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## JOB AND PERSON SPECIFICATION

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Position Title: **Nurse and or Midwife Clinical Services Coordinator**

Classification Code: **Registered Nurse and or Midwife** Division:  
**Level 3**

Type of Appointment:

- Ongoing
- Temporary
- Other Term

Branch:

Section:

Position Number:

Position Created:

### Job & Person Specification Approval

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CE or delegate

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### PREAMBLE:

Underpinning the Department of Health Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

The Department has a “Commitment to Workplace Values” attached to Job and Person Specifications that all staff are required to uphold. *(Please refer to the back of this document).*

Australia has one of the most culturally and ethnically diverse populations in the world. Having a diverse workforce (inclusive of bi-lingual, bi-cultural and employees who have a disability) can enhance the department’s ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

# JOB SPECIFICATION

## 1. Summary of the broad purpose of the position in relation to the organisation's goals:

In the course of fulfilling the role of Clinical Services Coordinator, Level 3, Nurse and or Midwife at this level, use their clinical knowledge and experience to provide the pivotal co-ordination of patient/client care delivery in a defined ward/unit/value stream or program within a Health Unit/Community Service. The main focus of this role is the line management, coordination and leadership of nursing and or midwifery team activities to achieve continuity and quality of patient/client care.

The Clinical service Coordinator is accountable for the delivery of high quality nursing and or midwifery care which is consistent with the Department of Health quality framework

Employees in this role accept accountability for the outcomes of nursing and or midwifery practices in the specific practice setting, for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of patient/client outcomes.

Various practice models may be adopted by health services to enact this role, including but not limited to:

- Primarily leading a patient care area/nursing and or midwifery clinical practice/service team;
- Undertaking a combination of patient care area/ team leadership and resource management;

*[NB In applying this generic statement, health services should make clear which of these models is adopted for the specific role affected]*

## 2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the organisation).

The Nurse and or Midwife Clinical Service Coordinator:

- Reports to Nursing and or Midwifery Director (Level 5) (or to the relevant position in your local health unit/service)
- Maintains close collaborative working relationships with all level 3 and level 4 Nurses and or Midwives.
- Provides direct line report and maintains a close working relationship both the Associate Clinical Services coordinator and the Clinical Nurse and or Midwife (Level 2).
- Provides direct line report and maintains cooperative and productive working relationships within all members of the health care team
- Provides direct line report and maintains develops, supports and works collaboratively with less experienced members of the nursing and or midwifery team

## 3. Special Conditions. (such as non-metropolitan location, travel requirements, etc)

- The appointee may be subject to a Criminal History Check prior to confirmation of appointment.
- The incumbent may be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.

## 4. Statement of Key Outcomes and Activities (group into major areas of responsibility/activity and list in descending order of importance - continue on next page)

### 4.1 Ensures the provision of professional high quality patient care within the ward/unit/service aimed at improving patient health outcomes through:

**Statement of Key outcomes and Activities** (Continued)

**4.1.1 Improving nursing and or midwifery and patient care procedures and practices by;**

- Coordinating and overseeing nursing and or midwifery care and health service delivery for a specified ward/unit/value stream or program;
- Implementing and co-ordinating within span of control, processes for quality improvement and continuity within corporate risk management and nursing and or midwifery professional practice frameworks;
- Utilising available information systems to inform decision making, evaluate outcomes and convey information to staff;
- Implementing local processes to operationalise the corporate risk management framework including investigating complaints, incidents and accidents;
- Changing local processes and practices in accordance with emerging service needs, care evaluation results, identified imminent systems problems, and coordination of local activities with corporate systems;

**4.1.2 Contributing to the human and material resource management of the unit/service by.**

- Undertaking and/or overseeing local resource management within a corporate administrative framework including some or all of the following within their defined ward/unit/value stream or program:
- Recruiting, staffing, leave management; rostering, work allocation and attendance management;
- Financial and supplies planning and monitoring.

