

## Job Description

### Clinical Nurse Specialist

### Ophthalmology Outpatients

<b>Position Title:</b>	Clinical Nurse Specialist Ophthalmology
<b>Organisation Unit:</b>	Outpatient Department
<b>Location:</b>	Whangarei, Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
<b>Responsible to:</b>	Clinical Nurse Manager, Surgical Outpatients, Te Whatu Ora
<b>Primary Functions of the Position:</b>	To utilise specialist nursing knowledge and skills to provide patient focused care and coordination that will optimise the patient’s journey, improve health outcomes and ensure that an excellent quality of care is provided

### Functional Relationships

The Clinical Nurse Specialist will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>• Patients and their families/whanau</li> <li>• Nursing Staff</li> <li>• Medical Staff</li> <li>• Allied Health professionals</li> <li>• Te Poutokomanawa</li> <li>• Staff of Nursing &amp; Midwifery Directorate</li> <li>• CNS group</li> <li>• Regional hospital staff</li> <li>• Social workers</li> <li>• Maori Liaison</li> <li>• Educators</li> <li>• Mental Health Team</li> <li>• Clinical Directors and leaders</li> <li>• Radiology</li> <li>• Outpatient staff</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Health and Social Support agencies</li> <li>• Primary Healthcare providers</li> <li>• Other DHB’s</li> <li>• Consumer advocates &amp; agencies</li> <li>• Maori Health providers, Northland wide</li> <li>• NorthTec</li> <li>• Rest homes and private hospitals</li> <li>• Drug and alcohol Services</li> <li>• Other CNS in similar field</li> </ul>

## Key Responsibilities and Expected Outcomes

Te Whatu Ora has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Clinical Nurse Specialist encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- To utilise specialist nursing knowledge and skills to provide patient focused care and coordination within a multi-disciplinary setting.
- To provide clinical leadership for the nursing team and other staff.
- To provide expert clinical advice, information and education to patients, families/whanau and staff.
- To lead quality improvement initiatives within the ward/unit/department.
- Treaty of Waitangi
- Health and Safety
- Privacy and Confidentiality
- Service specific objectives / Key performance indicators
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"><li data-bbox="555 282 1406 443">• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures</li><li data-bbox="555 452 1350 519">• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li><li data-bbox="555 528 1417 631">• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li><li data-bbox="555 640 1321 672">• Attend the Te Whatu Ora Te Tiriti o Waitangi Training</li></ul>

Key Responsibility Area	Expected Outcomes
<p>To utilise specialist ophthalmology nursing knowledge and skills to provide patient focused care and coordination within a multi- disciplinary setting</p>	<ul style="list-style-type: none"> <li>• Provide a specialist nursing contribution to the care of patients, working collaboratively with clinicians, members of the multi-disciplinary team and other services.</li> <li>• Use advanced knowledge and skills to ensure that nursing practice is safe, legal, effective and responsive to the needs of patients and their significant others.</li> <li>• Demonstrate a sound theoretical base for practice, the use of reflective processes and the ability to work in partnership with patients, their families and whanau.</li> <li>• Maintain an individual caseload of patients where appropriate and use advanced knowledge and skills to establish referral criteria, to assess patients using appropriate tools, and to plan, implement and evaluate care delivery within agreed time-frames.</li> <li>• Undertake nursing clinics for specific ophthalmology patients, working collaboratively with an identified key clinician.</li> <li>• Provide advocacy and support for patients and their families/whanau by attending consultations with other practitioners when this is requested.</li> <li>• Establish a schedule for on-going monitoring and evaluation of patients as relevant to the specialty focus and role.</li> <li>• Utilise opportunities for patient/family participation and empowerment in treatment planning and care delivery.</li> <li>• Accurately document all aspects of care delivery, including assessments undertaken, care planning, interventions and referrals made.</li> <li>• Ensure that all documentation is completed concisely, accurately and objectively in accordance with organisational and professional standards.</li> <li>• Work with the multi-disciplinary team to ensure all aspects documented in the care pathway for patients occur in a planned and timely manner.</li> <li>• Work collaboratively with primary health care providers and staff from other services to develop and implement models of care that promote continuity of care, optimise the patient's journey, and improve clinical outcomes and patient satisfaction.</li> <li>• Act as patient advocate and point of contact for patients and their families/whanau to ensure consistency and timeliness in care delivery.</li> <li>• Provide information and support to patients and their carers, from diagnosis through all stages of the disease process, in conjunction with other healthcare professionals.</li> <li>• Discuss all treatment options in depth with sensitivity, knowledge and expertise to optimise informed consent and patient understanding.</li> <li>• Facilitate effective discharge planning, timely referrals and handover of care to other health care providers and support agencies to meet identified patient /family/whanau needs.</li> <li>• Monitor clinical outcomes and manage variance to clinical pathways, protocols or best practice guidelines.</li> </ul>

