



# Position Description: Clinical Coordinator – Registered Nurse

**PSSC Mission**  
*Supporting people through quality care*

**The Eden Alternative Philosophy®** is an exciting philosophy which sees us working to build an environment where life revolves around close and continuing contact with people of all ages and abilities as well as plants and animals and improves the lives of those we support.

## POSITION PURPOSE AND PRIMARY OBJECTIVES

1. Responsible for ensuring quality care to residents through the provision of leadership and training to staff, and fostering a partnership between carers, residents, their families and whanau.
2. The Clinical Coordinator will deputise for the Nurse/Healthcare Manager as the need arises at the request of the Nurse/Healthcare Manager or General Manager, Services for Older People.

<b>Report to:</b>	Nurse/Healthcare Manager
<b>Location:</b>	The Croft/Strathallan Healthcare/Margaret Wilson Complex/Wallingford Home – Presbyterian Support South Canterbury
<b>Staff Reporting to the Position:</b>	Registered Nurses, Enrolled Nurses, Kaiawhina, Caregivers/Wellness Partners
<b>Functional Relationships:</b>	<ul style="list-style-type: none"> <li>• Clinical Coordinator – The Croft; Stathallan Healthcare; Margaret Wilson Complex; Wallingford Home</li> <li>• Allied Health Team</li> </ul>
<b>Key Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Registered Nurse with current practising certificate.</li> <li>• Previous gerontological experience.</li> <li>• Dementia qualification desirable.</li> </ul>
<b>Approved by:</b>	Carolyn Cooper, Chief Executive Officer
<b>Date written:</b>	September 2025
<b>Agreed to by:</b>	Name: .....  Signature: .....

**Review Period:** *This position is to be reviewed at the Annual Performance Appraisal. The position holder and Manager will meet at the end of the first three months to discuss whether any changes to the current position description are required.*

# Competencies

## 1.0 To Provide a Resident-Focused Environment for Residents, their Family/ Whanāu, and Staff.

### **Performance Expectations:**

Ensure environment enables residents to participate at their own level of functioning.

### **Successfully Demonstrated by:**

- Building caring relationships with residents, families and whanāu across the Homes.
- Open and honest communication with peers, residents, and families.
- Contribution of ideas towards common goal.
- Creating and maintaining a resident driven harmonious atmosphere
- which is aligned with the Eden Alternative Philosophy.
- Exercising courtesy, hospitality and respect in all interactions with residents, family/ whanāu, the community and staff.
- Ensuring staff provide an environment aligned with the Eden Alternative Philosophy.
- Liaise with Activities Coordinators to provide a daily programme that reflects the individual's own interests and as a group.
- Resident and relative surveys will reflect satisfaction.
- Residents will continue freedom of association and relationships. Their cultural, religious and spiritual needs will be facilitated.
- Where appropriate, residents/families will participate in health education relevant to their own health
- Involvement in the health needs of the village residents (in the absence of the Nurse/ Healthcare Manager) (Croft and Strathallan only)
- Providing clinical expertise to staff across the Homes.

### **Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

#### Competency 1.4:

***Promotes an environment that enables client safety, independence, quality of life, and health.***

#### Competency 1.5:

***Practices nursing in a manner which the client determines as being culturally safe.***

#### Competency 2.7:

***Provides health education appropriate to the needs of the client within a nursing framework.***

#### Competency 2.11:

***Promotes a quality practice environment that supports nurses' abilities to provide safe, effective and ethical nursing practice***

#### Competency 3.1:

***Establishes, maintains and concludes therapeutic interpersonal relationships with clients.***

#### Competency 3.2:

***Practices nursing in a negotiated partnership with the client where and when possible.***

## 2.0 Awareness of Advocacy Services and Social Agencies Available.

### ***Performance Expectations:***

Ensure advocacy occurs for all residents at all times.

