

Allied Health Role Description

Position:	Pathway Coordinator, Child Development Service (CDS) <i>Grade 2</i>
Responsible to:	Team Leader, CDS
Location(s):	Puketiro Centre
Professional accountability to:	Professional Leader (as per allied health qualification held)

Capital & Coast DHB Vision:	Better Health and Independence for People, Families and Communities.
Capital & Coast DHB Mission:	Together, Improve the Health and Independence of the People of the District.
Capital & Coast DHB Values:	Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency.

Context

Capital and Coast DHB

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Health Centre.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

Role Perspective

Overall summary of role

The Pathway Coordinator is responsible for oversight and coordination of the CDS client pathway. This includes clinical triage of referrals received and resource management and planning to ensure best results for clients and service. A key function is liaison with internal and external referrers and community networks. The Pathway Coordinator will participate and at times lead service development initiatives and provide support to the team leader around operational and leadership tasks.

Service description

The Child Development Service (CDS) is a multidisciplinary team providing specialist developmental assessment, diagnosis and intervention for children with disabilities and/or developmental delays. The team works within a transdisciplinary model, using a holistic approach to enable children to reach their maximum potential within their families and extended environment.

The team is comprised of the following disciplines: Speech-language therapists, visiting neurodevelopmental therapists, occupational therapists, physiotherapists, clinical psychologists, developmental paediatricians, social worker, pathway coordinator and ASD coordinator. We have a small team of support staff to assist the work undertaken.

Wherever possible the disciplines work closely with each other to provide integrated care for the children and families we see. The team has strong relationships with other areas of the District Health Board, including Children's Health Service and the Allied Health Therapies teams. Team members also work collaboratively and liaise with colleagues in the Education sector and other agencies where necessary.

Funding for the team is from Disability Support via the Ministry of Health and ACC contracts for assessment and treatment for children with serious injuries.

CDS operates over three sites (Ewart, Kenepuru and Puketiro) with clinics also offered in Kapiti. All clinicians must be able to work over all three sites if requested to do so.

Clinical specialty/area

The pathway coordinator will work as part of the CDS multidisciplinary team, to oversee and coordinate the clinical pathway for the child development service. The coordinator may also provide direct clinical care, appropriate to their professional discipline, as required for the needs of the service. This role will include service development and quality initiatives / project work in line with the clinical direction of the service.

Clinical skills

The pathway coordinator will require a broad range of clinical knowledge and skills to safely and effectively assess referral needs and schedule intervention within a community outpatient setting. In order to support sound clinical reasoning and decision making regarding access to services within a multidisciplinary environment, they will

have comprehensive knowledge and experience of child development, including neurodevelopmental norms and ages and stages of development. They will be skilled at communicating with, supporting and educating family/whanau/caregivers as well as professionals from a wide range of health, education and other organisations.

Demographics

CDS works across a highly varied region in regard to demographics. The Pathway Coordinator will experience working with people from a wide range of cultures and from a spectrum of high to low deprivation and need. CDS works at all times to be culturally responsive and to meet the expectations of the Treaty of Waitangi within our work.

Purpose of the role

The **coordinator** provides support to the line manager by taking on delegated leadership and operational tasks for the team. This role may also be required to provide direct clinical care, as appropriate to the needs of the service area. This role may have some delegated staff management tasks, though does not have budgetary responsibility.

