

Position Description

Position:	Long Term Conditions Community Nurse
Location:	Dunedin/Invercargill
FTE	1.0

Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 290,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

Position Purpose

Clinical facilitation to ensure enhanced management of long term conditions in primary care across the Southern region.

- Facilitate general practice teams to deliver care utilising a train-the-trainer model to address workforce development. Where a general practice is small and has no ability to build capacity, the Long Term Conditions Community Nurse (LTCCN) will be required to manage a small clinical caseload within that practice.
- Contribute to building capacity in general practice and other primary health care providers for long term conditions-related health promotion initiatives specifically initiating health promotion activities with a focus on the prevention, early detection and patient self-management of diabetes, respiratory and cardiovascular disease.
- Promote appropriate referral of patients to specialised services and education classes through clearly articulated pathways and guidelines.
- Support General Practice with the implementation and ongoing management of the Client Lead Integrated Care (CLIC) Programme.
- Work with education providers to deliver a Long Term Conditions education for primary health care nurses and on occasion general practitioners.

Position Description

Facilitate interventions to improve long term conditions management across the Southern region, which requires general practice to adopt a 'whole team approach'.

- Initiate appropriate therapy interventions where necessary and build general practice capability, capacity and confidence in long term conditions management.
- Support Practice Nurses, Nurse Practitioners and General Practitioners, starting patients with Type 2 diabetes on insulin by acting as an expert nursing adviser and resource to primary care teams and be available for telephone contact relating to patients started on insulin.
- Ensure all interventions are delivered collaboratively with the general practice team in a manner designed to up skill, involve and educate the team.
- Ensure all interventions are underpinned by current evidence and best practice (and once developed, SDHB Clinical Pathways) and if required, assist in the development of clinical care pathways which all contribute to achieving better patient-centred management of diabetes.
- Maintain effective professional support and collegiality with SDHB Secondary Long Term Conditions team. The LTCCN will spend time on a regular basis working with the secondary team to maintain and augment personal clinical skills.
- Ensure all services delivered are documented.

Establish collaborative working partnerships to ensure improved long term conditions management across the Southern region.

- Provide an effective link between general practice teams, pharmacy, district nursing, podiatrists, dieticians, SDHB Secondary team, NGOs and people with long term conditions;
- Develop relationships with primary health care stakeholders and wider health-determining organisations to support the development of programmes to improve long term conditions management;
- To work in a Multi-disciplinary team to support general practices to identify and support patients with complex long term conditions, patients on high numbers of medications and other criteria matching performance targets to improve patient outcomes
- Utilise community networks to build relationships with clients and facilitate engagement with General Practice teams and other primary health care providers
- Work to engage the population in health screening practices, deliver health promoting messages and facilitate health education
- To partner with various healthcare providers, social agencies and community groups to ensure clients have access to timely services and referrals
- Aim to empower clients so that they can manage their own health where possible and make informed decisions regarding this.
- Provide education on lifestyle/socioeconomic factors that influence the health outcomes for clients/family/whanau.

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Relationships

Reports to: Director of Nursing

Internal Relationships: Clinical Services Manager
Long Term Conditions Team
Practice Network Team
Outreach Nursing Team
Health Promotion Team
Workforce Development Advisor
All other WellSouth staff

External Relationships: Consumers
Consumer's family/whanau and/or immediate social support person
primary care providers
Maori and Pacific primary care providers
NGOs
Government and non government agencies
Public Health South
Southern DHB staff and services

Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	PERFORMANCE INDICATORS
Communication	<ul style="list-style-type: none">• Takes responsibility for establishing rapport & trust with client.• Ensures that information is presented in an appropriate & meaningful manner.• Responds appropriately to client's questions, requests & problems.

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	<ul style="list-style-type: none"> • Communicates in a manner that is empowering to the client. • Practises nursing in a negotiated partnership with the client when possible. • Nurses in a manner that respects the boundaries of a professional relationship. • Communicates effectively in exceptional circumstances • Demonstrates verbal & nonverbal skills in clarification, reflection, affirmation & eliciting within a therapeutic partnership.
Cultural Safety	<ul style="list-style-type: none"> • Recognises & honours cultural safety as an affirmation of the Treaty of Waitangi. • Applies principles of cultural safety to own nursing practice • Advises and advocates on cultural issues. • Respects client's identity & right to personal beliefs, values & goals. • Assists client to gain access to appropriate resources, for support, representation, needs & preferences of culture. • Consults with members of other groups as requested & approved by client. • Facilitates access to relevant systems, services & resources. • Recognises own beliefs, values and prejudices. • Acknowledges when ability to provide care is limited by own personal attributes & takes appropriate action to ensure client safety & care.
Clinical Competency	<ul style="list-style-type: none"> • Makes nursing judgements based on current nursing knowledge, research & reflective practice. • Uses reflection to analyse & clarify direction for ongoing nursing practice. • Responds to challenging situations & learns from nursing practice through reflection in decision making & problem solving. • Examines nursing situations, identifies & strategises effective nursing care. • Raises questions in the appropriate nursing forum. • Initiates & enters into discussion about innovation in client care.
Clinical Service Delivery	<ul style="list-style-type: none"> • Assesses & provides individualised nursing care based on appropriate knowledge research & reflective practice.

