

Position Description

Employment Agreement:	NZNO/DHBs Collective Agreement
Position Title:	TrendCare Coordinator
Service & Directorate:	Operations
Location:	Dunedin
Reports to:	Care Capacity Demand Management Programme Manager
Number of direct reports:	Nil
Date:	February 2019

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
 We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population
 Promote the integration of health services across primary and secondary care services
 Seek the optimum arrangement for the most effective and efficient delivery of health services
 Promote effective care or support for those in need of personal health or disability support services
 Promote the inclusion and participation in society and the independence of people with disabilities
 Reduce health disparities by improving health outcomes for Māori and other population groups
 Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
 Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>To coordinate the maintenance and utilisation of the TrendCare System in order to deliver high quality outcomes for end users and the organisation.</p> <p>The TrendCare Coordinator will take a lead role in providing coordination, facilitation, planning, communication and support for maintenance and enhancement of current systems using a ‘whole of systems approach’, the programme goal being to assist the DHB in attaining optimum patient outcomes by achieving staffing that closely matches the needs of patients for care 24 hours a day, seven days a week.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis; wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Managerial Courage	Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.
Organisational Agility	Knowledge about how organisations work; knows how to get things done both through formal channels and the informal network: understands the origin and reasoning behind key policies; practices, and procedures; understands the cultures of organisations.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Chief Nursing and Midwifery Officer 	<ul style="list-style-type: none"> • Health Union Organisers and Professional Advisors
<ul style="list-style-type: none"> • General Manager Operations 	<ul style="list-style-type: none"> • Other District Health Boards
<ul style="list-style-type: none"> • Directors of Nursing/Midwifery 	<ul style="list-style-type: none"> • Safe Staffing Healthy Workplace Unit
<ul style="list-style-type: none"> • Charge Nurse Managers/Charge Midwife Managers and their associates 	<ul style="list-style-type: none"> • TrendCare personnel
<ul style="list-style-type: none"> • Duty Managers 	
<ul style="list-style-type: none"> • TrendCare Coordinator 	
<ul style="list-style-type: none"> • CCDM Coordinators 	
<ul style="list-style-type: none"> • Southern DHB Wider staff 	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • RN registration with Nursing Council New Zealand • Current annual practicing certificate • Experience in clinical leadership at a senior level 	
Experience	<ul style="list-style-type: none"> • Several years clinical experience across a variety of clinical areas • Extensive experience in and knowledge of the health sector • Strong working knowledge of the validated patient acuity system 	<ul style="list-style-type: none"> • Experience in adult teaching • Quality improvement/change management knowledge or experience • Experience/qualifications in data analysis
Knowledge and Skills	<ul style="list-style-type: none"> • Proficient in Microsoft office applications (word and excel) • Data literacy and numeracy 	
Personal Qualities	<ul style="list-style-type: none"> • Excellent organisational skills • Attention to detail • Excellent time management skills • Superb written and verbal communication skills. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Communication and Quality Service Provision	
	<ul style="list-style-type: none"> • Maintains high user satisfaction for the TrendCare System through consultation with users and provision of business / technical support. • Maintains organisational satisfaction for the TrendCare System through collaboration with business stakeholders. • Engages in effective and professional communication with all users, stakeholders and the TrendCare Systems staff.
Resource Utilisation	
	<ul style="list-style-type: none"> • Supports Nurse / Midwife Managers in using TrendCare to develop efficient and effective nursing / midwifery resource plans. • Monitors acuity and worked hours data and investigates variances from benchmarks. • Provides reports to users, managers and executive, demonstrating efficiency of resource utilisation.
Training	
	<ul style="list-style-type: none"> • Supports managers in understanding the data generated by their department. • Provides advice / recommendations to users, managers and executive to assist in the planning of efficient resource utilisation.

	<ul style="list-style-type: none"> Identifies changing trends and / or anomalous data, analyses and recommends corrective or supportive action.
Data Analysis	
	<ul style="list-style-type: none"> Supports managers in understanding the data generated by their department. Provides advice / recommendations to users, managers and executive to assist in the planning of efficient resource utilisation. Identifies changing trends and / or anomalous data, analyses and recommends corrective or supportive action.
Data Quality	
	<ul style="list-style-type: none"> Coordinates and collates evidence of data quality for all acuity-rating staff / units (Inter-Rater Reliability testing of all staff and Ward Actualisation Audits for all Acuity-Rating Wards). Regularly reviews ward / department maintenance settings with ward / department managers to ensure optimisation of the user interface. Coordinates data quality improvements by identifying and working with TrendCare Systems consultants to develop interfaces to other systems to reduce duplication of data entry.
Project Management	
	<ul style="list-style-type: none"> Consults, prepares and delivers on TrendCare System implementation and / or upgrades including training and demonstration of new features to relevant services. Identifies user issues and errors and liaises with TrendCare Systems support staff to reach resolution. Identifies quality improvement opportunities in consultation with stakeholders and supports associated quality activities.
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> Travel between all Southern DHB sites to enable effective service provision You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Living Southern DHB Values	
Proactively demonstrating Southern DHB values in all aspects of the role.	<ul style="list-style-type: none"> Demonstrates behaviours that we want to see from each other, at our best. Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.

Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date