

Position Description

Clinical Coordinator (Youth Residential)

<p>Our Vision</p> <p>To be a mental health provider of first choice</p>	<p>Our Mission</p> <p>To help people find a place of standing, hope, recovery and wellness</p>
<p>Core Values</p> <p>Faith – to promote God as a pathway to wellness</p> <p>Grace – every person is worthy of another of another opportunity</p> <p>Hope – every person has value, potential and new possibilities</p> <p>Love – being professional and showing respect in relationships</p> <p>Integrity – practise accountability in relationship</p>	

Role, Purpose and Scope of Role

The Clinical Coordinator (CC) role supports their Service manager by providing direction and coordination to the service. They are responsible for, ensuring all facets of clinical care and service delivery contribute to the Tangata Whaiora's (TW) recovery journey and that they experience consistent and professional care.

The CC is available within the service under the direction of the Service Manager to model the delivery of clinically safe and professional care.

The CC role covers three core functioning areas of responsibility: -

1. Clinical Professional Knowledge applied in a clinical context via best practice methods
2. Staff Responsibility for and over site of staffing matters
3. Facility Responsibility for and over site of Building, Grounds, Care/Maintenance tasks

Service Context

Youth Residential

A 24-hour community bed based recovery focused service for young people age 14-18 with serious MH disorder and their families requiring complex and ongoing high support needs related to their activities of daily living. The service maintains primarily short to medium term bed stays however supports one 3-5 day respite bed.

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

Key Relationships

Accountable to

- Service Manager (Residential Adult, Youth)
Communication daily to receive and give advice/feedback around the functional needs of the service

Delegated authorities

Financial – Budget & Expenditure limits

TBA

Human resources

Participate as required, with the SM & HR in the selection, supervision and performance management of staff

Internal Relationships

Interactions within SST	The purpose and frequency of these interactions
Senior Management Group	<ul style="list-style-type: none"> • As required to receive and give advice/feedback around the functional needs of the service
Service Manager	<ul style="list-style-type: none"> • Daily to receive and give advice/feedback around the functional needs of the service
Other Staff	<ul style="list-style-type: none"> • Daily to achieve service targets
Service Users & their Significant Others	<ul style="list-style-type: none"> • As required to assist resolve issues

External Relationships

Interactions outside of SST	The purpose and frequency of these interactions
Other Health Professionals	<ul style="list-style-type: none"> • As required DHB/MSD Service/Case Managers, Allied Health Professionals, other community agency staff e.g. CAF, ROG, Inpatient Services
Relevant Regulatory Agencies	<ul style="list-style-type: none"> • As required e.g. Police, MSD, DHB, ACC, Youth Services
Professional Networks	<ul style="list-style-type: none"> • Participate in networking and collaborative, interagency activities
External Contracts	<ul style="list-style-type: none"> • As required e.g. QualMed, Trades, Trainers
Family / Whanua	<ul style="list-style-type: none"> • To support staff and TW maximise placement and assist resolve issues

Other Duties

Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.

Key Result Areas

1 Model of Care, Policies and Procedure

Key Measurement Criteria		Performance Measure	
1.1	Commitment to working within the framework of Stepping Stone Trust its vision, mission and values	1.1	Demonstrate alignment with vision, mission and values
1.2	Stepping Stone Trust policies & procedures are implemented and adhered to	1.2	Policy and procedures adhered to
1.3	Ensure the practice and routines of facilities reflect the stated model of care	1.3	Adherence to best practice standards are reflected in case management plans and service reports

2 Cultural Safety

Key Measurement Criteria		Performance Measure	
2.1	Commitment to the principles of the Treaty of Waitangi relevant to Stepping Stone Trust	2.1	Demonstrate within the workplace the practical knowledge and application of the principles of the Treaty of Waitangi
2.2	Clients receive care without discrimination on the basis of race, culture, religion, health, sexual orientation or age	2.2	Client feedback, peer feedback

