Clinical Nurse Specialist – Pain Service

Position Description

Date: January 2020

Job Title: Clinical Nurse Specialist – Pain Service

Department: Acute Pain Service – Anaesthetic Department

Location: North Shore Hospital/Waitakere Hospital

Reports to [Line]: Clinical Director Department Anaesthesia
Operations Manager Anaesthesia

Reports to [Professional]: Clinical Nurse Director Acute Surgical & Ambulatory Service

Direct Reports: None

Functional Relationships with:

Internal
- Anesthetic Department
- Ward/Unit Charge Nurse Managers
- Nursing staff
- Outpatient Pain Service
- Physicians/Surgeons
- Clinical Nurse Specialists
- Nursing Development/Nurse Educators
- Director of Nursing and Midwifery
- Nurse Advisors
- Pharmacy
- Allied Health Staff

External
- Patients /significant others
- General Practitioners
- Practice Nurses

Our DHB 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.
Clinical Nurse Specialist – Pain Service

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Purpose of this role
Advanced practice nursing role that provides specialist nursing for the treatment and management of patients within Waitemata DHB with pain needs and the guidance/education of nurses, midwives and others to ensure that a high standard of care is consistently provided and supports best practice initiatives.

KEY ACCOUNTABILITIES

<table>
<thead>
<tr>
<th>Domain One</th>
<th>Professional responsibility</th>
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<tbody>
<tr>
<td>Includes accountabilities for professional, legal, ethical and culturally safe practice. This includes being able to demonstrate advanced critical thinking, judgement and accountability for own actions and decisions</td>
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Professional Leadership and Expertise
- Meets all registered nurse PDRP competencies at minimum of RN Level 4 requirements
- Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/ sensitivity and professional standards.
- Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk.
- The Health Practitioner Competence Assurance Act obligations are adhered to:
  - maintaining competence
  - updating knowledge
  - undergoing competence assessment
  - annually reapplying for a practicing certificate and current portfolio
- Provides advanced practice specialist nursing care in direct care delivery.
- Undertakes or leads specific service or organisational portfolio responsibilities to optimise patient safety
- Participates in interdisciplinary case review processes and clinical supervision.
- Self-directed in achieving learning and development plan, including PDRP responsibilities/current portfolio.
- Actively participates in professional nursing groups, maintain effective local, regional, national and international networks. Attends educational opportunities and conferences.
- Maintain and develop clinical expertise in pain management and demonstrates this in practice.

Domain Two
Management of nursing care at advanced practice level
Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence

Clinical Care/Care Coordination
- Provide skilled nursing care for patients presenting with pain requiring assessment, suggested treatment and follow up.
- Coordinate the daily pain round of the patients referred to the Acute pain service.
- Initiates assessment and treatment according to care pathways, liaising with Anaesthetist, primary medical team and nursing/midwifery staff and evaluates outcomes.
- Responds appropriately to queries from the ward/unit nursing staff and medical staff for assistance in care planning, suggest treatment and evaluate outcomes.
- Suggest appropriate referral to other clinical disciplines in a timely manner.
- Work in accordance with WDHBs protocols, policies, guidelines and procedures.
- Role models consistent best practice in pain management and provides coaching and support for staff dealing with complex situations.
- Works collaboratively with staff referring patients with pain management needs, offering advice and making recommendations for pain management, appropriate care and support for discharge planning following a comprehensive assessment. Develops holistic individualized care plans; providing education, case and system review for the clinical team.
- Understand the boundaries and appropriateness of referrals to the service.
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Education and clinical teaching
- Provides patient education to patient and family to improve patient outcomes and gain participation with their treatment plan.
- Acts as a nursing resource providing expert advice and education to nursing staff and health care professionals/ family-whenau within specialty scope of practice, demonstrating skilled mentoring/coaching, teaching and supervision.
- Responds to request for education sessions in ward/unit settings.
- Proactive in supporting staff to develop confidence in the management of technologies and treatment practices e.g. PCA, Epidural and nerve catheters.
- May teach at post registration level to enhance evidence based practice.

Domain Three     Interpersonal relationships and enhancing the patient experience
Includes accountability for interpersonal and therapeutic communication with clients/patients and members of the health care team.
- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships.
- Able to offer and provide specialist advice through listening and counseling skills.
- To assimilate and communicate effectively in highly complex, sensitive and emotive situations.
- Ability to demonstrate empathy, gives advice and information both written and verbal.
- Role models advanced therapeutic communication, engages patient and family in care planning for self-care, improving knowledge of pain and pain management.
- Demonstrates strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
- Uses highly developed communication, change management and leadership skills to support strong morale and spirit in the team.
- Communicates in a clear, formal and informal style at all levels using a professional, diplomatic and concise approach using oral and written communication. Can get messages across that have the desired effect.
- Demonstrates a non-confrontational approach and an ability to open up communication lines so that issues can be addressed.

Domain Four     Interprofessional healthcare and quality improvement to deliver organisational objectives
Includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team.