### ***Successfully Demonstrated by:***

- Working with the Registered Nurses to ensure that Care Plans demonstrate a holistic approach to care. Ensure resident and family/whanāu consultation.
- Promoting awareness and practice of advocacy by self at all times.
- Continuing awareness of legislation that affects advocacy of access to social services (e.g., Privacy Act 1992, Health & Disability Commissioners Act).
- Communicating with management, doctors, physiotherapist, occupational therapist, dietician, pharmacy, podiatrist, chaplain and food services, acting as an advocate for residents as appropriate.
- Ensuring the Registered Nurse liaises with GPs to review residents 3 monthly.
- Managing conflict in a positive manner so that residents will be unaware of the conflict unless they are directly involved.

### **Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

#### Competency 4.1:

***Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care***

#### Competency 4.2:

***Recognises and values the roles and skills of all members of the health care team in the delivery of care***

### 3.0 Ensure accurate documentation from assessment, planning and implementation stages through to evaluation of care.

#### ***Performance Expectations:***

Accurate documentation and implementation of resident needs provided by self.

#### ***Successfully Demonstrated by:***

- Ensuring all stages of care (assessment, planning, implementation, and evaluation) are documented clearly. The rationale for decisions along with consequences and alternative options are explained as appropriate and recorded utilizing the Care Plan and progress notes.
- Ensuring InterRAI's are completed within the timeframes.
- Monitoring Care Plans to ensure currency and an accurate reflection of the level of care and progress of individual residents.
- Monitoring resident information to ensure accuracy.
- Ensuring progress notes are clear, accurate and have an Eden focus.
- Contributing to documentation as necessary.
- Ensuring privacy and confidentiality of information is not breached by self or staff.
- Completing code of care questionnaire every 2 years.
- Reading and signing the confidentiality policy every 2 years.

### **Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

#### Competency 2.2:

***Undertakes a comprehensive and accurate nursing assessment of clients in a variety of settings.***

#### Competency 2.3:

***Ensures documentation is accurate and maintains confidentiality of information.***

#### Competency 2.4:

***Ensures the client has adequate explanation of the effects, consequences, and alternatives of proposed treatment options.***

## 4.0 Effective communication with all residents, families/whanāu, and staff to ensure understanding and clarity of needs.

### ***Performance Expectations:***

Provides leadership and ensures all parties involved are working together and ensuring appropriate care needs are met for residents.

### ***Successfully Demonstrated by:***

- Ensuring self and staff are effectively listening to residents, their families/whānau and achieving a clear understanding of individual needs.
- Ensuring referrals are made to other health care professionals
- Ensuring staff are communicating effectively with each other, both verbally and written, to ensure accurate sharing of information and instructions provided.
- Providing leadership, supervision and guidance for all Registered Nurses and Enrolled Nurses to ensure best practice.
- Promoting a strong team ethic at all times
- Managing the roster to ensure a safe level of staffing and replacing staff who are off sick or on leave.
- Dealing with staffing issues as appropriate with oversight from the Nurse/Healthcare Manager.
- Working within set budget parameters, overseeing purchases such as continence products, medical supplies and pharmacy products etc .

### **Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

#### Competency 1.3

***Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, enrolled nurses, and others.***

#### Competency 2.1:

***Provides planned nursing care to achieve identified outcomes.***

#### Competency 2.6:

***Evaluates client's progress toward expected outcomes in partnership with clients.***

#### Competency 3.3:

***Communicates effectively with clients and members of the healthcare team.***

#### Competency 3.5

***Establishes and maintains effective interpersonal relationships with others, including utilising effective interviewing and counselling skills and establishing rapport and trust***

#### Competency 3.6:

***Communicates effectively with members of the healthcare team, including using a variety of effective communication techniques, employing appropriate language to context and providing adequate time for discussion.***

#### Competency 4.1:

***Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care.***

## 5.0 Provide effective and appropriate support and development for all staff and colleagues.

### ***Performance Expectations:***

- (a) Proactively identifying and initiating training and career development opportunities for staff, ensuring continuous professional development for all staff and self.
- (b) Support and development resulting in a consistently high level of service being offered to residents and their families by all staff
- (c) Demonstrates expert leadership to all staff within the Homes.