3 Programme Delivery

Key Measurement Criteria		Performance Measure	
3.1	Medication Management Policies & Practices are adhered to	3.1	Incident Reports indicate problems are managed and are reducing
3.2	Provide a day to day home like clinical and environmental activity in the service that supports growing competent independent living skills and achieving social, cultural, recreational and educational goals within the provision of effective structures and routines	3.2	Monthly plan reviews to ensure the developmental needs of connection, belonging, competence, contribution and participation are worked and reported on. Service aesthetic reflects a clean, tidy, functional home where nutrition and hygiene are reflected with daily reporting
3.3	Monitor and respond to incidents as they arise; and assists in progressing these to a suitable outcome.	3.3	Evidence of participation in risk mitigation through established crisis management plans / strategies / contact with CM's & whanau
3.4	In collaboration and discussion with Service Manager participates in monitoring and responding to incidents as they arise; and assists in progressing these to a suitable outcome.	3.4	Service documentation reflects staffs task requirements are completed
3.5	A functional awareness of service access and user needs	3.5	Reflected in service meeting, diary, supervision notes

3.6	Gate keep admission and discharges by managing external enquiries and liaising with appropriate agencies to maximise care, planning and coordination service status, needs, culture, pressures etc. is maintained	3.6	Working with SMHS apply professional knowledge to achieve best placement outcomes for TW, reflected in unit documentation and CMS & staff supervision notes
3.7	Service standards reflect policy and audit requirements	3.7	Service documentation reflects staffs task requirements are completed
3.8	Ensure an awareness of service status, needs, culture, pressures etc. is maintained	3.8	Reflected in service meeting, diary, supervision notes
3.9	Is a backup part of the Duty on Call after day time hour and weekend roster	3.9	Will support the other 3 Residential CC's to cover weekends for 'planned leave' by working the weekend and taking time back either side of the weekend worked

4 Communication

	Key Measurement Criteria		Performance Measure
4.1	Service & CMS recording systems are utilised to ensure time recording, file systems, record keeping standards / systems are current an accurate	4.1	Selected review of systems shows they are being functioned and are current to within 1 month. Evidence all internal audit requirements are complete
4.2	Conflict / resolution processes are facilitated as needed	4.2	Issues are resolved early or if escalated records show efforts made
4.3	Leads by example, works collaboratively with staff providing transparent feedback & supervision, setting a culture of clear communication e.g. re safety, professionalism, team issues	4.3	Staff issues are progressed on the basis of noted feedback within service and supervision records
4.4	Timely and appropriate information is provided across shifts and at changeover / other times	4.4	Reflected in service meeting, diary, supervision notes
4.5	Property maintenance, work place safety (building/food), hazard mgt. issues are resolutely processed in a timely manner	4.5	As for 4.2

5 Leadership			
Key Measurement Criteria		Performance Measure	
5.1	Contributes to leading and maintaining SST's ethos and vision	5.1	Identified in minutes other docs, meetings as playing an active role
5.2	Exhibits, facilitates and supports clinical leadership & decision making within service area, modelling best practice at all time	5.2	Staff, peer feedback & reflected in care standards, clinical notes and staff/TW interactions showing active engagement in decision making – internally and externally
5.3	Supports and facilitates a team culture which is recovery focused and supports best practice	5.3	Team meetings and activities demonstrate culture development e.g. team retreat day, staff orientation
5.4	Lead/model healthy, respectful professional relationships	5.4	Staff and peer feedback reflects positive, affirming relationships

6 Reporting			
Key Measurement Criteria		Performance Measure	
6.1	ICIM is monitored to ensure currency and accuracy	6.1	Selected client reviews within ICIM demonstrate current & accurate recording
6.2	Incident / Accident reports signed off promptly with summary and outcome documentation completed	6.2	Selected review of reports shows they are being actioned and are current to within 1 month
6.3	Complaints to be investigated and signed off	6.3	As per complaints policy
6.4	Service monitoring and auditing requirements are timely completed as requested/required	6.4	Documentation shows an accurate and timely response
6.5	Maintenance issues are accurately reported and followed up in a timely manner	6.5	Documentation shows accurate and timely reports, follow up and resolution
6.6	Facilities recording & management systems are current and effective to meet service needs	6.6	SM review and satisfaction
6.7	With SM, develop, maintain service relevant forms/documents/ICIM boxes, to support service outcomes	6.7	Evidenced within service files, folder and software

