

POSITION DESCRIPTION

Position Title:	CLINICAL MANAGER
Reporting To:	Chief Executive Officer
Position Size:	Full Time (40 hours per week)
Other Functional Relationships:	Medical Director Multidisciplinary Hospice Clinical Team Service Development Officer Support Services Co-ordinator Administration staff Promotions Officer All hospice staff and volunteers Regional hospital services & allied health professionals Local palliative care services/groups District Nursing services Aged Residential Care Facilities
Key Teams:	<p>Leadership team – CEO, Medical Director & Clinical Manager</p> <p>Direct Reports – Nursing Team Leader, Allied Health Team Leader, Service Development Officer, House Manager</p> <p>Service Development Committee – CEO, Medical Director, Clinical Manager, Service Development Officer & Support Services Coordinator</p> <p>Clinical Team – Community Nurses, Inpatient Unit, Medical Team, Patient & Family Support, Palliative Care Education Team</p>

Purpose of the Position:

To provide leadership to all clinical staff of Hospice Southland that enables compassionate service that reflects the philosophy, organisational and regional culture in keeping with the core values of quality palliative care.

Ensure that clinical team meet the expected standards of evidence based practice for their respective professional perspective and support inter professional collaborative practice.

Primary Objectives:

- To provide leadership and professional advisory services to the clinical staff within Hospice Southland.
- Ensure the establishment and maintenance of the highest clinical standards across the services provided by Hospice Southland.
- The ongoing development of an organisational culture wherein participation and leadership in safety and quality improvement are resourced, supported, recognised and rewarded.
- Hold accountable all staff involved in monitoring and improving care and services.
- Lead an inter professional collaborative practice approach developed to endorse and promote a climate of safety and quality that does not blame, but rather seeks to solve problems.

Treaty of Waitangi

Hospice Southland acknowledges the Treaty of Waitangi as foundation document of New Zealand. In recognising the three principles of the Treaty – Partnership, Protection and Participation, we will deliver our services at all levels of the organisation within the spirit of the Treaty.

Hospice Southland Values

Grateful	We embrace the privilege to make a difference every day thanks to our communities support.
Collaborative	Together everyone achieves more.
Passionate	We are driven to improve and grow our knowledge and expertise every day.
Encouraging	We inspire others to take action in support of our cause.
Respectful	We appreciate and seek to understand other's point of view to grow our understanding.

Areas	Key Tasks
Clinical	
	<ul style="list-style-type: none"> • To ensure, in conjunction with the Medical Director the development and promotion of a comprehensive holistic palliative care services for the people of Southland in both inpatient and community settings. • Ensure there is a multi-disciplinary, coordinated care approach to holistic assessment planning and delivery of person centred care. • Ensure all clinical staff practice within their professional standards, code of conduct, professional ethics and scope of practice and provide culturally appropriate care at all times. • To ensure, in conjunction with the Medical Director, the availability of on-call medical and clinical services 24 hours a day, 7 days a week. • Ensure the Clinical team has the resources and support to care for people in the setting of their choice. • As required provide coaching, mentoring, teaching, and supervision to members of the team and act as a resource person. • Provide leadership and support to the Clinical team leaders – Nursing, Allied Health, and Service Development. • Provide clinical oversight of Registered and Enrolled Nurses in support of Nursing Team Leader. • To hold the position of Manager (Licensee) for the Hospice Palliative Care services registered with the Ministry of Health and within the definition in Section 135 the Hospitals Act 1957 (amended by section 10 (1) of Hospitals Amendment Act 1976). • Establish and maintain professional and clinical relationships with health professionals and agencies within the Southland and Wakatipu basin area. • Encourage health professional responsibilities under the HPCA. Ensuring practicing certificates are current for all staff. • Apply critical reasoning and professional judgement to palliative care practice.

