

Position title:	Clinical Nurse Coach
Department:	Inpatient Ward
Reports to (title):	Nurse Advisor Clinical Education & PDRP
Direct reports:	None
Date reviewed:	April 2024

Purpose of the Clinical Nurse Coach position - Ward

A Clinical Nurse Coach is a registered nurse with inpatient care clinical experience working at the point of care in an education role, supporting, coaching, and developing nurses to deliver safe, high-quality care.

The Clinical Nurse Coach:

- is responsible for promoting a learning environment within the Inpatient surgical ward that encourages and supports development of clinical skills and knowledge, thereby, enhancing staff retention.
- uses their extensive knowledge and clinical expertise to pick up potential errors or omissions at the point of care and take relevant actions to resolve the situation, and positively influence patient safety.
- works in a supernumerary capacity, having a constant presence at the point of care on the Inpatient Ward, taking specific responsibility for five key accountabilities:
 - **clinical induction**, facilitating structured new employee orientation, in collaboration with preceptors, Charge Nurses, and other members of the team.
 - **preceptor/learning support**, coaching new and existing nurses to consolidate ongoing practice learning on identified knowledge and skill gaps to develop confidence, competence to become highly functional and flexible ward nurses.
 - **clinical skills development**, providing hands-on, just in time clinical support, guidance, to new and existing nurses across all aspects of care delivery in the inpatient ward.
 - **mandatory training** – facilitating competency certification, and skills verification in partnership with specific topic link/resource people.
 - **safe practice**, working alongside ward nurses in direct clinical care delivery promoting evidence-based practice, role modelling excellent nursing practice to support clinical decision making and professional development.

You may be asked to work in other areas of the hospital when the need arises.

It is expected this position description may need to be reviewed and adjusted from time to time.

Activity	Key Responsibilities
Clinical induction, preceptor, and learning support	<ul style="list-style-type: none"> ● Create and provide a positive, safe, proactive, respectful, welcoming, and supportive learning environment for individuals to flourish. ● Demonstrate advocacy for nurses learning needs. ● Provide support and guidance to preceptors and new learners to complete orientation as required to enhance the capability of the service provision. ● Provide frequent, respectful, and constructive feedback on individual's orientation progress. ● Identify opportunistic learning occasions for teaching and clinical support in collaboration with the CNs and preceptors.
Clinical skill development and coaching	<ul style="list-style-type: none"> ● Demonstrate visibility in the clinical environment, by working alongside identified ward nurses, and assisting with competence assessments as required. ● Assist identified nurses in care assessment, planning, implementation, evaluation, goal attainment and/or specific clinical knowledge and skills. ● Demonstrate a thorough understanding of the organisation's systems and process, appreciate the complexities and unique patterns that can exist in each practice area. ● Demonstrate capacity to monitor practice, anticipate issues, and proactively intervene to clinical circumstances and changes to facilitate active learning and improved performance. ● Observe practice continually scanning for risky situations to identify staff who need clinical support, teaching, and coaching in practice. ● Partner with the senior nursing team and preceptors to formulate specific education plans for individual nurses that are aligned with the individuals' and service needs. ● Provide frequent coaching progress feedback in a manner that is respectful, constructive. ● Coach ward nurses to maintain clear, concise, accurate and current patient documentation within a legal and ethical framework. ● Provide attention to detail coaching regarding health and safety, infection control, patient safety issues, privacy, and risk management and/or seek further assistance from specialty resource person. ● Show good learner centred clinical teaching / coaching skills to achieve change in clinical practice, applying an evidenced based approach. ● Recognise and support situational learning in complex situations. ● Apply the principles of adult learning strategies. ● Employ a GROW coaching model.
Role model safe practice	<ul style="list-style-type: none"> ● Demonstrate high standard of clinical practice and conduct to meet professional, ethical, and relevant legislative requirements. ● Uphold and promote Braemar principles, policies, and procedures in the management of nursing care. ● Demonstrate depth and breadth of practice experience and wisdom to the point of care to successfully manage unpredictability and complexity of some clinical situations. ● Communicate in a clear style (formal and informal) to all levels using a professional, concise approach to achieve desired effect.