7 Team Work

Key Measurement Criteria		Performance Measure	
7.1	Participates fully in the consultative function of the Youth Residential Team	7.1	Contributes regularly and consistently in discussion/meetings – staff meetings, internal/external MDT
7.2	Assists the Youth Residential team in achieving the objectives of the team	7.2	Team objectives achieved, peer review. Developing towards annual Residential service clinical goals
7.3	Provides professional health service advice and input to the Youth Residential Team	7.3	Notes in e-mails, minutes, reports indicating staff supervision and liaison with SMHS

8 Staff / Performance Management

Key Measurement Criteria		Performance Measure	
8.1	Supervise/support their residential team	8.1	Notes in e-mails, minutes, reports, diaries noting input into staff management, direction, support and coaching
8.2	With support from the SM, performance management of staff is timely, documented and follows good process	8.2	Performance issues are addressed early and process/progress is recorded
8.3	With the SM performance appraisals are undertaken annually in a timely manner.	8.3	Performance Appraisals are completed on personal file annually
8.4	With the SM, support processes for staff replacement / recruitment, using HR for Advice, support, documentation	8.4	Notes in e-mails, recruitment reports, interviews, contracts etc.
8.5	Monitor team rosters, leave and payroll needs, using the SM/Payroll/HR staff for advice, support as needed	8.5	Payroll review covering timesheets, leave requests etc. As needed, approve by 12.00 p.m. Tuesday of pay week
8.6	Plan completion of core organisational training for staff e.g. Medications, 1 st Aid, Calming De-Escalation etc.	8.6	Staff training records are signed off and correlate with HR records

9 Professional Development

Key Measurement Criteria		Performance Measure	
9.1	Identifies professional development needs and training opportunities in consultation with the Service Manager	9.1	Evidenced in participation in training and development, training records
9.2	Undertakes regular supervision as per SST policy	9.2	Supervision reports
9.3	Completes PD sufficient to remain professionally accredited	9.3	Professional registration is maintained

10 Quality Standards

Key Measurement Criteria		Performance Measure	
10.1	Know and practice OSH policy	10.1	Implements OSH Policy e.g. hazards noted, team represented at OSH meetings
10.2	Facilitate fire drills and civil defence emergency procedures	10.2	Fire drills occur 3 mthly. Check and note CD resources 6 mthly
10.3	Adhere to accident/incident reporting system	10.3	Accident/Incidents are reported
10.4	Uses all equipment correctly, and with proper care and attention, observing education and instruction given	10.4	Staff use equipment correctly
10.5	Know and practice relevant work place quality standards subject to Audit	10.5	Service adherence to functional quality stands is positively reflected in internal and external audits
10.6	Infection control and medications systems are modelled competently	10.6	Competent Infection control and medications process are reflected in

11 Service Specific KPI's

Key Measurement Criteria		Performance Measure	
11.1	Contract Adherence	11.1	Bed Capacity running at min. 85%
11.2	Finance Management	11.2	Minimum monthly consults with SM to ensure service is within budget
11.3	People Management	11.3	Participate in staff performance management via meetings, notes, plans, outcomes, reviews etc.
11.4	Clinical Management	11.4	TW receive a quality service shown through reduced complaints, incidents and improved audit compliance
11.5	Facilities Management	11.5	Facilities recording & management systems are current and effective to meet service needs
11.6	Quality & Risk Management	11.6	Standards audits are routinely carried out & remedies / outcomes are implemented toward 100% compliance

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Client's homes	Community
Hospital	Offices of Specialist Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Mechanical handling Stacking and storage Transportation (car etc) Confined space / working at heights Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise Vibrating platforms	Insects Bacteria / Virus Animals (e.g. Dogs, Rats)	Extremes of heat or cold Hot substances / products Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and / or fatigue)
	Chemicals and other substances Mist Dust Dangerous Goods	Periods of significantly increased intensity or duration of workload Organisational demands of work (e.g. 24 hour availability) Tight deadlines Provision of support to others during peak periods Shift work
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
Lighting levels	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes
ERGONOMIC	RADIATION	
Manual handling Work station set-up	Microwave Infra –red, ultraviolet	

