

Position Description

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| Position | Allied Health Flow Coordinator – ED |
| Team / Service | Allied Health Inpatient service |
| Directorate | Community, Allied Health, and Older Adults |
| District | Capital, Coast and Hutt Valley, Health New Zealand Te Whatu Ora |
| Responsible to | Inpatient Allied Health Service Team Leader |
| Children’s Act 2014 | This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years |
| Location | This position is based in the Emergency Department at Wellington Hospital, but may be required to work across the district |

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Regional Description

Within the Central Region, patient care is provided at six major hospitals: Wellington Regional Hospital, Hutt Hospital, Wairarapa Hospital, Palmerston North Regional Hospital, Hawke’s Bay Fallen Soldiers Memorial Hospital, and Whanganui Hospital. Almost all critical care tertiary services, including intensive care services, are provided by the Wellington Regional Hospital; Hutt Hospital provides the regional plastic surgery service. We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

Te Mauri o Rongo – The New Zealand Health Charter

Te Mauri o Rongo guides how we relate to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga - Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga - As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga - We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together

Te Korowai Āhuru - A cloak which seeks to provide safety and comfort to the workforce.

District Responsibility – Central Region – Te Ikaroa

Within Central Region-, we have 5 districts: Capital, Coast & Hutt Valley, MidCentral, Wairarapa, Hawkes Bay and Whanganui. The district leadership has collective accountability for leading with integrity and transparency, progressive high performing organisations, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team in each District is responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Team/Service Perspective

Allied Health (AH) teams work across the continuum of care – in community settings, in outpatient clinics, and in inpatient wards, to support and enable people to live well.

The Allied Health presence in the Emergency Department (ED) is currently limited to social work and physiotherapy, with service provision from other Allied Health disciplines being provided on an in-reach

basis by profession-specific inpatient teams, and AWHI (Advancing Wellness at Home Initiative), our early supported discharge service.

This is a new pilot role responding to Shorter Stays in ED targets. The role includes a rostered and rotating schedule, to provide a 7 day a week service, working extended hours, as part of a team of two Allied Health practitioners, working alongside existing Allied Health teams in ED.

Purpose of the role

The coordinator will work as part of the MDT based in the Emergency Department in Wellington Hospital, and will report to the Inpatient Allied Health Service, Capital, Coast and Hutt Valley.

The primary responsibility of the Allied Health Flow Coordinator – Emergency Department is to identify, facilitate, and expedite response to Allied Health referrals. This will ensure referrals come from the right service, at the right time, across three primary cohorts:

- patients discharged via Rohe Kakariki/Ambulatory care
- patients seen in and discharged from ED
- patients admitted to a ward from ED

This role will:

- Work alongside multidisciplinary teams in ED to identify patients who would benefit from Allied Health intervention
- Coordinate response to referrals to Allied Health specialties where specialist assessment or intervention is indicated, across the continuum of care
- Provide interprofessional screening where appropriate
- Provide clinical support in an interprofessional model, where safe and appropriate, to enable discharge from ED
- Support a discharge-first perspective for Allied Health clinicians across inpatient settings, through early identification of clinical criteria for discharge and key enablers to returning home
- Identify further opportunities for improvement and strengthening the Allied Health workforce through supporting data collection and capturing unmet need for allied health intervention
- Education to referrers and to patients around the role of Allied Health will be provided where appropriate.

Clinical skills

To safely and effectively meet the needs of the people we work with, the health care professional in this position will need excellent clinical reasoning and clinical communication skills, with experience across settings.

Skills in engaging with our populations to understand and prioritise their needs and identify and manage any risks that are present, along with in-depth problem solving will be required.

