Job Title: Perioperative Nurse Coordinator Lead
Note: Lead role is equivalent to Associate Clinical Charge Nurse Level [SN 4]

Department: Surgical and Ambulatory Services –Otorhinolaryngology (ORL) and Urology

Location: North Shore Hospital site

Reporting To: Operations Manager Urology for the achievements of service, operational and financial KPIs, maintenance of professional standards, the development of professional practice and the development of the professional workforce. Also a close relationship with, and accountability to the Operations Manager ORL for these KPIs and standards

Head of Division Nursing (Surgical & Ambulatory Services) for the safety of professional practice performance to the highest standard

Direct Reports: Direct Line Manager for Perioperative Nurse Coordinators (Specialty Nurse), and Clerical Administration staff

Functional Relationships: Internal:
- Clinical Director and Members of the Surgical Service
- Booking and Scheduling teams
- Outpatient & Elective Services Manager
- Patient Services Manager
- Operations Managers
- Quality Coordinators and Lead
- Wait List Leads
- Outpatient Departments
- Theatre Staff
- Charge Nurse Managers
- Clinical Nurse Specialists
- Nursing staff

External:
- Patients and their families/carers
- Primary Care Providers including GP’s
- Other DHB providers
- Ministry of Health

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.
Position Description

**Perioperative Nurse Coordinator Lead [Surgical]**

**Purpose**
- To provide clinical oversight and lead for the surgical specialty perioperative nursing and administrative team, inclusive of clinical safety and risk management, responsibility for waiting list and patient management, requirements for Ministry of Health compliance and the management of electives discharge volumes under the guidance and leadership of the Operations Managers and Clinical Directors Urology and ORL.
- To work in a shared leadership model with the Operations Managers Urology and ORL to provide daily operational and key service delivery requirements for the surgical specialty service and which meets the needs of the patients and their families to the highest standard, efficiently and effectively.

**KEY ACCOUNTABILITIES**
- Meets all registered nurse PDPR competencies at minimum of RN Level 4 requirements – refer generic RN competencies
- Perceived as highly effective, progressive and knowledgeable in area of practice, according to legal, ethical, cultural safety/ sensitivity and professional standards.
- 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
- 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. Maintains own clinical expertise and knowledge through post graduate education at advanced practice level. Attends educational opportunities / conferences relevant to nurse specialist role and scope of practice. Contributes to learning through conference presentations, publication and research. Liaise with the Line Manager about identifying relevant updates and training requirements
- Achieves annual goals, objectives and performance targets
- Participates in nursing and organisational activities and committees
- Any other duties as reasonably expected by the Operations Manager
**KEY ACCOUNTABILITIES**

**Professional Leadership and Expertise Personal and professional development**
- Is highly clinically proficient and respected for ability to support the team with clinically difficult cases.
- Is up to date with international best practice in the specialty and attends conferences, on-line learning and reads journals to maintain currency.
- Seeks regular professional supervision to discuss how to address areas of difficulty and review quality of practice.
- Applies critical reasoning and professional judgement to nursing practice issues and decisions for patients at risk.
- Provides advanced practice specialist nursing care in direct care delivery, contributing to the development of integrated service delivery across the continuum of care – one to one patient management and impact on practices/processes of care on populations of patients at local and system level.
- Role models/leads by example and enhances advanced nursing practice and contributes to the profession locally, regionally and nationally.

