager</td>
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<tr>
<td>Associate Clinical Charge Nurse</td>
</tr>
<tr>
<td>New Staff NETP Students Current staff</td>
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<tr>
<td>Nurse Educator</td>
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<tr>
<td>Clinical Coach</td>
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</tbody>
</table>

Key Tasks

- Works with preceptors and the NE to support new staff with 1:1 coaching during the orientation process
- Contributes to continuous quality improvement within the unit
- Coaches colleagues in critical thinking/clinical reasoning in order to ensure appropriate intervention occurs
- Provides clinical teaching/coaching in order to achieve change in clinical practice
- Provides support/coaching in complex situations
- Assists the NE/CNM by providing feedback and individual evaluation on competency issues

Key Attributes

- Works as a highly proficient/expert nurse within the ED environment
- Approachable with excellent communication skills and customer service practices
- Calm, even, consistent and mature personality
- Self motivated and shows commitment to professional development and best practice
- Positive contributor within a team environment
RN Clinical Coach- Emergency Department NSH

Position Description

- Role models professional behavior and critical thinking skills
- Upholds confidentiality and has a high reputation for discretion and integrity

References

Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
### KEY TASKS

<table>
<thead>
<tr>
<th>Maintains a current knowledge base which serves as a resource nurse role</th>
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- Works as a highly proficient /expert registered nurse, to assist nurses to assess patient needs, plan care and evaluate effectiveness.
- Works along side nurses to assists with clinical care delivery, assisting nurses to undertake interventions in a safe manner.
- Supports nurses to work within systems and processes that promote a safe environment that enables client safety, independence, quality of life and health is achieved. Includes attention to health and safety, infection control and risk management.

<table>
<thead>
<tr>
<th>Models professional Nursing practice.</th>
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- Meets the domains of competent practice as outlined by Nursing Council of New Zealand. Includes demonstrated ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.
- Demonstrates acceptance of responsibility for ensuring professional personal and new graduate practice and conduct meets the standards of the professional, ethical and relevant legislated requirements.
- Role models use of policies, procedures and professional standards of practice.
- Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by qualified nurses.

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<tr>
<th>Supports and coaches nurses to ensure departmental standards and policies are met in the management of nursing care</th>
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- Coaches RN’s in solving clinical problems, recognising and differentiating between the novice and expert learning curve to achieve change in individual nurses clinical practice.
- Assists nurses to undertake a comprehensive and accurate nursing assessment of clients in a variety of settings, using organised and systematic assessment and tools and methods to collect data. Applies relevant research to underpin nursing assessment.
- Coaches colleagues in critical thinking/clinical reasoning to enable early intervention for the sickest / deteriorating patients.
- Role models skilled administration of interventions, treatments and medications within legislation, codes and scope of practice and according to authorised prescription, established policy and guidelines.
- Coaches so that timely care / appropriate medical assistance is achieved for patients where their condition is assessed as of concern. There is improved support to escalate concerns to the registrar and or consultant as required; nurses coached to alert the ICU Outreach team as necessary.
- Good clinical teaching/coaching skills are applied to achieve change in clinical practice.
- Ensures that documentation is accurate and maintains confidentiality of information. Coaches staff to maintain clear, concise, timely and current client records within legal and ethical
### KEY TASKS

- **Contributes to continuous quality improvement to achieve care of the highest standard possible**
  - Assists nurses use standards that are contemporary and evidence-based
  - Practice is monitored and standards consistently improved
  - Undertakes assessments and audits of practice
  - Assists the Nurse Educator with programme evaluation
  - Quality indicators are monitored and remedial action taken in a prompt manner
  - Contributes to consultation on policy development processes and development of resources

- **Contributes to interdisciplinary health care using professional knowledge and effective interpersonal relationships**
  - Feedback shows style/manner is respectful, respected and relied on. Constructive and able to have challenging conversations that achieves a positive outcome
  - Leads defusing and debriefing processes with nurses and teams, involving multi-disciplinary team members
  - Works with other health providers to enhance the skill and knowledge of nurses caring for patients across the hospital-community interface
  - Provides support and assistance to all staff within the service