*Those in **bold** represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Sedentary – sitting	F	Stooping	O	Lifting / manual handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	F	Reaching	O	Hearing	F
Standing	O	Repetitive hand motions	R	Fine finger motions	F
Walking	F	Pushing	O	Driving	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

Close vision	Distance vision	Colour vision
Ability to focus	VDU	No special vision requirements

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Clinical Coordinator (Youth Residential) at today's date.

Manager's Name:

Manager's Signature:

Date:

Employee's Name: (Insert Employee's full name)

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and Human Resources.

Person Specification

Clinical Coordinator (Youth Residential)

Education and Qualifications

You will be a health practitioner with a relevant graduate (L7) clinical qualification and professional registration under the HPCA Act/SWRB Act (Social Work, Nurse, OT). Ideally you will also hold, be engaged in or agree to begin PG study for, a relevant (MH) post graduate qualification.

Technical or Professional Knowledge, Skills and Experience

Clinical Social Services	<ul style="list-style-type: none"> • At least 3 years' experience working clinically across a range of youth services • Have an applied knowledge of Youth Development & Youth Health concepts / issues • Experience, knowledge and utility of networking in the youth and community contexts • Proven skills in client engagement, planning and implementation
Staff Oversight	<ul style="list-style-type: none"> • Demonstrates professional and pastoral support for staff • Has ability to plan work programmes for staff • Shows ability to motivate and inspire a team to higher level of performance and best practice
IT and Internet systems	<ul style="list-style-type: none"> • Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel, Power Point), E-mail, and exposure/awareness to Case Management systems, with the ability to support staff in these applications • Confident using the Internet and web tools
Administration	<ul style="list-style-type: none"> • Ability to co-ordinate administrative functions to ensure timely reporting • Demonstrates short, medium and long term service planning capability, with managed follow up processes • Demonstrates understanding of administrative systems that ensure clinical processes are well supported • Demonstrates ability to develop and maintain quality care and reporting systems

General Competencies (behaviours) and attributes

<p>Alignment to Core Values</p>	<ul style="list-style-type: none"> • Personal alignment to the vision, mission and core values of SST reflected through a personal faith journey • Ability to promote a work culture based on Christian values & encourage where appropriate the Christian faith journey of all staff & service users
<p>Teamwork</p>	<ul style="list-style-type: none"> • Leads by example healthy team relationships that positively influence client and organisational culture; especially conflict management; personality differences and the importance of positive relationships to achieve outcomes • Aligns with team's values and composition; aware of own strengths and how they affect others in the team • Works collaboratively • Can delegate tasks & maintain responsibility for the final result • Demonstrates professional & pastoral support for staff
<p>Work Progress</p>	<ul style="list-style-type: none"> • Excellent time management & ability to self-direct, manage & set priorities • Can implement own & others ideas • Committed to Quality Improvement
<p>Communication</p>	<ul style="list-style-type: none"> • Develops rapport easily; addresses issues positively; competent in verbal and written communication • Able to discuss strategic & sensitive issues • Shares Knowledge • Communication - strategically uses communication to produce enthusiasm & foster an atmosphere of open exchange & support • Excellent & accurate numeric, written & oral communication
<p>Adaptability</p>	<ul style="list-style-type: none"> • Is aware of changes in service delivery needs from funder & adjusts strategies to reach a result • Has a professionally developed intuition around clients, their needs & life context • Problem solver – assesses situations, decides on a course of action & implements this
<p>Personality</p>	<ul style="list-style-type: none"> • Attitude – Compassionate & Caring / Honest / Optimistic / Professional / Resilient / Flexible • Tact / Discretion / Confidentiality • Excellent ability to problem solve. • Good health and fitness • Sense of humour • Teachable – desire to learn & apply best practice