Key Responsibility Area	Expected Outcomes
	<ul style="list-style-type: none"> <li>• Respect patients' confidentiality and privacy with respect to diverse cultural backgrounds and requirements.</li> <li>• Interact with patients / families in a supportive manner, initiating actions to decrease stress and enhance coping mechanisms.</li> <li>• Work with the multi-disciplinary team to develop a range of strategies to minimise DNA rates to specialty nurse clinics and the service as a whole.</li> <li>• Develop and maintain collaborative working relationships with a range of practitioners working in primary and secondary services, and within the NGO and voluntary sectors.</li> <li>• Participate in multi-disciplinary team meetings, family meetings, and other key meetings related to the specialty area that support care coordination and effective communication.</li> </ul>

Key Responsibility Area	Expected Outcomes
<p>To provide clinical leadership for the nursing team and other staff</p>	<ul style="list-style-type: none"> <li>• Maintain a significant presence in the clinical areas as a role model, resource, coach and advocate. This may at times require assisting in the general clinics where there is a shortage or during periods of high sickness or use of locums.</li> <li>• Act as a nursing resource providing timely, current, research based information and clinical advice to nursing staff and other health care professionals within the scope of specialty practice.</li> <li>• Role model positive and professional behaviour in all relationships and contribute to the development of a cohesive, positive and professional working environment.</li> <li>• Foster harmonious inter-personal relationships and effective communication.</li> <li>• In liaison with the Clinical Nurse Manager actively participate in recruitment processes and performance appraisals.</li> <li>• Identify issues of ethical concern and assist staff in addressing these.</li> <li>• Provide constructive feedback to staff ensuring that professional nursing practice is of a high standard.</li> <li>• Where appropriate, coordinate the daily clinical activities of the department to ensure the most effective patient care, workload management and use of resources.</li> <li>• Ensure new staff receive a comprehensive orientation to the specialty service and that students / other staff receive an appropriate level of support and/or information regarding the service provided.</li> <li>• Assist with the annual performance appraisal of nurses and undertake the Mahi and me component of performance appraisal</li> <li>• Meet regularly with the Manager of the service to ensure issues are identified and resolved and that new initiatives are progressing according to agreed time- frames.</li> <li>• Promote cost effective use of resources.</li> <li>• Participate in strategic and operational planning processes related to the service.</li> <li>• Establish and maintain local, regional and national networks.</li> <li>• Participate in relevant senior nursing forums and support professional nursing initiatives that are led by the Nursing &amp; Midwifery directorate.</li> <li>• Represent the specialty nursing perspective in key forums.</li> <li>• Keep up to date with changes in patient care, technology and contemporary research and continue to develop advanced clinical practice skills that will improve care delivery</li> </ul>

