Date: July 2017

Job Title: Registered Nurse - Clinical Coach AT&R Service

Department: Assessment Treatment and Rehabilitation
Specialist Medicine and Health of Older People

Location: North Shore and Waitakere Hospital sites

Reporting To: Head of Division Nursing Specialist Medicine & Health of Older People
Close liaison with the Nurse Educator AT&R

Direct Reports: None

Functional Relationships with:
- Internal
  - Charge Nurse Managers AT&R
  - Direct care nurses in AT&R
  - Gerontology and Nurse Specialists
  - Nurse Consultant Workforce Development Nurse Consultant PDRP
  - Nurse Educators and RN Clinical Coaches across WDHB
- External
  - Nurse Educator and RN Clinical Coach NEtP
  - Members of the Allied health team
  - Gerontologists and other medical practitioners
  - Director of Nursing and Midwifery
  - Consumer groups

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.
**Purpose of this role**

Work alongside nurses in direct clinical teaching role (bed side) and support the clinical education/training needs of nursing staff, role modelling good nursing practice for all nurses in the service. Uses clinical teaching/coaching/supervision skills to support clinical decision making in practice for nurses working with older adults in the rehabilitation setting.

**KEY ACCOUNTABILITIES**

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<th>Domain One</th>
<th>Professional responsibility</th>
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*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*

**Practices nursing to demonstrate professional responsibility**

- Meets all of the domains and competencies of a registered nurse working as a proficient nurse 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.
- Role models professional practice to a high standard to support nurses practice with competent professional standards of the professional, ethical and relevant legislated requirements. Utilizes critical thinking and teaching skills to mentoring and support educational guidance.
- Works as a highly proficient/expert registered nurse to assist nurses assess patient needs, plan care and evaluate effectiveness. Assists with clinical care delivery, as nurses undertake interventions in a safe manner. Coaches nurses about health and safety, infection control and quality and risk management.
- Provide support and direction for the resource nurses and preceptors in the service to enhance the capability of the service to meet new and increasingly complex needs.
- Is courteous, diplomatic and positive in working relationships especially in stressful situations.
- Appropriately challenges health care practice which could compromise client safety, privacy or dignity.

**Personal and professional development**

- Is highly clinically proficient and respected for ability to support the team with clinically difficult situations.
- Seeks regular professional supervision to discuss how to address areas of difficulty and review quality of practice. Seeks advice from nurses in a timely manner regarding professional issues.
- Pursues a program of self-development to broaden critical thinking and leadership skills. Engages in activities of continuous learning, including in-service, self-learning, study days, post graduate study.
- Participates in nursing and organisational activities and committees.
- Has presented own portfolio for assessment that meets the Nursing Council of New Zealand competencies. Understands support structure available for staff in PRDP processes and provides assistance and encouragement.
### 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*

- Develop and support the ethos of professional development and learning within the nursing team.
- Provide thoughtful, constructive educational evaluation through peer review and practice feedback.
- Participates and supports all team members in the preceptoring and orientation of new nursing staff as they transition into an effective team member.
- Displays self-directed behavior and shows initiative in coaching and supporting team members.
- Use informal and formal methods of teaching appropriate to the individual or group abilities
- Provides feedback in a constructive, supportive but assertive manner
- Establish positive coaching relationships that encourage critical thinking skills and problem solving abilities.
- Involved in reviewing educational practices which support the development of the nursing staff and meet best practice guidelines.

### Professional Development of specialty practice

- Demonstrate skill in clinical health assessment in the clinical setting including: Health history, Physical examination, Risk assessment, Diagnostic tests, Psychosocial needs, Cultural needs, Learning needs.
- Identify changes in patient/client condition
- Take appropriate actions and acts to prevent deterioration
- Effectively identify changing needs
- Demonstrate technical competence in undertaking relevant treatments and practices
- Assess patients with multiple problems to provide immediate care and assess when other team members need to be called/referred to
- Identify patient’s readiness to learn and implements teaching appropriately
- Care is adapted to respond to multiple priorities
- Care is flexible to cope with input from the health team
- Integrate knowledge of bio-science and patho-physiology when evaluating patient response to intervention/therapy
- Respect a client’s right to participate in an activity that may involve a degree of risk of which the client is fully informed; and takes steps to minimise the risk
- Practice nursing in a manner that respects the boundaries of a professional relationship
- Provide an environment of trust and respect
- Co-ordinate the care for a number of patients, managing discharge planning in an appropriate and timely manner

### Education and clinical teaching

- Develop and deliver a learning framework for the specialty setting
  - Work with the senior nurses to plan learning opportunities for the service to meet current and strategic priorities
  - Facilitate and deliver learning opportunities
  - Focus learning on clinical competence development

- Assist with development of learning resources
  - Review evidence based workbooks and learning materials
  - Assist with development of e-learning resources
  - Support staff accessing e-learning and assessment systems
Support/coaches nurses in the management of nursing care
- Coach nurses to undertake a comprehensive and accurate nursing assessment of patients with complex needs using organised and systematic assessment tools and methods to collect data. Applies relevant research to underpin nursing assessment.
- Coach nurses in critical thinking/clinical reasoning to enable early intervention for the sickest/deteriorating patients.
- Role model skilled administration of interventions, treatments and medications within legislative, codes and scope of practice and according to authorised prescription, established policy and guidelines.
- Coach so that timely care/appropriate medical assistance is achieved for patients whose condition is assessed as of concern. Encourages escalation of concerns.
- Model communication of issues to the right people at the right time, including documentation of emergency situations (incident report).
- Show good clinical teaching/coaching skills to achieve change in clinical practice.
- Document new staff progress is accurate and maintains confidentiality of information.
- Coach staff to maintain clear, concise, timely and current client records within legal and ethical framework.

