Date: October 2015

Job Title: Endoscopy Nurse Coordinator – Specialty Nurse

Department: Gastroenterology Department

Location: Waitemata District Health Board

Reporting To: Operations Manager, Gastroenterology for meeting performance objectives and collaborative achievement of service strategic plan. Clinical Nurse Director Community & Specialty Practice, for the safety of professional practice performance to the highest standard possible.

Direct Reports: None

Functional Relationships:
- Internal: Patient Service Centre Team, Patient Service Centre Manager, Team Leaders, Operations Managers, Administrative Clerks, Wait List Lead, Quality Lead, Clinical Director, Medical staff, Outpatients staff, Endoscopy staff, Clinical Nurse Specialists, Nursing staff.
- Ancillary staff: Director of Nursing and Midwifery and Associate Director of Nursing.
- External: Consumers and their significant others and Whanau, External Agencies, General Practitioner.

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.
Endoscopy Nurse Coordinator  
(Specialty Nurse)  

Position Description  

Purpose: Has responsibility for waiting list and patient management, requirements for Ministry of Health compliance, management of electives discharge volumes under the guidance and leadership of the Operations Manager and Clinical Director. Provides clinical oversight and expertise for the endoscopy specialty nursing and administrative team, inclusive of clinical safety and risk management,

To work within required Patient Service Centre, Waitemata DHB and Ministry of Health reporting frameworks and data quality requirements

To work in a shared leadership model with the Operations Manager, Clinical Director, Team Leader, other key health care professionals and hospital managers to provide daily operational and key service delivery requirements for the surgical specialty service which meets the needs of the patients and their families to the highest standard, efficiently and effectively.

**KEY ACCOUNTABILITIES (GENERIC)**

<table>
<thead>
<tr>
<th>Domain One</th>
<th>Professional responsibility</th>
</tr>
</thead>
<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>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Professional Leadership</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk</td>
<td></td>
</tr>
<tr>
<td>Provides advice and assistance with care planning using approved care plans/protocols/ procedures for the patients requiring speciality intervention</td>
<td></td>
</tr>
<tr>
<td>Role models/leads by example, seeking advice and assistance as needed</td>
<td></td>
</tr>
<tr>
<td>Perceived as highly effective and knowledgeable in area of practice, according to legal, ethical, cultural safety/ sensitivity and professional standards.</td>
<td></td>
</tr>
</tbody>
</table>

Specialty Clinical Nurse: Definition under DHBNZ/NZMO titles

- Works in a narrow field but with more in-depth knowledge and skills than RN to coordinate assessment/monitoring and access to care care [not case manage]
- Enhance health outcomes for clients by working directly with them to provide assessment, care and education within specific area of practice
- Contributes to development of pathways, protocols and guidelines in the specific area of practice
- Works in a defined role using clinical pathways for assessment, referring to senior medical and Nurse Specialists for
Endoscopy Nurse Coordinator
(Specialty Nurse)

Position Description

### KEY ACCOUNTABILITIES (GENERIC)

| Professional Development of nursing practice | • Meets all registered nurse PDRP competencies at minimum of Senior Nurse [Grade 2] requirements – refer generic Senior Nurse competencies
• Perceived as effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/sensitivity and professional standards.
• Self-directed in achieving learning and development plan, including PDRP responsibilities/current portfolio |

### Domain Two Management of nursing care

*Includes accountability related to patient/client assessment and management of advanced nursing care that is supported by evidence and also assessment, developing differential diagnoses, ordering and interpreting diagnostic tests, planning and providing treatments in order to manage the health of individual patients*

| Clinical Care/Care Coordination | • Participate in the patient preadmission process including attending unit specific Outpatient Clinics and Pre Admission Clinics; ensuring relevant pre-admission documentation is completed as required for complex patient management.
• Determine the need for interdisciplinary referral, and coordinate relevant appointments.
• Ensure relevant pre-admission investigations and referrals are executed as per agreed protocols with Anaesthetic Department and Surgical Service. Triage to the appropriate person, ensuring that the results of investigations and referrals is available to the surgical unit and broader multidisciplinary team as per agreed protocols and readily accessible on the day of appointment or day of surgery.
• In consultation with the Endoscopy Service, develop protocols for the entire patient journey from Outpatients and endoscopy suite to discharge.
• In conjunction with the patient and family initiate discharge planning process and liaise and consult with all disciplines regarding the patient care management plan, ensuring seamless communication with the admitting ward nurse manager (or delegate) on patient’s admission.
• Liaise with the multidisciplinary services for the provision of services and ambulatory supports required by the patient.
• Identify and initiate remedial action in consultation with the Operations Manager and Clinical Director (if necessary) to system impediments that negatively impact on a patient’s progress and communicate issues appropriately.
• Identify patients with potential ongoing health care needs and facilitate appropriate referrals as required. |

### 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.*

| Team working | • Maintain a professional and collaborative manner when dealing with customers, the patient comes first and ‘customers’ include surgeons, anesthetists, booking clerks and hospital managers.
• Strong relationship management skills that result in professional credibility, good patient outcomes and integrated care.
• Communicates effectively, regularly and clearly in both oral and written messages.
• Maintains open and effective communication with the entire patient care team.
• To maintain clear, accurate and relevant records.
• Participate effectively and fully at team meetings.
• Is courteous, diplomatic and positive in working relationships especially in stressful situations.
• Provide and receives feedback in a constructive and assertive manner to bring about positive change.
• Assist with student learning and orientation of new team members.
• Appropriately challenge health care practice which could compromise client safety, privacy or dignity. |
# Endoscopy Nurse Coordinator (Specialty Nurse)

