

# CCDM Site Coordinator role description

## Purpose of the role

The Site Coordinator provides onsite coordination of people and processes to achieve implementation of the CCDM programme. They work with the CCDM Programme Consultant, DHB and health union partners to provide advice using the tools and processes from the CCDM programme. They focus on sequencing activities to ensure programme delivery is efficient and effective. The Site Coordinator provides coaching of staff to ensure others have the best opportunity to understand the programme.

A key role of the Site Coordinator is project coordination. The Site Coordinator is responsible for localising workplans that align with the sequencing of the CCDM programme. They work closely with the partners to coordinate the programme components and inter-dependencies. They work collaboratively with the Programme Consultant to highlight potential risks and navigate arising issues. Site Coordinators ensure project communications are timely and meet the agreed workplan timelines. They facilitate the scheduling, feedback and reporting.

The Site Coordinator develops and maintains excellent working relationships. They work with the Programme Consultant to develop high staff engagement through shared understanding and purpose. They build trust with staff by offering accurate and timely CCDM programme information. They use effective communication styles, transfer knowledge and build capability. Effective working relationships are the cornerstone for successfully implementing the CCDM programme.

The title and the key accountabilities of this role are dependent on the structure in which it operates. A Coordinator has no formal delegated management authority. So it is expected that the CCDM Site Coordinator reports to a manager with authority and accountability for care capacity demand management.

## Key accountabilities

Accountability area	Description
<b>Coordinating local implementation</b>	<ul style="list-style-type: none"> <li>• Support the CCDM Council to deliver the CCDM Programme plan according to agreed timelines.</li> <li>• Articulate the significance of good quality patient acuity data to the successful implementation of the CCDM programme.</li> <li>• Support the CCDM council in the development of a communication strategy.</li> <li>• Ensure communications with all stakeholders is consistent with key messages.</li> <li>• Work collaboratively across the DHB and with the health union partners.</li> <li>• Establish and coordinate scheduling and meetings.</li> <li>• Use and promote CCDM programme tools and processes.</li> </ul>

Accountability area	Description
	<ul style="list-style-type: none"> <li>• Collect and record information relating to the programme using agreed templates.</li> <li>• Take responsibility for localising workplans for each component.</li> <li>• Complete internal and external reporting requirements.</li> </ul>
<b>Programme knowledge</b>	<ul style="list-style-type: none"> <li>• Develop an expert knowledge of CCDM programme tools and processes.</li> <li>• Assist staff to understand the benefits and how CCDM helps them do their job.</li> <li>• Assess training and education needs.</li> <li>• In collaboration with the programme consultant localise the training and education plan to provide just in time information.</li> <li>• Provide education using the tools and processes from the CCDM programme.</li> <li>• Support the development of data literacy and understanding.</li> <li>• In collaboration with the Programme Consultant participate in opportunities to share information with the wider sector.</li> </ul>
<b>Data collection and collation</b>	<ul style="list-style-type: none"> <li>• Have a working knowledge of the validated patient acuity system.</li> <li>• Assess what data needs to be collected.</li> <li>• Assess the quality and integrity of the data and localise improvement plans, where needed.</li> <li>• Collect and collate relevant data sets and support staff at all levels to do this.</li> <li>• Integrate patient acuity data with CCDM programme components, where needed.</li> <li>• Initiate data evaluation and interpretation.</li> <li>• Promote the use of the core data set for evaluation and improvement.</li> </ul>
<b>Project coordination</b>	<ul style="list-style-type: none"> <li>• Understand/develop knowledge of the project scope for each component within the programme.</li> <li>• Collaborate with local project management office, if applicable.</li> <li>• Assess what people, processes and tools are needed to complete the projects.</li> <li>• Localise and follow the overall, annual and detailed workplans.</li> <li>• Coordinate how and when activities are undertaken in line with the CCDM programme tools and sequencing.</li> <li>• Facilitate working group activities in a collaborative and coordinated way.</li> <li>• Ensure effective meeting management (booking, agenda, meeting minutes, follow-up of actions).</li> <li>• Maintain project documentation.</li> <li>• Deliver regular up-dates of each component of the programme.</li> <li>• Monitor and report activities against the timelines.</li> </ul>

Accountability area	Description
	<ul style="list-style-type: none"> <li>• Report and escalate risks to the CCDM council as needed.</li> <li>• Provide change management support to teams/units.</li> </ul>
<b>Relationship management</b>	<ul style="list-style-type: none"> <li>• Establish and maintain internal and external relationships with key stakeholders.</li> <li>• Establish and maintain a connection with CCDM Site Coordinators nationally.</li> <li>• Develop and maintain an active and collaborative relationship with the patient acuity coordinator/s.</li> <li>• Facilitate and model partnership in all programme activity, at all levels of the organisation.</li> <li>• Encourage and support shared decision making.</li> <li>• Use and continually develop leadership skills.</li> </ul>

## Functional Relationships

Executive Director Nursing and Midwifery

Chief Operating Officer

Health Union (NZNO, PSA, MERAS organisers, professional advisers and delegates)

Chief Medical Officer

Allied health leadership

Manager IT, HR, quality and communications

Business managers and/or analysts

Clinical managers

Integrated operations centre i.e. Manager, Duty Nurse Manager

Service and/or operations manager

Nursing leaders (e.g. ADON, Nursing Director)

TrendCare Coordinator

Midwifery leaders (e.g. ADOM, Midwifery Director)

SSHW Unit Programme Consultant

CCDM Site Coordinators from other DHBs

## Person specifications

Relevant healthcare tertiary qualification

Experience in a designated senior nursing, midwifery or allied health role.

Working knowledge of the validated patient acuity system

Proficient in Microsoft office applications (i.e. word and excel)

Data literacy and numeracy

## **CCDM Programme**

## **CCDM governance**

Certificate and experience in adult teaching

Project management training and experience

Quality improvement/change management knowledge or experience

Operational understanding of staff budgets and rosters

Excellent written and verbal communication skills

Excellent organizational skills including attention to detail