Key Responsibility Area	Expected Outcomes
<p>To provide expert clinical advice, information and education to patients, families/whanau and staff</p>	<ul style="list-style-type: none"> <li>• Maintain currency in best practice and trends within the specialty area and share this with staff both formally and informally.</li> <li>• Act as a knowledge resource and mentor for other staff, providing clinical support, guidance, education and supervision as required.</li> <li>• Assist staff with complex problem solving related to the area of specialty practice.</li> <li>• Participate in the assessment of staff learning needs and prepare, deliver and/or facilitate education sessions within both secondary and primary health care settings using a range of teaching approaches.</li> <li>• Participate in case review and debriefing sessions as required.</li> <li>• Provide encouragement, support and guidance with the implementation of peer review systems.</li> <li>• Assess patients/families/whanau level of understanding and provide appropriate education regarding their condition, expected pathway and lifestyle changes.</li> <li>• Provide education and advice to individual patients and their family/whanau, as well as to groups of patients and caregivers as appropriate.</li> <li>• Ensure information resources are available for patients and families/whanau and that all information is current, based on best practice, user-friendly, professionally presented and up-dated regularly</li> </ul>

Key Responsibility Area	Expected Outcomes
<p>To lead quality improvement initiatives within the ward/unit/department</p>	<ul style="list-style-type: none"> <li>• Develop and foster an environment of continuous quality improvement by demonstrating commitment to quality improvement, risk management and efficient resource utilisation.</li> <li>• Develop and maintain standards of practice, protocols, clinical care pathways, policies and guidelines related to the specialty area.</li> <li>• Participate in the development of clinical indicators for the service and ensure data is collected and analysed, trends are identified, and changes are made to processes as required.</li> <li>• Lead quality improvement initiatives that integrate current best practice and benchmarking information, and that support innovative practice developments that will enhance service delivery.</li> <li>• Use a range of strategies to evaluate the effectiveness of care delivery, including process and outcome measures.</li> <li>• Undertake / participate in audits and reviews of practice, and develop strategies to address areas for improvement that are identified.</li> <li>• Ensure that documentation processes are clear and that documentation consistently meets the standard in accordance with NDHB nursing and documentation policies.</li> <li>• Ensure patient/whanau feedback is sought and incorporated into quality improvement initiatives</li> <li>• Ensure that all concerns, issues, complaints, incidents are dealt with appropriately, in collaboration with the Clinical Nurse Manager.</li> <li>• Establish a data base to collect pertinent information regarding the patient's journey and to enable the generation of relevant reports to monitor aspects of service delivery.</li> <li>• Ensure reports required by the CNM/Service Manager/ Ministry of Health are compiled and completed in an accurate and timely manner.</li> <li>• Act as a change agent, encouraging innovative clinical practice that is evidence based.</li> <li>• Identify barriers and lead initiatives to address differential access to healthcare services for Maori.</li> <li>• Ensure a safe working environment and safe working practices.</li> <li>• Participate as appropriate in clinical trials or research activities occurring within the service.</li> <li>• Monitor processes to make sure equipment is well maintained and that repairs are undertaken in a timely manner.</li> <li>• Participate in the identification of capital items required for the department and coordinate trials of new equipment where appropriate.</li> </ul>



Key Responsibility Area	Expected Outcomes
Health & Safety	<ul style="list-style-type: none"> <li>• Ensure compliance with designated responsibilities detailed in Te Whatu Ora Health and Safety Policy and annual objectives</li> <li>• Promote an environment of physical, occupational, cultural, ethical and legal safety</li> <li>• Participate in the organisation's Health and Safety Management training programme.</li> <li>• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>• Practicing and observing safe work methods;</li> <li>• The use of safety equipment;</li> <li>• Reporting unsafe conditions or equipment; and</li> <li>• Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
Privacy and Confidentiality	<ul style="list-style-type: none"> <li>• Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora</li> <li>• Complete mandatory induction training on Privacy responsibilities</li> </ul>
Service specific objectives /Key performance indicators	<ul style="list-style-type: none"> <li>• In conjunction with CD and consultants run nurse led clinics to assist with outcomes for pts. in the following areas: <ul style="list-style-type: none"> <li>• Pre &amp; post-operative cataract assessments</li> <li>• Triage of acute ophthalmology patients</li> <li>• Follow-up appointments for: <ul style="list-style-type: none"> <li>• Glaucoma</li> <li>• Macular disease e.g. ARMD, venous occlusive disease &amp; diabetic maculopathy.</li> <li>• Uveitis</li> <li>• Dry Eye disease</li> </ul> </li> </ul> </li> <li>• Follow-ups considered appropriate from Ophthalmology Consultants/ MOSS/ NTRs/NP</li> </ul>

### Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

### Person Specification

#### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• New Zealand Registered Nurse with current current practicing certificate</li> <li>• Relevant PG Diploma in specialty area</li> <li>• Designated Senior Nurse PDRP or Expert PDRP (demonstrating clinical examples)</li> <li>• Certificate in Adult/Clinical Teaching</li> </ul>	<ul style="list-style-type: none"> <li>• Masters degree or working towards</li> <li>• Post graduate study in ophthalmic nursing</li> </ul>

## Experience

Essential
<ul style="list-style-type: none"> <li>At least 3 years 1.0 FTE equivalent experience in Ophthalmology nursing</li> <li>At least 7 years post registration experience</li> <li>Computer literacy</li> </ul>

## Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>The Treaty of Waitangi and its application to the health setting</li> <li>Privacy Act (1993) and Health Information Privacy Code (1994)</li> <li>Health and Safety at Work Act 2015</li> <li>Knowledge of current issues within the specialty area and nursing/midwifery professions</li> <li>Knowledge of medico-legal and ethical responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and its application to the health setting</li> <li>Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>Health and Safety at Work Act 2015</li> <li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>New Zealand Council of Healthcare Standards</li> </ul>

## Skills & Personal Attributes

Skills
<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>Is skilled at relating to and building a rapport with others, and in maintaining harmonious and supportive working relationships.</li> <li>Has the ability to work independently as well as the ability to be an excellent team player.</li> <li>Encourages teamwork, cooperation and a positive attitude.</li> <li>Works collaboratively with multi-disciplinary teams.</li> <li>Has a positive manner and treats people with tact, respect and diplomacy.</li> </ul> <p><b>Communication Skills</b></p> <ul style="list-style-type: none"> <li>Communicates effectively, listening to and encouraging the viewpoints of others.</li> <li>Has excellent written communication skills.</li> <li>Actively shares knowledge, information and experience with others.</li> <li>Has sound conflict resolution skills.</li> <li>Has the ability to communicate with all levels of staff and to develop relevant networks.</li> </ul> <p><b>Fit with Te Whatu Ora Values</b></p> <ul style="list-style-type: none"> <li>Demonstrates honesty, integrity and respect for all patients, carers and staff.</li> <li>Respects the rights of individuals and maintains patient privacy and confidentiality.</li> <li>Role models high professional standards at all times</li> <li>Has a strong patient/client focus</li> </ul> <p><b>Excellence Focus</b></p>

- Has a flexible approach to work showing an ability to adapt to new challenges.
- Has self insight and the ability to reflect on practice.
- Sets high personal standards and strives to achieve goals.
- Has the ability to critique research and uses relevant information to support quality improvement activities and projects.

***Problem-Solving / Decision Making***

- Demonstrates a creative approach to problem solving that is solution focused.
- Applies objective and fair reasoning in problem solving and decision making.
- Considers the wider implications of actions and decisions.
- Is confident and competent in decision making

***Leadership***

- Has a strong commitment to patient safety, quality improvement and ensuring an excellent standard of care delivery.
- Demonstrates cultural competency and understands it's application to nursing practice.
- Is skilled at mentorship, coaching and appropriate delegation.
- Demonstrates an ability to lead and facilitate change.
- Is a professional leader and role model with the ability to inspire, motivate and develop others.
- Is committed to the development of the nursing / midwifery profession.
- Has a participative and collaborative leadership style.

## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: \_\_\_\_\_

Signature of  
employee: \_\_\_\_\_

Date: \_\_\_\_\_