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	<ul style="list-style-type: none"> • Uses professional judgement including assessment skills, to assess the client's health status and to plan care and/or to refer client to other health professionals. • Prioritise nursing actions to ensure safe & effective nursing care. • Recognise own limitations & seeks assistance as necessary. • Formal referrals to external agencies are made to coordinate care for identified individuals and families. • Coordinates clinical care for identified individuals and families. • Communicates with families or carers regarding formal referrals from the primary to secondary sector, and coordinates and case manages transfer of client's care. • Forms part of the wider primary care health team by working closely with the provider arm, General Practice Teams and other health and social agencies • Identifies at risk client groups from the community and develops early intervention strategies including screening, assessment, and interventions with identified illness (e.g. mothers with young children). • Support the development of General Practice teams competence in the performance programme and improve on indicators • Work with Māori health providers and wider relevant organisations to develop and strengthen referral and communication
Health Education	<ul style="list-style-type: none"> • Recognises the potential for health teaching in nursing interventions. • Appropriately identify and use critical incident issues as an opportunity for staff development. • Provide an advisory and resource role to General Practice teams and other primary health care providers • Selects and implements health promotion programmes to meet identified client need. • Uses informal & formal methods of teaching appropriate to the individual or group abilities. • Evaluates client learning & understanding about health practices. • Recognises own limitations & determines appropriate person to deliver health education sessions.

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<p>Maintain good communication & interpersonal relationships within the primary health sector & Southern District Health Board</p>	<ul style="list-style-type: none"> • Collaborates and communicates within the multi-disciplinary team and provides best evidenced nursing knowledge to coordinate and negotiate care, working across health care settings to achieve best health outcomes. • Provides liaison and consultancy within general practices regarding shared patients, utilising allied health providers and community groups as appropriate. • Work alongside the General Practice teams to strengthen WellSouth's relationship with the sector • Works within the expectations and standards for communication with other services, clients and families, including legislative requirements.
<p>Professional & Personal Development</p>	<ul style="list-style-type: none"> • Support the Management Team to identify, develop and implement PHO wide initiatives to improve access to clinical programmes. • Contributes to the development of integrated, appropriate and advancing service delivery across the primary/secondary continuum care, through collaborative work within WellSouth, general practice teams, and Iwi health care providers. • Commences or continues postgraduate study in relevant clinical areas. • Undertakes leadership roles such as mentor, coach, or educator within the primary health provider sector as necessary. • Participates in annual performance review and processes to identify ongoing professional development requirements. • Monitors national and international trends in the areas of clinical and professional practice.
<p>Information Management</p>	<ul style="list-style-type: none"> • Maintain up-to-date consumer records and adhere to administrative requirements of the service/s. • Accurately and promptly document appropriate nursing information/intervention and clearly communicate this to the other team members. • Collaborates & consults with, and provides accurate information to client, client's family and other health professionals about the plan of care, interventions and/or medications.

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	<ul style="list-style-type: none"> Ensures statistical and other clinical activities are kept according to service requirements, and returns forwarded punctually, including meeting expectations arising from the reporting requirements.
Customer Satisfaction	<ul style="list-style-type: none"> Participates in programmes to seek and update information on consumer and community needs and expectations. Ensures consumer needs are constantly reviewed and recommend modifications to service delivery in accordance with the feedback received.
Quality Improvement	<ul style="list-style-type: none"> Works and actively participates in the WellSouth Quality Improvement programmes, providing a vehicle and focus for continuing quality enhancement and excellence in practice and undertake quality improvement audits as required Practices nursing in a manner that reflects organisational goals & policies. Identifies professional nursing networks & support systems. Practises nursing in a manner that meets relevant codes & standards. Identifies evidence which contributes to an evaluation of the quality of nursing practice & service delivery. Communicates accurate information within stated time-frames to appropriate areas.
Actively uphold WellSouth's philosophy, policies & procedures	<ul style="list-style-type: none"> Complies with legislation that impact on nursing practice within the specific health care setting. Ensures all policies, procedures and standards of practice of WellSouth, relevant Acts, Regulations and Employment Contracts and statutory obligations are adhered to, within the principles of Equal Employment Opportunity and the Treaty of Waitangi.
<ul style="list-style-type: none"> Health and Safety 	<ul style="list-style-type: none"> Observes the practices of safe work methods as set out in the WellSouth PHN's Health and Safety manual. Ensures appropriate reporting of hazards and unsafe events.
<ul style="list-style-type: none"> Any other duties as reasonably required 	

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Person Specification

	Essential	Desirable
Treaty of Waitangi Responsiveness (cultural safety)	<ul style="list-style-type: none"> ▪ Have an understanding of the Treaty of Waitangi ▪ Work and complete duties in a culturally appropriate manner 	
Qualifications (eg, tertiary, professional)	<ul style="list-style-type: none"> • Registered Nurse • Possesses a current Practising Certificate. • Possesses a current driver's licence. 	<ul style="list-style-type: none"> • Preferably holds a post graduate qualification and working towards a Masters degree/Nurse Practitioner status.
Professional Experience	<ul style="list-style-type: none"> • Minimum of 3-4 years recent relevant primary care experience 	
Business / Technical Skills (e.g., computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> • High standard of professional practice. • Has an ability to work closely with others to achieve professional and service goals. • Is able to work autonomously and as a member of a team. • Recognises and addresses cultural differences. • Ability to educate others informally (e.g. families), and formally (e.g. students). • Demonstrated commitment to ongoing professional development. • High degree of initiative and motivation. • Good organisational and interpersonal skills. • Ability to communicate effectively, orally and in writing. • Ability to make difficult decisions under pressure. • Is resilient under stress and have strategies for dealing effectively with stress. • Computer skills preferably with knowledge of Medtech and other Patient Management Systems • Ability to establish and maintain key linkages within the community • Energetic and motivated, demonstrating flair and initiative 	