## Position Description

<table>
<thead>
<tr>
<th>Domain Four</th>
<th>Inter-professional healthcare and quality improvement to deliver organisational objectives</th>
<th>Includes accountability for evaluating the effectiveness of care and promotion of nursing perspective within the health care team</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supports Professional Activity</strong></td>
<td><strong>Quality Improvement</strong></td>
<td></td>
</tr>
<tr>
<td>• Completes required Audit and reports upon key performance indicators as defined by the Operations Manager</td>
<td>• Collect and maintain a basic data set to track volume throughput and case mix</td>
<td></td>
</tr>
<tr>
<td>• Collect and report upon sentinel events / cases</td>
<td>• Understands and owns the data quality issues arising from own data input</td>
<td></td>
</tr>
<tr>
<td>• Competent in data handling including analysis and reporting within the WDHB booking systems – both for outpatients and theatre</td>
<td>• Maintains own clinical expertise and knowledge through post graduate education at advanced practice level. Attends educational opportunities / conferences relevant to role and scope of practice.</td>
<td></td>
</tr>
<tr>
<td>• A role model in continuing to work on personal and professional development</td>
<td>• Utilise and share critical thinking and managerial skills supporting instructing, mentoring and educating others</td>
<td></td>
</tr>
<tr>
<td>• Works progressively and constructively taking on adjunctive responsibilities and leading projects</td>
<td>• Lead and develop the ethos of team work and collegial support</td>
<td></td>
</tr>
<tr>
<td>• Provide thoughtful, constructive evaluation in peer and leadership review</td>
<td>• Understands and owns the data quality issues arising from own data input</td>
<td></td>
</tr>
<tr>
<td>• Consistently exhibits fair, dependable and ethical conduct</td>
<td>• Competent in data handling including analysis and reporting within the WDHB booking systems – both for outpatients and theatre</td>
<td></td>
</tr>
<tr>
<td>• Is self-directed, showing initiative in care delivery and teamwork, acting autonomously without ongoing support</td>
<td>• Maintains own clinical expertise and knowledge through post graduate education at advanced practice level. Attends educational opportunities / conferences relevant to role and scope of practice.</td>
<td></td>
</tr>
<tr>
<td>• Liaise with the Operations Manager about identifying relevant updates and training requirements</td>
<td>• Achieves annual goals, objectives and performance targets.</td>
<td></td>
</tr>
<tr>
<td>• Maintains a portfolio annually and proactively submits for formal assessment every 3 years.</td>
<td>• Consistently exhibits fair, dependable and ethical conduct</td>
<td></td>
</tr>
<tr>
<td>Proactively participates in own performance development and review.</td>
<td>• Is self-directed, showing initiative in care delivery and teamwork, acting autonomously without ongoing support</td>
<td></td>
</tr>
</tbody>
</table>

| Service Development | |
|----------------------| |
| • Participates in service development to enhance the patient experience, applies Waitemata DHB values in practice. Undertakes specific service responsibilities. Includes assisting in implementation and management of initiatives to address differential access to healthcare services for Maori. | |
| • Contributes to development of pathways, protocols and guidelines within the Patient Service Centre. | |
| • To undertake service development work as directed by the Operations Manager. | |

| Research & Audit: Evidence based | |
|---------------------------------| |
| • Assists with evaluation, development and implementation of standards of nursing practice and supports practice improvements within the surgical patient journey. | |
| • To audit and report upon key performance indicators as defined by the Operations Manager. | |
| • To identify service needs and work within the team to improve overall delivery of care. | |

| Workplace Health & Safety | |
|---------------------------| |
| • Policies are read and understood and relevant procedures applied to their own work activities. | |
| • Identifying, reporting & self-managing hazards where appropriate | |
| • Early and accurate reporting of incidents at work | |

| 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 | |

---

**VERIFICATION:**

Employee: ________________________  
Manager: ________________________  
Date: ________________________

**Note:** *This job description forms part of an individual’s contract of employment and must be attached to that contract*
# Endoscopy Nurse Coordinator (Specialty Nurse)

## Position Description

## PERSON SPECIFICATION

**Position Title:** Perioperative Nurse Coordinator, Specialty Nurse

### Qualification
- RCpN, RGON, BHSc, with current annual practising certificate
- Post graduate Certificate in Specialty Nursing, preferably gastroenterology nursing, advanced physical assessment, history taking.
- Current ACLS certification

### Experience
- Minimum five years post registration practice
- Acute & elective endoscopy nursing
- Interdisciplinary practice
- Confident in application of basic computer programs including Microsoft Outlook, Windows and Excel and report writing
- Experience with the public health Booking and Scheduling systems

### Skills/Knowledge/Behaviour
- Advanced physical assessment skills, history taking and pharmacology
- Demonstrated operational management / care coordination skills
- Person focused/centered practice.
- Evidence-based and confident in using contemporary research to inform practice
- Demonstrated confidence in quality improvement to improve service delivery
- Has current portfolio assessed at minimum RN 3.

### Personal Attributes

#### Leadership
- People management
- Teamwork
- Cultural safety
- Self-management
- Patient/client population focused
- Communication / interpersonal skills
- Innovation
- Flexibility
- Planning and monitoring

- Proactive attitude
- Excellent communicator, highly articulate and excellent listening skills; has a way of valuing everyone’s opinions.
- Articulate, good presentation skills
- Self—directed and motivated
- Strong teamwork reputation, confident collaboration
- Resilience. Manages personal stress effectively
- Positive professionally mature
- Able to influence without conflict, accepts constructive feedback
- Culturally safe practice
- Positive manner, flexible, able to influence without conflict
- Good customer service practices
- Calm, even, consistent and mature personality.
- Sensitive and constructive in responding to the needs of individuals and groups
- Self-directed, motivated, uses initiative, confident skill in negotiation and consultation
- Strong teamwork reputation
- Experience in clinical professional leadership.