Areas	Key Tasks
Service Planning and Delivery	
	<ul style="list-style-type: none"> • Provide a strong focus and leadership in the ongoing development of the clinical team as part of a specialist palliative care service and in line with the clinical governance model. • Ensure Service delivery continues to evolve in line with the Strategic Plan, the Annual Plan, and development of a world class palliative care service. • Continually identify and evaluate systems within the clinical team in order to maximise the efficacy and value of clinical services and to minimise inefficiencies and resultant costs of service delivery. • Ensure that there is ongoing evaluation, review and regular reporting to the Chief Executive Officer around the issues related to service delivery and planning in the clinical team. • Actively contribute to strategic and operational planning of the organisation, participating in the establishment and review of the following important documents for Hospice Southland: <ul style="list-style-type: none"> • Five year Strategic Plan • The Annual Operational Plan • Hospice Southland Charitable Trust Annual Report. • Regularly review the services provided by the administration staff to ensure they are relevant, effective and efficient. • Improve community awareness of the hospice palliative care service by engaging with community and health groups throughout the region.
Areas	
Key Tasks	
Financial Management	
Group Financial Performance	<ul style="list-style-type: none"> • Efficient management and use of allocated resources, financial, assets or others is expected – expenditure within budget is essential from all leadership positions in the organisation. • On an annual basis assist the CEO to prepare an operational business plan and budget, including capital expenditure items for the clinical team to be approved by the Board of Trustees. Each month review the clinical team expenditure against the operational budget set and report the variances in expenditure levels and forward to the Chief Executive Officer.
Payroll	<ul style="list-style-type: none"> • On a fortnightly basis, undertake and oversee the internal audit the draft pay sheet to confirm accuracy and to finalise the payroll before payment.

Areas	Key Tasks
Leadership and Management	
	<ul style="list-style-type: none"> • Act as the line manager for the leaders in the Clinical Team and their direct reports – <ul style="list-style-type: none"> • Nursing Team Leader • Allied Health Team Leader • Service Development Officer • Medical Team (when Medical Director unavailable) • Palliative Education Team • House Manager <p>representing and advocating for their needs at the Leadership Team level and at a governance level.</p> <ul style="list-style-type: none"> • Encourage and support the development of self-managing clinical teams. • In consultation with the Chief Executive Officer, the Service Development Officer and members of the Leadership Group, actively participate in the review and preparation of Hospice Personnel policies, procedures. • In conjunction with the Leadership Team be responsible for the recruitment of suitably qualified staff within the clinical team, adhering to Hospice Southland recruitment procedures. • Ensure new staff undergo a comprehensive orientation programme and receive the training necessary for effective performance of their responsibilities. • Manage the performance of staff and volunteers in line with the performance management philosophy and policy of Hospice Southland. • A sense of cohesion and collaborative teamwork is maintained across the clinical group with effective working between health professionals, support staff and volunteers for the benefits of the patients and their families. • Participate in the After Hours Duty Manager schedule. This position provides back up and support to the clinical and hospitality functions of the Hospice that operate 24 hours a day, 7 days a week. • Develop and maintain a bi-cultural perspective, which recognises the principles of the Treaty of Waitangi. • Provide ongoing training and education opportunities for all clinical staff in conjunction with the Hospice Southland In-service Education Coordinator. • Professionally and efficiently manage the process by which a staff exit the organisation according to the organisation's policies and procedures, ensuring appropriate recognition of their commitment.
Communication	
<i>Internal</i>	<ul style="list-style-type: none"> • Communicate effectively and efficiently at all levels of the organisation, from governance at the Board of Trustees level through to operationally with all staff and volunteers.