**4.2 Provides leadership to and facilitates professional development of Nurses and or Midwives within a designated unit/service by;**

- Leading the nursing and or midwifery team within the professional practice framework established by the Director of Nursing and or Midwifery;
- Developing and maintaining a learning environment, taking a coaching approach to team development, individual capability development and performance management;
- Maintaining productive working relationships and managing conflict resolution;

**4.3 Contributes to the achievement of nursing and or midwifery best practice and where relevant facilitates the development and application of relevant nursing and or midwifery research by;**

- Integrating contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level;

**4.3 Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education:**

- Holding a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.

**4.4 Health Unit to insert any local generic statements related to**

- Requirements for participation in Counter Disaster activities
- Requirements related to Equal Opportunities and Occupational Health Safety and Welfare

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**Approved by Line Manager:** \_\_\_\_\_ / /

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**Acknowledged by Occupant:** \_\_\_\_\_ / /

## PERSON SPECIFICATION

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### ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

#### PLEASE NOTE:

It is recommended that a **Maximum of 15 criteria only** (in total) be included in this section (ie the number of Essential and Desirable criteria combined should not exceed 15).

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**Educational/Vocational Qualifications** (include only those listed in **Commissioner's Standard 2, Attachment C** as an essential qualification for the specified classification group)

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- Registered with the Nurses' Board of South Australia and holds a current practicing certificate.

**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment):

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- Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation.
  - Ability to work effectively within a multidisciplinary team.
  - Ability to prioritise workload and meet set timelines.
  - Ability to be creative, innovative and flexible when approaching issues within the healthcare setting.
  - Demonstrated ability in the facilitation of change management.
  - Demonstrated ability to foster a workplace environment that develops staff potential.
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#### Experience

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- Registered Nurse and or Midwife with at least 3 years post registration experience
  - Demonstrated competence in the relevant area of nursing and or midwifery practice in accordance with the appropriate standards of practice.
  - Experience in the supervision of student nurses, enrolled nurses and less experienced registered nurses and or midwives.
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#### Knowledge

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- Understanding of the requirements of the Nurses Act 1999, the Australian Nursing and Midwifery Council (ANMC) National Competencies for the Registered and Enrolled Nurse and Midwives in Recommended Domains and the ANMC Code of Professional Conduct for Nurses/Midwives in Australia (2003) and the Commissioner for Public Employment Code of Conduct for Public Employees.
  - Knowledge and understanding of legislative responsibilities for OHS&W, Workers Compensation and Rehabilitation and Equal Opportunity.
  - Knowledge of Quality Improvement Systems as applied to a healthcare setting.
  - Knowledge of contemporary professional nursing and or midwifery and health care issues.
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**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

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**Educational/Vocational Qualifications** ((include only those listed in **Commissioner's Standard 2, Attachment C**, as an essential qualification for the specified classification group)

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- Where applicable, qualifications relevant to practice setting.
  - Tertiary qualifications in nursing and or midwifery or human services related discipline.
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**Personal Abilities/Aptitudes/Skills:** (related to the job description and expressed in a way which allows objective assessment):

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- Skills in using computers and software relevant to the area of practice.
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### **Experience**

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- Experience in management and leadership roles
  - Experience in the financial, asset and human resources management of a ward/unit/service.
  - Experience in facilitating nursing or midwifery related research and applying findings to the area of practice.
  - Experience in organisational strategic planning.
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### **Knowledge**

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- Knowledge of the South Australian Public Health System.
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### **Other Details:**

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# COMMITMENT TO WORKPLACE VALUES

*The Department of Health values have an influence on the people we employ*

Every organisation has values that govern the way people are treated and the way decisions are made. The Department's Strategic Plan identifies the values that guide our behaviours. These behaviours apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

These values are used in day to day communication and interaction between all employees and are linked to the whole of government Code of Conduct, Performance Development, Job and Person Specifications and Department of Health Employment Conditions.

Department of Health Organisational Values are:

## **Honesty**

*We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the Department and with our consumers and partners by: saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.*

## **Respect**

*We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the Department and with our consumers and partners by: treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.*

## **Integrity**

*We show integrity by honouring our values and the rules of our department, government and nation. This is shown in our dealings within the department and with our consumers and partners by: doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.*

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I \_\_\_\_\_ have the ability and commitment to behave consistently with the stated values of the Department of Health.

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Signature

Please complete and return attached to your application to the nominated person

*"The right people with the right skills in the right place at the right time"*