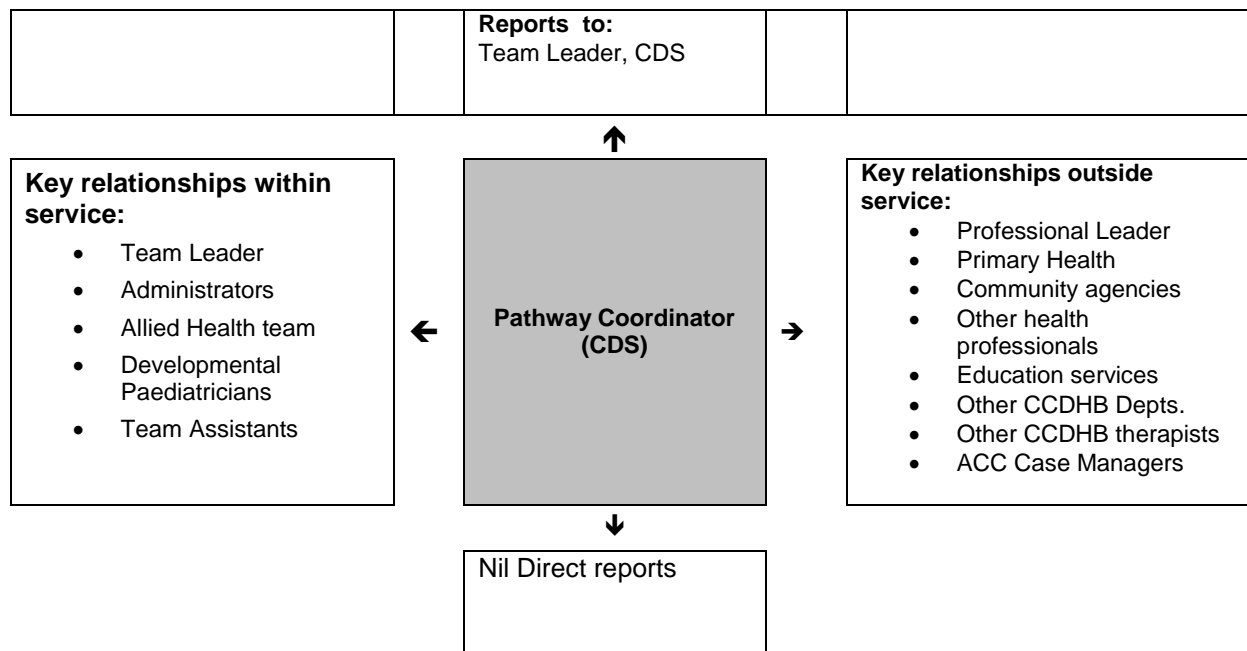
Key Accountabilities

Key Accountability	Deliverables / Outcomes
Leadership & Management	<p>Provides day to day clinical leadership and coordination of referrals into CDS. This includes effective and equitable allocation of resources, referral management and provision of clinical advice, support and guidance to others.</p> <p>Works in partnership with referrers to clearly communicate the role of the team/service and set expectations and boundaries from first referral.</p> <p>Completes tasks as delegated by their line manager to contribute to processes such as recruitment & induction, staff performance reviews, performance management, clinical assurance and complaint management.</p> <p>Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients.</p> <p>Directs and delegates day to day deployment of staff as required in the role, ensuring that delegated tasks, documentation and communication are carried out.</p> <p>Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required.</p> <p>Carries out or support others with assessment and management of risks for example, clinical, financial, reputational etc.</p> <p>Demonstrates negotiation and conflict management skills within the workplace.</p>

Key Accountability	Deliverables / Outcomes
	<p>Provides reports to managers in relation to team/service area.</p> <p>Fosters and develops an environment of team work with positive working relationships and dynamics.</p> <p>Applies an understanding of local, sub-regional, regional and national context in relation to provision of health and social care and the impact on service provision.</p>
Clinical Practice	<p>Where the role has a clinical component, be able to demonstrate practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater. See Appendix</p> <p>Assists clinical staff to plan patient/client flow and optimise case load management to match capacity with demand.</p> <p>Demonstrates provision of and supports others with culturally safe / bicultural practice with patients / clients and their whānau.</p> <p>Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for patients/clients and/or whānau.</p> <p>Completes documentation consistent with legal and organisational requirements.</p>
Teaching & Learning	<p>Maintains competency to practice through identification of learning needs and continuing professional development activities. This should comply with professional body requirements.</p> <p>Leads and fosters a learning environment for staff including teaching process and quality improvement</p> <p>Promotes awareness of current developments in the service area.</p> <p>Develops clinical and leadership skills of others by supporting and providing learning opportunities.</p> <p>Completes core training as applicable for the role.</p> <p>Participates in an annual performance review and associated clinical assurance activities.</p> <p>Contributes to the training needs analysis for the team / service / profession.</p> <p>Participates in professional supervision in line with the organisations requirements and/or professional body.</p>