Key Accountabilities

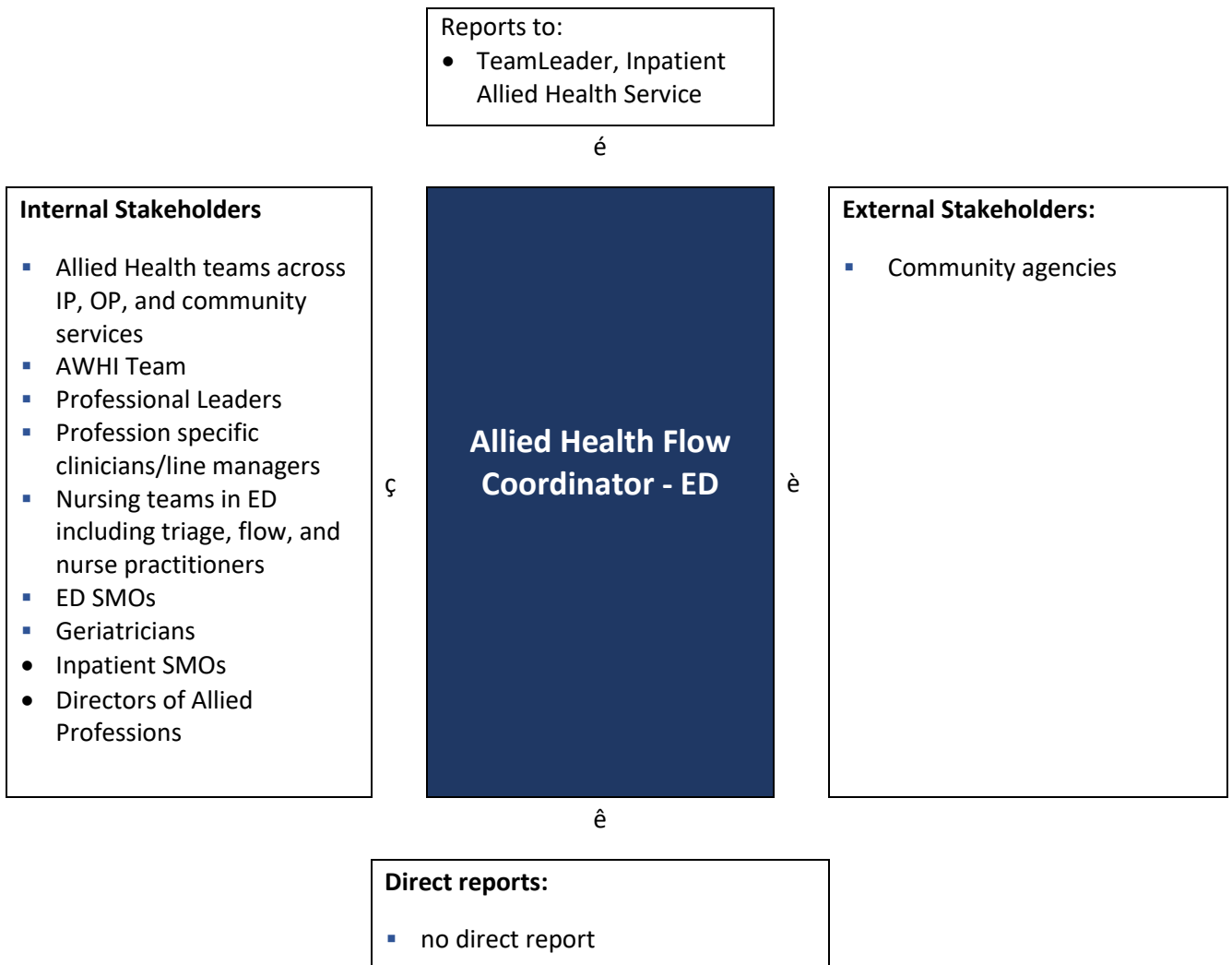
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

| Key accountabilities | Deliverables / Outcomes |
|-------------------------------------|---|
| 1. Leadership and Management | <ul style="list-style-type: none"> ▪ Provides day to day clinical leadership and coordination of Allied Health intervention required for patients presenting to ED. This includes effective and equitable allocation of resources, referral management and provision of clinical advice, support and guidance to others. ▪ Works in partnership with referrers to clearly communicate the role of the team/service and set expectations and boundaries from first referral. ▪ Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients. ▪ Directs and delegates day to day deployment of staff as required in the role, ensuring that delegated tasks, documentation and communication are carried out. ▪ Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required. ▪ Carries out or support others with assessment and management of risks for example, clinical, financial, reputational etc. ▪ Demonstrates negotiation and conflict management skills within the workplace. ▪ Provides reports to managers in relation to team/service area. ▪ Fosters and develops an environment of team work with positive working relationships and dynamics. ▪ Applies an understanding of local, sub-regional, regional and national context in relation to provision of health and social care and the impact on service provision. |
| 2. Clinical Practice | <ul style="list-style-type: none"> ▪ Where the role has a clinical component, be able to demonstrate practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater. ▪ Assists clinical staff to plan patient/client flow and optimise case load management to match capacity with demand. ▪ Demonstrates provision of and supports others with culturally safe / bicultural practice with patients / clients and their whānau. ▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for patients/clients and/or whānau. ▪ Completes documentation consistent with legal and organisational requirements. |