Supports Professional Activity
- Provides teaching – nursing and medical education; participates in clinical governance activities including audit and research; Administration – organisational requirement; contribution to service planning and policy development; professional development.
- Assists in the implementation of nursing practice and models of care appropriate to patient/client population needs.

Quality Improvement: Guideline and policy development
- Leads the development/review of best practice pathways, protocols and guidelines in the specific area of practice that are research based. Change agent/leader.
- Leads/contributes/collaborates in quality & care improvement processes, risk management and resource utilisation review, including trending and auditing and developing appropriate responses – educational, policy, advisory at patient, nurse and system level.
- Identifies efficiencies through new and innovative ways of working, improve quality of care and patients experience.

Service Development
- Participates in service development and strategic leadership to enhance the patient experience, application of values in practice. Undertakes/leads specific or organizational portfolio responsibilities. Includes assisting in implementation and management of initiatives to address differential access to healthcare services for Maori.
- Participates in clinical audits.
Research & Audit; Evidence based practice
- Researches, evaluates, develops and implements standards of nursing practice in the specific area of practice and supports practice improvements. Works to ensure recommended best practice guidelines/policies are research based and relevant across Waitemata DHB.
- Fosters inquiry, critical thinking and research skill acquisition to advance nursing practice and patient/client care. Supports other staff in the clinical management. Engages locally, regionally and nationally to promote pain care accessibility and best practice. Represents the Acute pain team at meetings within the Auckland region and nationally as appropriate. Keeps up-to-date with national/local policy development and change in relation to pain management and disseminates appropriately within Waitemata DHB.
- Confident use of technology. Critiques and uses research findings in practice. Participates in research.

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.

Recognises individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015
Contribute to a safe and healthy workplace at WDHB by:
- Following & complying with H&S policies & processes & applying them to their own work activities, including using/wearing Personal Protective Equipment as required.
- Participating in activities directed at preventing harm & promoting well-being in the workplace.
- Identifying, reporting & self-managing hazards where appropriate.
- Early and accurate reporting of incidents at work and raising issues of concern when identified.

VERIFICATION:
Employee: _____________________________________________
Manager: ___________________________ Date: _______________

Note: This job description forms part of an individual’s contract of employment and must be attached to that contract.
### PERSON SPECIFICATION

**POSITION TITLE:** Clinical Nurse Specialist – Pain Service

#### Education and Qualifications
- Registered Nurse in New Zealand [RCpN, RGON, BHSC], with current annual practising certificate
- Post Graduate Certificate
- Working towards: Post Graduate Diploma, with evidence of advanced physical assessment, history taking, diagnostic reasoning, and pharmacology knowledge
- Has or plans to ACP programme module

#### Experience
- At least 5 years post registration practice
- Achieved RN Level 4 or equivalent in specialty with current portfolio
- Reputation for excellence in specialty practice
- Understands the patient journey across multiple health care providers, with the ability to smooth communications and access to services.

#### Skills/Knowledge/Behaviour
- Advanced physical assessment, history taking, diagnostic reasoning and pharmacology knowledge
- Demonstrated operational management/care coordination skills
- Clinical professional leadership
- Confident multidisciplinary teacher
- Project management and quality improvement processes
- Demonstrated confidence in quality improvement to improve service delivery
- Confident in application of basic computer programs including Microsoft Outlook, Windows and Excel and report writing

#### Personal Attributes
1. **Personal Attributes**
   - Mature, positive, proactive and enthusiastic attitude
   - Possesses a good sense of humour
   - Strong and self-reliant
   - Awareness of how Health and Safety impacts on an organisation
   - Seeks advice and guidance from colleagues and other disciplines as required
   - Self–directed and motivated
   - Innovative, takes initiative in patient focused approach to practice
   - Displays drive and energy and persists in overcoming obstacles
   - Articulate, good presentation skills
   - Committed to own professional and personal development
   - Receives and processes constructive feedback related to own performance

2. **Teamwork**
   - Sensitive and constructive to others
   - Seeks out opportunities to support others in achieving goals
   - Strong teamwork reputation, confident collaboration and Inclusive of colleagues
   - Resilience, flexible and willing to work across a range of clinical settings
   - Is able to manage conflict constructively

3. **Self-Management**
   - Recognises and respects individual differences
   - Develops positive working relationships with patients, whanau, staff and managers
   - Upholds confidentiality, behaves with integrity and discretion
   - Positive professionally mature

4. **Communication skills**
   - Demonstrated strong written and verbal communication skills
   - Sets high standards and strives to achieve challenging goals
   - Copes well under pressure, is resilient to change and understands personal limitations
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- Is able to communicate effectively on the phone and via computer and face to face with a variety of people
- Is able to communicate without engendering conflict
- Excellent communicator
- Articulate, good presentation skills

#### 5. Learning
- Makes effective decisions within appropriate timeframes and levels of responsibility
- Escalates issues appropriately
- Knows where to go and when to ask for help
- Accepts constructive feedback