**Professional Development of specialty practice**
- 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.

**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*

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<thead>
<tr>
<th>To manage the surgical specialty team of nurses and administrative staff. (i.e. Clinical leadership and daily, coordinating of the general surgical perioperative team)</th>
<th>Leads and manages an effective legal, ethical ‘patient journey’ from inception to delivery</th>
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<td>- To provide proactive clinical leadership and operational management, coordinating the Urology and ORL Patient Service Centre administration and nursing teams i.e. staff, systems and resources, in conjunction with the Operations Managers Urology and ORL, to meet the needs of the patients and their families to the highest standard, efficiently and effectively.</td>
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<td>- Operational systems management and contingency is evident on a day to day basis and planning ensures safe and effective delivery of service according to production plan.</td>
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<td>- Proactively communicates with the managers and medical teams to ensure efficient throughput and quality outcomes.</td>
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<td>- Situational Awareness - knows what is happening across the whole specialty monitoring and assessing progress of the lists and management of staff.</td>
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<td>- Ensures that Urology and ORL referrals are managed effectively throughout the patient journey (Referral, Outpatient, Theatre, Follow-up, Discharge), demonstrating knowledge and understanding of booking processes as required to support service delivery.</td>
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<td>- Leads the coordination of the patient preadmission process including specific requirements for Perioperative Nurse Coordinators to attend unit specific Outpatient Clinics and Pre Admission Clinics as required, ensuring relevant pre-admission documentation is completed as required for complex patient management.</td>
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<td>- Discusses referral and booking decisions with interdisciplinary team to ensure coordination of relevant appointments.</td>
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<td>- Ensures relevant pre-admission investigations and referrals are executed as per agreed protocols with Anaesthetic Department and Surgical Services. (Triage is to the appropriate person, results of investigations and...</td>
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referrals are available to the surgical unit and broader multidisciplinary

- In consultation with the Operations Managers and Clinical Directors Urology and ORL, develops protocols for the entire patient journey from Outpatients and Theatre to discharge.

- Ensure that, in conjunction with the patient and family, discharge planning processes are initiated and liaison and consultation with all disciplines regarding the patient care management plan occurs by the Urology and ORL teams, ensuring seamless communication with the admitting ward nurse manager (or delegate) on patient’s admission.

- Supports and leads the Urology and ORL teams to 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 Managers Urology and ORL and Clinical Directors (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.

- Liaise with medical colleagues to appropriately manage difficult or unusual cases, Communicate review outcomes effectively with patients and colleagues, particularly the booking and scheduling department.

Human Resources and Performance Development of administrative and nursing staff through clear communication of expectations of practice and customer service:

- Responsible for staff selection and works with the Operations Manager Urology and ORL to ensure staff with the right skills and attitude are selected. Committed to clinical safety and achievement of patient care needs.

- Manages the performance for an identified group of staff using clear expectations, coaching, goal setting and feedback, working with the specialty teams to ensure administrative competencies are maintained and ongoing development is supported.

- Works to ensure that all nursing staff has appropriate orientation, annual appraisal, development plan, coaching and feedback. Manages the performance using clear expectations, coaching, goal setting and feedback.

- Works with the Operations Managers Urology and ORL to ensure that all administrative clerical teams receive support and guidance, have appropriate orientation, annual appraisal, development plan, coaching and feedback. Manages the performance using clear expectations, coaching, goal setting and feedback.

- Assists with monitoring that rostering is safe and cost effective. Is proactive in addressing planned absences and roster shortfalls. Staff absences are monitored and addressed to support the staff member and support the team.

- Staff are acknowledged and recognised/value in daily practice

- Develops leadership skills in staff

- The environment encourages learning and evidence-based practice

- The Health Practitioner Competence Assurance Act obligations are adhered to: maintaining competence, updating knowledge, undergoing competence assessment and annually reapplying for a practicing certificate. All staff have a current Annual Practicing Certificate and have had their portfolios assessed.

- Staff comply with the PDRP. Staff are assisted to attend learning opportunities and progress through the Levels of 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.

Interpersonal relationships with clients and members of the health care team
- Maintain a professional and collaborative manner when liaising with patients and families, colleagues and health care professionals (inclusive of 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 orientation of new team members
- Appropriately challenges health care practice which could compromise client safety, privacy or dignity
- Demonstrates clinical and professional leadership through effective teamwork and collaborative relationships
- Ensures cultural beliefs, practices and support of individuals, their family and carers is central to all interventions
- Positive and constructive relationships with key stakeholders are established and maintained especially
- Role models advanced therapeutic communication, engages patient and family in care planning for self-care, improving knowledge of disease/illness, self-management, prevention of complications and promotion of recovery
- Progressively make contributions to the multidisciplinary team by taking on responsibilities, roles and functions within the team
- Establishes a positive partnership /relationship with the client
- Practices nursing in a negotiated partnership with the client
- Acts as an advocate to promote client needs and rights
- Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate client care and education
- Establishes close working relationship with Nephrologists and allied health staff
- Engaged with Renal CNSs regionally and nationally

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.