Support professional development
- Assist staff to complete Professional Development & Recognition Programme [PDRP] portfolio.
- Assist with competence assessment, performance improvement/practice plans. Document observations to provide the CNM; HOD Nursing with insight into issues requiring follow-up.

Track staff development
- Keep record of staff attendance of mandatory training expectations. Record learning hours attended [data entry and record keeping].

Facilitate practice change
- Work alongside staff to assist with competence development [coaching].
- Work with clinical experts to develop policies and procedures.
- Assist nurses to be able to use standards that are contemporary and evidence-based.
- Challenge practice in a constructive manner using a strengths-based approach.
- Undertake assessments and audits of nursing practice.
- Contribute to consultation on policy development processes and help develop resources with the AT&R Service team to support improved practice.
- Initiate ideas for improvement and leads projects that align with programme priorities.

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.
- Participate in the multi-disciplinary meetings/clinical rounds.
- Upholds the DHB values in interpersonal interactions and supporting positive patient experience.
- Work to understand the patient/family/whanau’s interpretation of the illness to consider the options and goals. Help the patient/client understand the treatment and care plan. Assist patient/family/whanau to participate in care as desired. Assist patient/family/whanau cope with the implications of the situation and adapts the care plans accordingly.
- Respond to patient/client inquiries with complete, accurate and timely information.
- Involve an advocate when the client/nursing team member requests support or has limited abilities in decision making.
**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

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<th>Supports Professional Activity</th>
<th>Quality Improvement</th>
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<tr>
<td>• Contribute to team building activities. Contribute as an effective team member in service planning and quality improvement.</td>
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<td>• Assesses and assist with nurses learning needs for new to AT&amp;R nursing and developing team members</td>
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<td>• Participate in multidisciplinary review of learning and education for the AT&amp;R services</td>
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<td>• Participate in nurse review with the medical Nurse Educators to plan coaching needs of nursing team members and reports coaching progress for evaluation</td>
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<td>• Manage clinical change through collaboration with the multidisciplinary team</td>
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<td>• Implements educational support that seeks to improve the quality of care provided.</td>
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<th>Workplace Health &amp; Safety</th>
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<td>• Ensure that action is taken where problems and safety issues are identified</td>
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<td>• Applies Health &amp; Safety policies to own work activities, identifying hazards and reporting.</td>
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<td>• Company health and safety policies are read and understood and relevant procedures applied to their own work activities</td>
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<td>• Workplace hazards are identified and reported, including self-management of hazards where appropriate</td>
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<td>• Can identify health and safety representative for area</td>
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**VERIFICATION:**

Employee: ____________________________  
Manager: ____________________________  
Date: __________

*Note: This job description forms part of an individual’s contract of employment and must be attached to that contract.*
**Position Description**

**PERSON SPECIFICATION**

**POSITION TITLE:** Registered Nurse – Clinical Coach AT&R Service

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<tr>
<th>Qualification</th>
<th>RCpN, RGON, BA Nursing with current Annual Practising Certificate in New Zealand Has commenced Post-Graduate Certificate in specialty practice Train the trainer desirable</th>
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<tr>
<td>Experience</td>
<td>• 5 years post registration experience in acute and AT&amp;R nursing • Minimum RN Level 3, with expected and planned progression to RN Level 4 in the specialty area (older adults). If not RN 4, is RN Level 3 &amp; must have an agreed plan • Has completed the approved preceptor programme and demonstrated competence as a preceptor • Has attended the Learning and Development ‘Delivery of on the job training’</td>
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<td>Skills/Knowledge/Behaviour</td>
<td>• Contemporary nursing knowledge and skill in the AT&amp;R setting – with knowledge of evidence-based practice requirements and a positive Nursing identity. Able to provide proficient care for deteriorating patients and support others in the team. • Dynamic and creative approach to nursing care • Has reputation of providing good nursing care and ability to share evidence based clinical knowledge with others, both one-to-one and group learning within the clinical area. Ability to effectively share clinical knowledge with others and help transform practice • Previous experience of clinical coaching and teaching. Reputation of self-initiated behaviour. Able to facilitate and teach on education days using Train the Trainer’ adult teaching processes • Dynamic and creative approach to nursing care and education • Seeks guidance and supervision • Understands the importance of good relationships in ensuring continuity of care: hospital and community care • Upholds confidentiality with a reputation for high integrity and discretion. Able to cope with professional confidences and problem solving</td>
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<td>Personal Attributes</td>
<td>Leadership People management Teamwork Cultural safety Self-management Patient/client population focused Communication / interpersonal skills Innovation Flexibility Planning and monitoring</td>
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