### ***Successfully Demonstrated by:***

- Providing daily training and coaching for Caregivers/Wellness Partners, utilising the knowledge and experience of senior and multi-disciplinary staff to assist with development programmes.
- Participating in the Performance Appraisal process. Completing RN/EN and Caregivers/Wellness Partners' performance reviews within expected time frames.
- Recognising the potential of all staff and assisting with the development of skills and goal setting.
- Driving staff development activities and identifying training and development needs for individuals and teams, including self.
- Participating in the orientation of new staff members and monitoring ongoing training and development of all staff.
- Meeting on an established basis with the Nurse/Healthcare Manager.
- Participating in staff meetings and encouraging contributions from others. This includes staff meetings, RN meetings and Professional Development meetings.
- Being flexible and able to accept other roles or carry out other duties as required.
- Participating in regular meetings with key staff.

### **Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

#### Competency 2.8:

***Reflects upon and evaluates with peers and experienced nurses, the effectiveness of nursing care.***

#### Competency 2.9:

***Maintains professional development.***

#### Competency 2.10

***Promotes an environment that contributes to ongoing demonstration and evaluation of competencies***

#### Competency 2.12

***Promotes a practice environment that encourages learning and evidence-based practice.***

#### Competency 2.13

***Participates in professional activities to keep abreast of current trends and issues in nursing***

## 6.0 Maintaining a working knowledge of legislation and requirements for the provision of the service.

**Performance Expectations:**

- (a) Understanding and applying the following legislation: Privacy Act, Health & Safety in Employment Act, Nurses Act, Health & Disability Commissioners Act, Hospital Regulations.
- (b) Understanding and application of Te Tiriti o Waitangi to nursing practice.

**Successfully Demonstrated by:**

Accurate reporting of events and near misses as required in accordance with the Health & Safety at Work Act 2015

- Following up on events and near misses at the Home and providing feedback to the staff involved and Nurse/Healthcare Manager.
- Observing security procedures.
- Taking responsibility for personal health and safety.
- Anticipating any potential risk for residents, visitors, or staff.
- Demonstrating knowledge of different health and socio-economic status of Māori and non-Māori.
- Health & Safety training – Level 1.

**Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

Competency 1.1:

***Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical, and relevant legislative requirements.***

Competency 1.2:

***Demonstrates the ability to apply the principles of the Treaty of Waitangi to nursing practice.***

Competency 1.5:

***Practices nursing in a manner that the client determines as being culturally safe.***

Competency 2.5:

***Acts appropriately to protect oneself and others when faced with unexpected client responses, confrontation, personal threat, or other crisis situations.***

## 7.0 Ensure own compliance with all Presbyterian Support policies.

### ***Performance Expectations:***

- (a) Compliance with all Presbyterian Support policies achieved, including infection control, health and safety, and safe handling.
- (b) Ensuring the provision of a clean and secure home-like environment for residents.
- (c) Ensuring that all equipment used is safely maintained and stored correctly
- (d) Contribution and participation in quality improvement and activities

### **Successfully Demonstrated by:**

- Awareness and understanding of the policy manuals and referring to these policies.
- Full involvement with Quality Projects relating to Aged Care leadership role.
- Having read, and ensured understanding of Presbyterian Support policies.
- Displaying a working knowledge of Presbyterian Support policies and ensuring other staff understand and comply.
- Utilising Presbyterian Support's Event Reporting and Hazard Management system.
- Participating in Senior Nurse Leaders Group
- Participating in quality activities e.g. audits, new procedures,
- Promoting safe manual handling in the workplace providing assistance, direction and support to all staff
- Ensuring equipment is maintained properly.
- Annual training will be completed for:
  - Infection Control
  - Safe manual handling
  - Fire safety
  - Restraint
  - Medication competency
- InterRAI training preferable.
- Syringe driver competencies.
- Basic Life Support (2 yearly)

### **Relevant NCNZ Competencies**

(Registered Nurse Scope of Practice)

#### Competency 4.2:

***Recognises and values the roles and skills of all members of the health care team in the delivery of care.***

#### Competency 4.3:

***Participates in quality improvement activities to monitor and improve standards of nursing.***

***Presbyterian Support South Canterbury is strongly committed to providing services in the spirit of Te Tiriti o Waitangi***