- **Support the professional development of staff**
  - Ensure staff have access to clinical education and provide reports of access to clinical support throughout the service of each staff nurse
  - Provide clinical assessment of practice and document evaluation
  - Understand support structure available for staff in PRDP processes and provides assistance and encouragement

- **Statutory & Treaty of Waitangi obligations**
  - Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.
  - Shows sensitivity to cultural complexity in the workforce and patient population

- **To recognise individual responsibility for workplace Health & Safety under the Health & Safety Act 1992 & Amendments 2002**
  - **Support WDHB H&S Culture by:**
    - **All Employees**
      - Following & complying with H&S policies & processes & applying them to their own work activities
      - Identifying, reporting & self-managing hazards where appropriate
      - Early and accurate reporting of incidents at work

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*Waitemata District Health Board – Job Description - RN Clinical Coach - Emergency Department NSH*
Registered nurses utilize nursing knowledge and complex nursing judgment to assess health needs and provide care, and to advise and support people to manage their health. They practice independently and in collaboration with other health professionals, perform general nursing functions and delegate to and direct enrolled nurses, healthcare assistants and others. They provide comprehensive assessments to develop, implement, and evaluate an integrated plan of health care, and provide interventions that require substantial scientific and professional knowledge, skills and clinical decision making. This occurs in a range of settings in partnership with individuals, families, whanau and communities. Registered nurses may practice in a variety of clinical contexts depending on their educational preparation and practice experience. Registered nurses may also use this expertise to manage, teach, evaluate and research nursing practice. Registered nurses are accountable for ensuring all health services they provide are consistent with their education and assessed competence, meet legislative requirements and are supported by appropriate standards. There will be conditions placed in the scope of practice of some registered nurses according to their qualifications or experience limiting them to a specific area of practice (Scope description from website NCNZ, 2011).

VERIFICATION:

Employee: _________________________________________

Department Head: _________________________________________

Date: _________________________________________
PERSON SPECIFICATION

POSITION TITLE: RN Clinical Coach - Emergency Department NSH

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<thead>
<tr>
<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td></td>
<td>• Registered Nurse with current, relevant clinical experience,</td>
<td>• ‘Train the Trainer’ programme</td>
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<td></td>
<td>• Preferably Level 4 or Level 3 applying for Level 4 recognition.</td>
<td>• Continued development through post-registration education and learning opportunities. Post graduate education at PG Certificate/Diploma level</td>
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<td>Experience</td>
<td>• Minimum of 5 years post registration experience with a minimum of 3 years Emergency experience if possible</td>
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<td>• Paediatric and Adult experience preferred</td>
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<td>Skills/Knowledge/Behaviour</td>
<td>• Registered Nurse with recent, relevant clinical, preferably Level 4 or Level 3 working towards Level 4</td>
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<td>• Contemporary nursing knowledge and skill at a senior level – with knowledge of evidence-based practice requirements.</td>
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<td>• Dynamic and creative approach to nursing care and education</td>
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<td>• A positive Nursing identity and commitment to helping nursing practice</td>
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<td>• Continues development of skills knowledge in provision of nursing care</td>
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<td></td>
<td>• Continues to develop through post-registration education and learning opportunities</td>
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<td>• Must be a credible role model</td>
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<td>• Excellent communicator, highly articulate and excellent listening skills. Good writing skills</td>
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<td>• Self-directed/use of initiative, confident skill in negotiation and consultation.</td>
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<td>• Manages personal stress effectively</td>
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<td>• Ability to work well in a team, enhancing the capability and contribution of the team</td>
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<td>• Ability to effectively share clinical knowledge with others and help transform practice</td>
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<td>• Previous experience of teaching and self-initiated behaviour</td>
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<td>• Develop ability to facilitate and teach on education days</td>
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<td>• Is aware of contemporary standards and has reputation of providing good nursing care</td>
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<td>• Demonstrated ability to share evidence based clinical knowledge with others, both one-to-one and group learning within the clinical area</td>
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<td>• Technically competent with core treatment practices</td>
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<td>• Seeks guidance and supervision</td>
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<td>• Understands the importance of good relationships in ensuring continuity of care: hospital and community care</td>
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<td>• Upholds confidentiality with a reputation for high integrity and discretion. Able to cope with professional confidences and problem solving</td>
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