| Key accountabilities | Deliverables / Outcomes |
|--|--|
| 3. Teaching and Learning | <ul style="list-style-type: none"> ▪ Maintains competency to practice through identification of learning needs and continuing professional development activities. This should comply with professional body requirements. ▪ Leads and fosters a learning environment for staff including teaching process and quality improvement ▪ Promotes awareness of current developments in the service area. ▪ Develops clinical and leadership skills of others by supporting and providing learning opportunities. ▪ Completes core training as applicable for the role. ▪ Participates in an annual performance review and associated clinical assurance activities. ▪ Contributes to the training needs analysis for the team / service / profession. ▪ Participates in professional supervision in line with the organisations requirements and/or professional body. ▪ Provides mentoring and clinical support and / or professional supervision |
| 4. Service Improvement and Research | <ul style="list-style-type: none"> ▪ Promotes professional practice that is based on best practice and research that supports organisational strategic aims. ▪ Takes the lead responsibility for local audit and research projects as required. ▪ Takes the lead on development of quality improvement activities for service delivery. This may include referral pathways, care pathways / treatment protocols, standards of practice etc. ▪ Promotes and supports shared learning across services and sub regionally, where shared learning and standardisation in systems / processes would be beneficial for patients / clients. ▪ Actively participates in working groups / clinical networks beyond the team, to identify and implement service improvements as appropriate. ▪ Contributes to DHB annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process. ▪ Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner. ▪ Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children’s Act 2014, Health & Safety at Work Act 2015, ACC service specifications etc.) |
| Other Duties | <ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. • You respond positively to requests for assistance, demonstrating adaptability and willingness. |

| Key accountabilities | Deliverables / Outcomes |
|-----------------------------|--|
| | <ul style="list-style-type: none"><li data-bbox="571 264 1353 300">• You actively seek feedback and accept constructive criticism. |

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Competency | Behaviours |
|-------------------------|---|
| Problem Solving | <ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Probes all fruitful sources for answers Can see hidden problems Is excellent at honest analysis Looks beyond the obvious and doesn't stop at first answers |
| Priority Setting | <ul style="list-style-type: none"> Spends his/her time and the time of others on what's important Quickly zeroes in on the critical few and puts the trivial many aside |

| Competency | Behaviours |
|----------------------------|--|
| | <ul style="list-style-type: none"> Can quickly sense what will help or hinder in accomplishing a goal Eliminates roadblocks Creates focus |
| Decision Quality | <ul style="list-style-type: none"> Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement. Most solutions and suggestions turn out to be correct and accurate judged over time. Sought out by others for advice and solutions. |
| Interpersonal Savvy | <ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably |
| Action Orientated | <ul style="list-style-type: none"> Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging. Not fearful of acting with a minimum of planning, seizes more opportunities than others. |
| Team Work | <ul style="list-style-type: none"> Develops constructive working relationships with other team members. Has a friendly manner and a positive sense of humour. Works cooperatively - willingly sharing knowledge and expertise with colleagues. Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. Supports in word and action decisions that have been made by the team. Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community. |

Experience and Capability

About you – to succeed in this role.

You will have

Essential:

- NZ registered Allied Professional with a current APC (as appropriate) and a minimum of 5 years clinical practice.
- Experience in implementing Te Tiriti o Waitangi in action
- Proven clinical leadership and coordination skills
- Outstanding interpersonal and communication skills
- Demonstrated experience in service, quality or process improvements

Minimum Qualification and Experience:

- Current full NZ driver's licence with ability to drive a manual and automatic car
- Proficiency in using technology within the workplace.
- A high standard of written and spoken English.

Desired:

Qualification and Experience:

- Experience working in ED is desirable

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- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
 - Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
 - Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
 - Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
 - Demonstrate a strong drive to deliver and take personal responsibility
 - Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
 - Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty and integrity
 - Remain focussed on delivering high quality care for the patient/client/whānau.
 - Maintain a continual improvement focus.
 - Support well coordinated, effective, efficient and planned service provision

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Ma tini, ma mano, ka rapa te whai

By joining together we will succeed

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices. We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.