

Job Title: Clinical Quality Advisor

Function: Clinical Quality

Reports to: Head of Clinical Quality and Governance

Last review date: August 2024

He huanui orange mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Clinical Quality Team

The clinical quality team identify and facilitate clinical governance processes to provide organisational assurance that quality clinical practice is maintained across services. Additionally, the clinical quality team

identify and contribute to the development of opportunities to improve the quality of clinical services for whānau by partnering with internal and external stakeholders.

Purpose of the Position

This role is accountable for the delivery of clinical quality activities, including ownership of the clinical governance issues register, leading the timely and efficient investigation of sentinel events and case reviews and the proactive review and updating of policies, procedures and manuals, ensuring effective engagement with service delivery where any process changes are made.

This role will also attend and contribute to local clinical quality and risk meetings and provide reporting and analysis for local clinical quality reports, providing analysis and deep dives into quality indicators.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Service Delivery Operational Leadership team
- Clinical Services Managers
- Clinical Leaders
- Education Team
- Other Plunket kaimahi

External:

- Health and Disability Commission
- Regional nursing groups
- Regional Infant Mortality Review groups
- Regional nurse educator groups/networks
- Health New Zealand regions (DHBs)
- Tertiary providers and stakeholders as appropriate

Key accountabilities

Clinical Quality

- Identifying, critically analysing and providing recommendations to amend policies, procedures and professional development to ensure clinical needs identified through governance are translated into practice.
- Pro-actively updating and supporting the implementation of policies, manuals and protocols.
- Ensuring clinical content on Intranet site and Whānau Āwhina Plunket website is up to date and easily accessible.
- Leading the timely and efficient investigation of sentinel events and case reviews and providing recommendations on reviewing the process on an ongoing basis.
- Utilising epHR to support quality improvement processes, including recommendations following a sentinel event.

- Owning the clinical governance issues register and providing ongoing monitoring and analysis of issues identified.
- Responding to clinical issues that are identified and providing updates on progress of issues while working with internal stakeholders to develop recommendations for solutions.
- Attending and actively participating in clinical quality and risk meetings at a local level and representing Head of Clinical Quality and Governance at national meetings as required.
- Investigating complaints and clinical queries on specific practice related issues and responding to external parties such as the Health and Disability Commission on behalf of Whānau Āwhina Plunket.
 - Ownership of reporting for the clinical quality function at a local level and providing analysis and deep dives into quality indicators and identification, tracking and reporting on clinical risks.
- Supporting external clinical communications and media requests (radio, TV and social media) as required.

Nursing leadership

- Marking of Professional Development Recognition Pathway (PDRP) portfolios across Whānau Āwhina Plunket.
- Providing support developing recommendations for ELT papers and presenting these to ELT as required.
- Maintaining a high level of understanding and awareness of current clinical risks, to inform discussions at NCQR committees.
- Supporting service delivery leadership in embedding practice changes and best practice.
- Supporting Clinical Service Managers and Clinical Leaders to ensure that national policies, processes and guidelines are adhered to.
- Identifying practice issues impacting on the quality of clinical services and partnering with the Education team (and others) to develop activities to address the issues and mitigate risk.

Stakeholder relationships

- Establishing and maintaining key internal and external relationships and collaborative networks that enhance nursing practice and development.
- Inspiring, leading and influencing others to have pride in service delivery to whānau that meets the community needs.
- Effectively engages kaimahi in managing risk through a proactive approach to risk management.
- Connecting with service delivery kaimahi in collaborative ways, to partner on process changes and implementation.

Health & Safety

- Manages own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observes health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety
- Demonstrates actions in an emergency or a critical incident that are specific to the workplace and are designed to keep individuals safe

- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and report all incidents, accidents, and near misses in accordance with policy

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Qualifications and Background

The person in the role will ideally possess the following technical skills/knowledge and personal attributes:

- Current NZ Nursing Council Annual Practicing Certificate.
- Post Graduate Certificate in Primary Health Care Specialty Nursing Well Child/Tamariki Ora.
- Professional Development Recognition Pathway for Nurses who Influence Practice.
- Preferable to have a Masters in nursing, health or management (or working towards).

Experience

- At least 3 year's experience in clinical leadership.
- Able to think strategically and operationally when developing and reviewing clinical practices.
- Experience analysing trends and drawing actionable business insights.
- Proven experience working closely with internal stakeholders and coaching them to drive quality practice.
- Advanced knowledge of nursing practice, cultural competence and family partnership principles.

Skills

- Understanding of Te Tiriti o Waitangi and Te Ao Māori and the application to the practice context.
- Sound communicator, both verbally and written and able to cater to both clinical and non-clinical expertise.
- Able to think critically and prioritise work effectively.
- Has a continuous improvement mindset and is able to bring others along on the journey.
- Strong qualitative and quantitative analysis and evaluation skills.
- Able to effectively navigate a patient management system.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date