

Position Description

Position	Quality Coordinator
Team / Service	Quality Team
Directorate	Mental Health Addiction and Intellectual Disability Service (MHAIDS)
District	Capital, Coast, Hutt Valley and Wairarapa Districts
Responsible to	Quality and Risk Manager, MHAIDS
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	Negotiable depending on operational considerations

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

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:

[TeWhatuOra.govt.nz](https://www.tewhatuora.govt.nz)

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*MHAIDS is the mental health, addiction and intellectual disability service
for the Capital, Coast, Hutt Valley and Wairarapa districts*

Te Kāwanatanga o Aotearoa
New Zealand Government

- 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.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are 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.

Service Perspective

The hospital and health services of the Districts provide a range of services, one such group of services is Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Purpose of the role

Along with the Quality and Risk Manager and in conjunction with the operational and clinical teams, they will support the identification and subsequent quality improvement of MHAIDS systems and processes to achieve a high standard of evidenced based practice.

The role will work collaboratively with the MHAIDS Quality Team, MHAIDS and District staff to support key improvement projects and initiatives and will

- Lead the development, implementation and evaluation of compliance activities associated with the improvement programmes
- Provide support for services in the management of reportable serious events
- Provide advice related to serious complaints / Health and disability Commissioner investigations
- Offer oversight and support for the identification and management of service risk
- Support the MHAIDS Quality Team with wider quality improvement activities that contribute to the delivery of the MHAIDS Annual Quality Plan
- Use data collection to inform decision-making and will support the development of innovative practices to deliver on a shared quality improvement and service user agenda.

