UNION JOB DESCRIPTION

JD1951

JOB TITLE:	Clinical Coordinator	**JOB DESCRIPTION NO.:**	N.NI.21003.008
CLASSIFICATION:	Direct Patient Care - Profile Classification - Level 5	**GRID/PAY LEVEL:**	NL5
COLLECTIVE AGREEMENT:	Nurses Bargaining Association	**HSCIS NO.:**	21003
UNION:	BCNU	**JOB/CLASS CODE:**	21003
PROGRAM/DEPARTMENT:	Community Hospital, Rural Medicine; Mt. Waddington/Strathcona	**BENCHMARKS (If Applicable):**	
REPORTING TO:	Director or designate		
FACILITY/SITE:	North Island Hospital (Campbell River & District; Comox Valley Campus); Tofino General Hospital; Cormorant Island Health Care Centre		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

The Clinical Coordinator is responsible for the day-to-day operations of the patient/client/resident care unit/service. Providing leadership to the multi-disciplinary team, this position coordinates and facilitates daily clinical activities, ensuring effective use of resources. Acts as the communication liaison between members of the multi-disciplinary team, as well as other health care professionals and administrative personnel outside the unit/service. Supervises and evaluates staff, provides leadership and functions as a role model and coach to assist staff with professional development and achievement of unit/service goals. Takes a long-range view of operations and patient service delivery and follows through on issues that impact on the overall quality of patient/client/resident care provided. Develops policies and procedures/ standards for operationalizing patient care at unit/service level. Contributes to the monitoring and development of the operating plan. Provides leadership within the unit/service for quality and risk management activities.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Responsible for the day-to-day operations of the care unit or service:
   - Supervises staff, and assigns work;
   - Conducts individual performance planning and feedback session; monitors and evaluates staff performance and provides constructive feedback through formal and informal opportunities;
   - Provides ongoing coaching and mentoring to facilitate performance improvement and the achievement of individual objectives;
   - Works with the Manager to manage individual performance involving corrective action or discipline;
   - Recruits and hires staff;
   - Supports the orientation process for new staff.
   - Promotes and supports student learning on the unit/care area
2. Coordinates patient care delivery:

- Develops unit specific policies and procedures and standards for care, and revises as necessary;
- Coordinates patient flow in consultation with interdisciplinary team members and appropriate unit, department, or outside institutions/agencies;
- Collaborates with Utilization Coordinators and/or others to ensure timely admission and discharge of patients/clients/residents and appropriate utilization of beds/services.
- Attends and/or facilitates bed management meetings and interdisciplinary rounds;
- Assesses staffing needs based on planned patient activity and acuity and ensures appropriate resources are available to meet patient care requirements;
- Develops and/or approves the final schedule for nursing staff; ensures that self-scheduling processes support patient/client/resident care needs and comply with self-scheduling guidelines;
- Ensures completion of staffing assignments, consulting as necessary and revising according to activity and staff changes;
- Provides support to staff in planning and prioritizing patient care delivery;
- May act as initial support person for families in crisis; acts as contact for patients and families in conflict situations;
- Ensures proper hand-over of unit and patient care responsibilities on a shift-to-shift basis;
- Addresses inter-unit coordination and operational issues that may arise.

3. Provides leadership:
   - Promotes a supportive, collaborative environment for all staff using a team approach;
   - Facilitates change;
   - Ensures a model of care exists for a unit/service area;
   - Participates in program/organizational committees;
   - Facilitates the achievement of program goals;
   - Models conflict resolution skills;
   - Mediates and negotiates issues that arise within the unit or department;
   - Facilitates the implementation of program, organizational and professional standards;
   - Serves as a professional role model.
4. Carries out operational planning/financial management:
   - Develops and monitors budgets for assigned service area; and authorizes and approves overtime and operational expenditures;
   - Tracks and analyzes patient activity/acuity and utilization data;
   - Tracks and analyzes workload and staffing information to ensure effective use of human resources;
   - Reviews and assesses unit's operational performance;
   - Participates in the operating planning process for the service/unit.
5. Evaluates equipment, products and supplies:
   - Ensures efficient and effective inventory and purchasing processes, as well as the identification and follow-up of maintenance issues.
6. Provides leadership within the care unit/service for Quality and Risk Management:
   - Promotes and facilitates a safe and therapeutic environment for the provision of care;

- Addresses and documents any risk management and quality issues as they arise;
- Follows up and resolves risk management issues;
- Identifies and follows up on opportunities for continuous quality improvement;
- Develops and implements quality improvement initiatives, taking a leadership role in unit based quality initiatives;
- Provides unit leadership for the Accreditation process;
- Takes a leadership role, in collaboration with the Area Director, for initiation and follow-up of Critical Occurrences and in emergency measures situations.

QUALIFICATIONS:

Education, Training And Experience

Bachelor's degree in Nursing plus five (5) to seven (7) years' recent related experience, including two (2) years relevant clinical experience, and two (2) years supervisory experience. Master's degree in Nursing preferred. Registration with BC College of Nurses and Midwives as a practicing RN registrant required

Skills And Abilities

- Effective interpersonal and leadership skills;
- Ability to supervise;
- Ability to organize, coordinate and prioritize own work and that of others;
- Ability to effectively manage a unit within available resources including the ability to develop and modify budgets;
- Ability to use a collaborative approach to problem solving supported by a systems approach;
- Ability to effectively employ human relation skills including conflict resolution;
- Contributes to the professional and the organizational vision as it pertains to clinical practice and patient care;
- Demonstrated critical thinking and problem solving skills;
- Demonstrated commitment to collaborative practice and life long learning;
- Demonstrated ability to facilitate change;
- Ability to operate related equipment;
- Physical ability to perform the duties of the position.