

Clinical Coordination – Nurse Lead

The Organisation

Hospice West Auckland is committed to delivering best practice multidisciplinary specialist palliative care services to patients and their family/whanau within our care. In line with this commitment we are looking for a dynamic Clinical Coordination Lead to work at our office providing clinical phone triage, coordination and advice.

The role ensures our patients and families are supported throughout their service journey, making a real difference to our service delivery and most importantly in people's lives and at end of life.

You and the Role

You are that rare person who is highly organised and efficient and can effectively build relationships and rapport on the phone with your warm, empathic nature. As a CNS level Palliative Specialist Nurse, your sound clinical knowledge and experience of the health sector will see you ably assisting our patients and families and other service users:

- initiating triage and assessment of all patient referrals
- responding to phone enquiries on our clinical line
- provide phone advice (within scope) to patients, families, GPs, and other allied health providers
- monitoring hospital admissions and discharges to ensure a smooth transition
- there's the opportunity to keep your nursing practice current by caring for patients in the community

You will have great time management and organisational skills, a high degree of initiative and a proactive approach. You will get the daily work under control yet be attuned to continuous improvement with a problem solving mind set.

Plenty of energy will be important, as will a flexible approach, excellent communication and interpersonal skills and the ability to juggle multiple tasks in this busy and varied role. With your sound knowledge and understanding of clinical governance and health systems and processes, you'll show your initiative and contribute proactively to clinical policy review, reporting, and clinical process improvements.

You are a practical person who just gets the job done. You are known for your resilience and consistently remain calm and focused under pressure. You'll demonstrate a commitment to support a positive work environment, interdisciplinary working and one team approach.

It's possible that you have been described as a 'perfectionist' as you follow process and have remarkable attention to detail. You can whizz around an Excel spreadsheet no problem and working in on line health systems is second nature to you. Ideally you will have experience in a similar role and be looking to develop your skills in a more complex and rewarding environment.

Benefits to you

You will thrive in this challenging and diverse community environment and be well rewarded for your efforts with a competitive salary, free on street parking, great colleagues and opportunities for professional growth in this meaningful role.

To Apply

If this sounds like your dream job and you really want to make a difference, we want to hear from you. Please submit your CV and cover letter explaining why you are the one for this job via our website careers page www.hwa.org.nz Applications close 21 May 2021.