Key Accountability	Deliverables / Outcomes
	Provides mentoring and clinical support and / or professional supervision.
Service Improvement and Research	<p>Promotes professional practice that is based on best practice and research that supports organisational strategic aims.</p> <p>Takes the lead responsibility for local audit and research projects as required.</p> <p>Takes the lead on development of quality improvement activities for service delivery. This may include referral pathways, care pathways / treatment protocols, standards of practice etc.</p> <p>Promotes and supports shared learning across services and sub regionally, where shared learning and standardisation in systems / processes would be beneficial for patients / clients.</p> <p>Actively participates in working groups / clinical networks beyond the team, to identify and implement service improvements as appropriate.</p> <p>Contributes to DHB annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process.</p> <p>Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.</p> <p>Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children's Act 2014, Health & Safety at Work Act 2015, ACC service specifications etc.)</p>
Works in other areas as identified or following a reasonable request in order to support the organisation in managing patient/client care and maintaining service delivery.	

Key Relationships & Authorities



Capability Profile

Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods to solve difficult problems with effective solutions • Probes all fruitful sources for answers • Can see hidden problems • Is excellent at honest analysis • Looks beyond the obvious and doesn't stop at first answers
Priority Setting	<ul style="list-style-type: none"> • Spends his/her time and the time of others on what's important • Quickly zeroes in on the critical few and puts the trivial many aside • Can quickly sense what will help or hinder in accomplishing a goal • Eliminates roadblocks • Creates focus
Decision Quality	<ul style="list-style-type: none"> • Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement. • Most of solutions and suggestions turn out to be correct and accurate judged over time. • Sought out by others for advice and solutions.
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation • Builds appropriate rapport • Builds constructive and effective relationships • Uses diplomacy and tact

Competency	Behaviours
	<ul style="list-style-type: none"> Can diffuse even high-tension situations comfortably
Action Oriented	<ul style="list-style-type: none"> Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging. Not fearful of acting with a minimum of planning, seizes more opportunities than others.
Team Work	<ul style="list-style-type: none"> Develops constructive working relationships with other team members. Has a friendly manner and a positive sense of humour. Works cooperatively - willingly sharing knowledge and expertise with colleagues. Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. Supports in word and action decisions that have been made by the team. Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.

Other aspects of capability not covered by the above competencies

Knowledge and Experience:

- Expectation of at least 5 years clinical practice.
- Recent clinical experience and knowledge relevant to child development.
- Demonstrated experience in service, quality or process improvements.
- Extensive network of internal and external services, including community organisations associated with service provision to children and families

Professional Qualifications / Accreditations / Registrations:

- Relevant qualification in an allied health profession (essential).
- Registered Allied Health practitioner with current annual practicing certificate, or certification/membership of professional association if registration not applicable (essential).
- Member of Professional Association for professions with annual practicing certificates (desirable).

Someone well-suited to the role will place a high value on the following:

- Focused on delivering high quality care for the patient/client/whānau.
- Continual improvement focus.
- Well coordinated, effective, efficient and planned service provision
- Health Equity
- Effective liaison with internal and external stakeholders to promote best outcomes for children and their family/whanau
- Self motivated in developing clinical and professional practice.
- Collaborative and effective multi and interdisciplinary team work, and will actively support and promote this with their colleagues.
- The ability to use reflective practice as a tool for growth and development

Other:

- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Current full NZ driver's licence with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites).
- Proficiency in using technology within the workplace.
- A high standard of written and spoken English.

Wairarapa, Hutt Valley and Capital and Coast District Health Boards are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

The DHBs are committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

This role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

Date effective: _____

Manager's signature: _____

Employee's signature: _____