Quality improvement to deliver organisational objectives
| Coordinates an innovative continuous quality improvement programme within Cancer Services for Maori patients       |
| Promote the use of performance, quality and equity data and health outcome information to |
| • measure and monitor best practice and health disparities |
| • identify barriers to high quality, equitable care |
| • identify continuous quality improvement initiatives that focus on achieving health equity, excellent health outcomes, and excellent patient and whānau experience |
| • Completes required audit and reports on key performance indicators as defined by the Operations Managers Urology and ORL, Clinical Directors and General Manager Surgical and Ambulatory Services. |
| • Understands and is accountable for the data quality issues arising from |
**Perioperative Nurse Coordinator Lead [Surgical]**

**Position Description**

- Own data input
  - Works closely with the Operations Managers Urology and ORL to ensure competencies in data handling including analysis and reporting within the WDHB booking systems – both for outpatients and theatre are developed and maintained. Any issues are raised with Operations Managers Urology and ORL to ensure a shared review of the issue, systems and processes.
- Models excellence in customer service
- Ensures that safety procedures are implemented
- Works with the Operations Managers Urology and ORL to undertake incident investigation and implementation of corrective actions.
- Works with the Operations Managers Urology and ORL to act to avoid complaints where possible and appropriate
- Participates in quality improvement activities to monitor and improve standards in conjunction with the Operations Managers Urology and ORL
- Works with the Health & Safety reps to identify and minimize risk. Brings issues to the attention of the Operations and Patient Services Manager.

| **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.** |
| **To recognise individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015** | **Contributes 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: ________________________________  Date: ____________________

Department Head: ________________________________  Date: ____________________
# PERSON SPECIFICATION

**POSITION TITLE:** Perioperative Nurse Coordinator Lead [Surgical]

## Education and Qualifications
- Registered Nurse [RCPN, RGON, BHSc] with current annual practicing certificate in New Zealand
- Post graduate Diploma in Specialty Nursing, preferably peri-operative nursing, advanced physical assessment, history taking and pharmacology

## Experience
- At least five years post registration practice. Contemporary practice experience.
- Achieved RN Level 4 or equivalent in specialty with current portfolio
- Reputation for excellence in specialty practice. Acute & elective surgical nursing
- Confident in application of computer programs including Microsoft Outlook, Windows and Excel and report writing.
- Experience with WDHB systems and patient administration systems

## 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
- Understands the importance of good relationships in ensuring continuity of care: hospital and community care
- A passion for improving patient experience practice
- Ability to work independently and as a team member

## Personal Attributes

### 1. Personal Attributes
- Positive and enthusiastic
- Possesses a good sense of humour
- Strong and self-reliant
- Calm and mature
- Consistent
- Realistic
- Some awareness of the Health and Safety impacts on an organisation
- Seeks advice and guidance from colleagues and other disciplines as required
- Self-directed and motivated

### 2. Teamwork
- Sensitive and constructive to others
- Seeks out opportunities to support others in achieving goals
- Effectively shares information with colleagues
- Inclusive of colleagues
- Resilience, flexible and willing to work across a range of clinical settings

### 3. Self-Management
- Recognises and respects individual differences
- Develops positive working relationships with staff and managers
- Identifies and seeks to meet their needs.
- Treats them as first priority
- Upholds confidentiality, behaves with integrity and discretion
- Positive professionally mature

### 4. Communication skills
- Very strong written and verbal communication skills
- Excellent communicator – clear and complete at all times
- Sets high standards and strives to achieve challenging goals
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1. **Personal Attributes**
   - Displays drive and energy and persists in overcoming obstacles
   - Acts as a good health and safety role model to others
   - Acts in a positive manner
   - Copes well under pressure, is resilient to change and understands personal limitations
   - Is proactive and displays initiative
   - 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

2. **Learning**
   - Makes effective decisions within appropriate timeframes and levels of responsibility
   - Knows when to ask for help