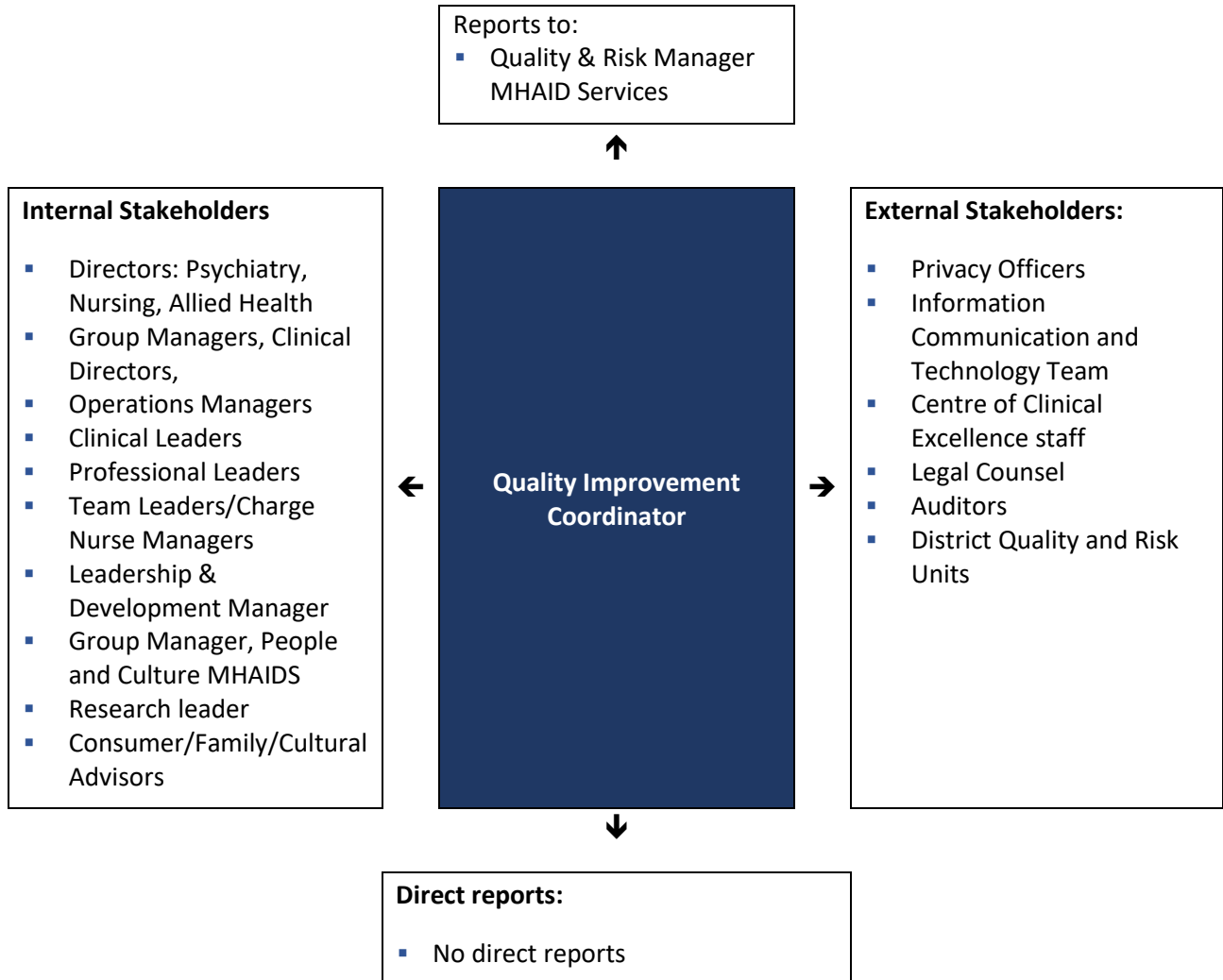
Key Accountabilities

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
Quality Improvement and Coordination	<ul style="list-style-type: none"> Leads organisation focussed quality improvement and innovation activities, and facilitates complex quality improvement projects across MHAIDS Leads and supports quality improvement projects utilising quality improvement methodologies such as the Institute for Healthcare Improvement Model for Improvement or Lean Six Sigma Engages with clinical and non-clinical staff to ensure improvement and innovation project teams are engaged and results are sustained Provides insight to process or system performance through an understanding of data analysis and information Significantly contributes towards the development and sustainability of an effective quality culture Celebrates and encourages quality improvement and innovation across the organisations Maintains up-to-date knowledge and understanding of best practice regarding quality improvement methodologies Supports specific programmes to use best practice quality improvement approaches Ensures that the quality and safety of patient care is being measured and monitored adequately so that problems are identified and impacts of quality improvement are known and shared to embed a culture of open scrutiny of systems and processes
Team work	<ul style="list-style-type: none"> Working with the Quality & Risk Manager, MHAIDS, Quality Coordinators, Patient Safety Coordinator in the development of consistent and organisation wide approaches, policies, programmes and action plans from high risk events / complaints Proactive collaboration with other Quality Coordinators and support the ongoing development of the MHAIDS Quality Team
Risk & Event Management	<ul style="list-style-type: none"> Support for services in the management of reportable serious events Provision of advice related to serious complaints / Health and disability Commissioner investigations Oversight and support for the identification and management of service risk
Governance & Reporting	<ul style="list-style-type: none"> Uses appropriate evidence-based improvement methodologies to design, guide and evaluate specific quality improvement and patient safety programmes – and then support implementation of these programmes Ensures any measures used to evaluate programmes or projects are robust, easily understood and fit for purpose Participation in relevant MHAIDS clinical governance meetings and oversight of the development of the focused quality improvement and patient safety plans

	<ul style="list-style-type: none"> • Contribution to the centralised reporting systems, ensuring service needs are reflected • Support for accreditation and certification processes • Clinical quality and safety data analysis, monitoring and reporting • Proactive liaison with and collaboration with Operational Managers / Clinical Leaders
Equity	<ul style="list-style-type: none"> • Supports the development of new thinking that will deliver equitable outcomes for Māori, Pacific and disabled people
Education & Training	<ul style="list-style-type: none"> • Ensures MHAIDS staff have an understanding of improvement methodology and how to complete a quality improvement project and provides targeted training on improvement methodology where required • Ensures improvement training programmes reflect best practice and are continuously updated and delivered to staff • Educates MHAIDS staff in data literacy and utilising data for improvement to drive sustained change and ensures it is embedded • Provides coaching and mentoring to MHAIDS staff running quality improvement projects, assisting them to establish appropriate goals and measures for success and to more junior members of the Quality team.

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
Process Management	<ul style="list-style-type: none"> • Good at figuring out the processes necessary to get things done • Knows how to organise people and activities • Understands how to separate and combine tasks into efficient work flow • Knows what to measure and how to measure it • Can see opportunities for synergy and integration where others can't • Can simplify complex processes • Gets more out of fewer resources
Drive for Results	<ul style="list-style-type: none"> • Can be counted on to exceed goals successfully • Is constantly and consistently one of the top performers • Very bottom-line oriented • Steadfastly pushes self and others for results
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
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
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes • Doesn't misrepresent her/himself for personal gain
Organising	<ul style="list-style-type: none"> • Can marshal resources (people, funding, material, support) to get things done • Can orchestrate multiple activities at once to accomplish a goal • Uses resources effectively and efficiently • Arranges information and files in a useful manner
Planning	<ul style="list-style-type: none"> • Accurately scopes out length and difficulty of tasks and projects • Sets objectives and goals • Breaks down work into the process steps • Develops schedules and task/people assignments • Anticipates and adjusts for problems and roadblocks • Measures performance against goals • Evaluates results

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

Essential qualifications, skills and experience

- A relevant project management and/or quality improvement qualification is desirable
- Knowledge of New Zealand Health legislation and sector is essential
- Understanding of customer service, quality and service improvement methodology
- Proven experience with serious adverse event processes
- Knowledge and / or experience of risk management principals
- Proven experience of continuous quality improvement tools, processes and audit is highly desirable
- Proven experience in managing projects through to completion
- Demonstrated competency in computer skills using a range of Microsoft packages including Word and Excel
- Strong interpersonal skills, builds rapport and relates well with people and responsive to others' concerns
- Ability to build constructive and effective relationships
- Ability to diffuse high tension situations comfortably
- Ability to challenge the status quo and view things from different perspectives; fostering innovative thinking and continuous improvement
- Sound written communication skills
- Ability to communicate effectively in situations requiring tact and diplomacy
- Strong IT skills, i.e. MS Office suite
- Ability to adapt to changing priorities, proactively managing conflicting demands on time
- Able to think outside the square and assist the development of innovative solutions

Personal Attributes

- Dedicated to improving care and outcomes for patients/consumers
- Perseverance and commitment
- Good at figuring out the processes to get things done
- A good team player with a desire to coach and mentor others
- Being a change agent

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.