	<ul style="list-style-type: none"> • Facilitates relevant ward specific, targeted simulation training and in-service sessions in partnership with resource/link person for the training topic. • Speak up for patient safety, intervene to challenge unsafe practice to align individual's practice with policy, procedure and/or best practice. Escalate any adverse reactions or non-compliance from individuals with Charge Nurse as soon as that occurs for patient safety and your own support. • Escalate patient safety risk related to skill mix and patient acuity with nurse in charge as soon as anticipated and/or identified. • Adapt, respond, and intervene just in time across variety of unsafe clinical situations including medication errors, omissions, clinical procedures, assessment skills and clinical handover. • Role model excellence and leadership behaviours when providing clinical teaching, including skilled delivery of ward interventions, treatments, and medications. • Apply analytical reasoning and professional judgement to nursing practise issues/decisions. • Actively seek new personal growth opportunities and undertake the necessary education /training to keep up to date with new trends and upskilling required in your role. • Promote evidence-based professional nursing practice engaging critical thinking and decision making in others. • Support completion of relevant competencies, develop clinical decision-making, prioritising care, and time management. • Report regularly on individual nurse's progress to the CN and preceptor. • Escalate practice development, conduct, and competence concerns as soon as identified.
Relationships and teamwork	<ul style="list-style-type: none"> • Establish and maintain good working relationships within the team, the wider business, and with key internal and external stakeholders. • Role model behaviour that aligns with an ethos of excellence and enhances a positive and supportive team culture where team members help one another to develop and achieve and act in the interests of the wider team.
Quality and continuous improvement	<ul style="list-style-type: none"> • Carry out tasks in a manner that considers and delivers a high quality and high standard of work. • Support a continuous improvement methodology where individual and team processes and procedures are continually reviewed and adapted to improve effectiveness, efficiency and/or accuracy.
Health, Safety and Wellness	<ul style="list-style-type: none"> • Immediately report any unsafe work conditions or equipment, or any workplace incident, injury or property damage to the Manager ensuring that the required corresponding documentation is completed (Near Miss Form, Hazard Identification Form, Incident Form etc.). • Participate in Hazard Identification and Risk Assessment activities where required. • Ensure awareness of and abide by all safety procedures in the event of an emergency. • Undertake and actively participate in all safety induction processes and procedures at the commencement of employment and any relevant health and safety training thereafter. • Ensure awareness of, and adherence to, safe work practices, instructions, and rules (including SOP's) and ensure all duties within the workplace are

	<p>undertaken in a manner which ensures both individual health and safety, and that of all other workers.</p> <ul style="list-style-type: none"> • In the event of an injury, actively and positively participate in any relevant 'Return to Work' processes. • Cooperate and encourage all workers to create and maintain a health and safe work environment; and • Ensure all activities conducted comply with Braemar Hospital health and safety policies and procedures at all times.
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Working Relationships

Most frequent contacts (internal and external)	Nature or purpose of relationship
Nurse Advisor, Clinical Education & PDRP	Daily contact to discuss priorities, workload, upskilling opportunities, orientation progress feedback, etc.
Management (Charge Nurse level)	Weekly contact to identify targeted learning, coaching and development activities and to ensure adequate training compliance priorities and information is shared.
Floor Coordinator, Preceptors, new and existing learners	Daily contact for an agreed length of orientation time to discuss support priorities, etc.
Link and Resource Nurses	Regular contact regarding handover and sharing of quality and risk related information to support targeted training and carrying out coaching responsibilities.
Senior Management (Patient Services Manager)	Contact as required.
Quality & Risk Manager	
Braemar Executive Leadership Team (BELT)	

Qualifications, Experience, and Knowledge

Education / Qualifications:	<ul style="list-style-type: none"> • Holds a current registration and annual practising certificate with Nursing Council of New Zealand as a Registered Nurse. • Post Graduate Certificate/Diploma in Adult Teaching/Education, working towards or willing to work towards.
Experience:	<ul style="list-style-type: none"> • Five years or more nursing experience in surgical ward setting. • Holds a current nursing portfolio achieved via an approved Professional Development Recognition Programme (PDRP) at proficient level or above. • Completion of a clinical assessor, preceptor course or clear evidence of clinical coaching and teaching. • Proven clinical teaching and coaching abilities. • Sound clinical skills and knowledge, being able to demonstrate patient care management skills across multiple surgical specialties. • Demonstrated ability to work within a team. • Demonstrated time management skills. • Approachable, proactive with a positive attitude.

	<ul style="list-style-type: none"> • Excellent facilitation and coordination skills.
Professional Skills / Knowledge:	<ul style="list-style-type: none"> • A genuine passion for learning and development, including an ability to inspire others and establish meaningful relationships. • A vision of 'what good looks like' in the safety space and a level of tenacity to support the journey to improve patient safety. • Strong written communication skills with an ability for contributing to policies and procedures. • Ability to provide structured learning interventions applying evidence-based practice principles and adult learning framework. • Capacity to engage constructively and respectfully with individuals of diverse backgrounds and abilities to achieve high quality outcomes. • Clinically focused, evidence based and best practice mindset. • Willing to share knowledge and support skills development at the point of care. • Clinical competence with sound skill knowledge base with reference to accepted surgical and standards of practice. • Commitment to own professional development. • Demonstrated time management skills, an ability to meet deadlines, and working autonomously. • Significant ability to multi-task and operate in a changing environment where there is ambiguity. • Process orientated, and a true problem solver. • Basic to Intermediate Microsoft Office skills.