<i>External</i>	<ul style="list-style-type: none"> • Establish and maintain open and constructive communication with key individuals and stakeholders throughout the region and national organisations outside of Hospice Southland. • As required provide formal presentations to community groups and organisations on the wide variety of topics related to Hospice Southland and Palliative Care.
Service Development & Risk Management	
	<ul style="list-style-type: none"> • Actively participate in service development initiatives, working parties and audits, recognising the policy and principles of continuous quality improvement through all activities of the organisation at all levels. • Actively contribute as a member of the Service Development Committee to the review and development of policies and procedures related to the delivery of hospice palliative care services on an ongoing basis. • Ensure that all incidents and reportable events are managed according to the organisation's policy and procedures, and regularly attend and contribute to the reportable events review meetings. • Hospice Southland's status in the Certification Audit with the Ministry of Health is maintained and regained through each successive audit cycle. • Develop a research culture within the service.
Areas	Key Tasks
Health & Safety in the Workplace	
	<ul style="list-style-type: none"> • Ensure that staff are aware of their responsibilities in relation to the Health and Safety in Employment Act 1992 and its amendments, including but not limited to, emergency procedures and known hazards. • Identify a staff representative for the Clinical Team for the organisation wide Health and Safety Committee. • Ensure all staff are undertaking regular and ongoing clinical supervision as part of the Organisation's policy and response to the known hazards in the Hospice Palliative Care work environment. • Observe and practice safe work methods using safety equipment where provided, and report unsafe working conditions or equipment to the Chief Executive Officer or Health & Safety Officer.

Project Management and Other Duties	
	<ul style="list-style-type: none"> • Manage and/or participate in special projects as requested by Chief Executive Officer, Board of Trustees, or as outlined in the organisation's current annual operational and/or strategic plan. • Prepare board submission papers and reports for special projects, including costings, in relation to projects being undertaken. • As directed by the Chief Executive Officer, perform other duties that may be reasonably required from time to time.
Professional & Personal Development	
Maintain an awareness of own health needs and communicate these with the Chief Executive Officer as the line manager for this role	<ul style="list-style-type: none"> • Be aware of own workload pressures, own unique responses to stress and maintain a strategy for effective personal management of the same. • Undertake monthly clinical supervision in line with the Hospice Southland policy. • Professional accountability maintained by practice in accordance with relevant legislation and professional standards. • Identify opportunities to further develop skills and areas of expertise related to the position held within Hospice Southland. • In line with policy, participate in the provision of in-service education to staff groups in regard to areas of skill expertise and/or interest.

PERSON SPECIFICATION

Position Title: CLINICAL MANAGER

The appointee to this position will meet all or most of the following criteria

EXPERIENCE:

Essential Criteria-

- Significant experience in the management of administration and clinical management of a multi-disciplinary team.
- Experience in the budgeting and operational planning, monitoring and review processes.
- The appointee will have experience as a nurse in a palliative care and/or medical surgical, oncology, aged care setting.
- Experienced leadership with proven ability to inspire, motivate and develop others.
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Desirable Criteria -

- Some experience in strategic planning, risk management and change management would be desirable.
- Experience in the management of a health service at a senior level.

EDUCATIONAL:

Essential Criteria-

- The appointee must be a NZ State Registered Nurse RCpN, RGON or RGN (New Zealand recognized equivalent) and hold a current practising certificate.
- Additionally hold a post-graduate qualification in Palliative Care Nursing or be working towards the same, continuing to attend relevant training courses.
- Be competent operating a personal computer and have sound working knowledge of the Microsoft software suite. An ability to master dedicated software such as the computerised Patient Management System utilised within Hospice Southland.

Desirable Criteria –

- Completion or be working towards the attainment of management and/or leadership qualifications such as, but not limited to the NZIM Diploma in Management.

PERSONAL ATTRIBUTES:

- Has advanced learning and contemporary knowledge in the area of hospice palliative care.
- Exhibit a personal style of management that reflects a strong awareness of personal strengths and limitations. Sensitivity to individual and cultural differences.
- Well-developed advocacy skills in respect of patients/family members and staff alike and be able to identify and manage ethically the inherent conflicts of interest and need that will arise.
- Ability to effectively delegate to other staff, and colleagues.
- Ability to work autonomously and collaboratively within the Hospice Leadership Group and the wider organisation.
- Excellent change management skills and ability to lead others through change.

- Prepared to work in the spirit of the Hospice philosophy where so many people give freely of their time – demonstrates a willingness to contribute on a voluntary basis to the mission and vision of Hospice Southland.
- A healthy sense of humour and fun.