

## Position Description

<b>Position</b>	<b>Programme Administrator - W&amp;PDU</b>
<b>Team / Service</b>	Workforce and Practice Development Unit
<b>Group</b>	Nursing and Midwifery
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Nurse Director Policy & Practice
<b>Children's Act 2014</b>	This position is not a children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	This position is expected to work from [list the campus(es), hospital(s), or description such as, "multiple locations 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

## 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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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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:

<b>Mana whakahaere</b>	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
<b>Mana motuhake</b>	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.
<b>Mana tāngata</b>	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
<b>Mana Māori</b>	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

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Te Mauri o Rongo recognises our connection to this work, 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

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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.

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.

## Team Perspective

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The **Workforce and Practice Development Unit (W&PDU)** supports the Chief Nurse and Nurse Directors across the District. Organisational goals and priorities direct the W&PDU's work streams and are aligned with HNZ | Te Whatu Ora strategic direction within the CC&HV district, the Central Region, and nationally.

The W&PDU provides leadership and support for undergraduate, pre-registration, postgraduate and on-going learning for staff across the District and Region. Professional development is an important workforce focus across primary, secondary and tertiary services; as is developing, managing and improving processes and systems to optimise workforce contribution and resilience to ensure quality patient outcomes.

The W&PDU team are committed to the principles of Te Tiriti O Waitangi and pro-equity goals. They demonstrate values consistent with those of Te Maui o Rongo. The W&PDU supports Nursing teams to provide person and whānau centred care using current evidence to assist people to achieve their optimum health. The W&PDU promotes and fosters a culture of education and professional development which will enhance staff skills and capability to provide high quality and safe services.

## Role Purpose

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The Programme Administrator W&PDU reports to the Nurse Director Policy and Practice. Their primary responsibilities are to provide day-to-day administrative coordination and support for the programmes and work streams of the W&PDU team. These include pre-registration clinical placement co-ordination, the Professional Development and Recognition Programme (PDRP) and Health Care Assistant (HCA) training programmes. Additional administrative support is provided for other work streams and projects as delegated by the Nurse Director Policy and Practice. This role works across the CCHV district.

## Key Accountabilities

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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.

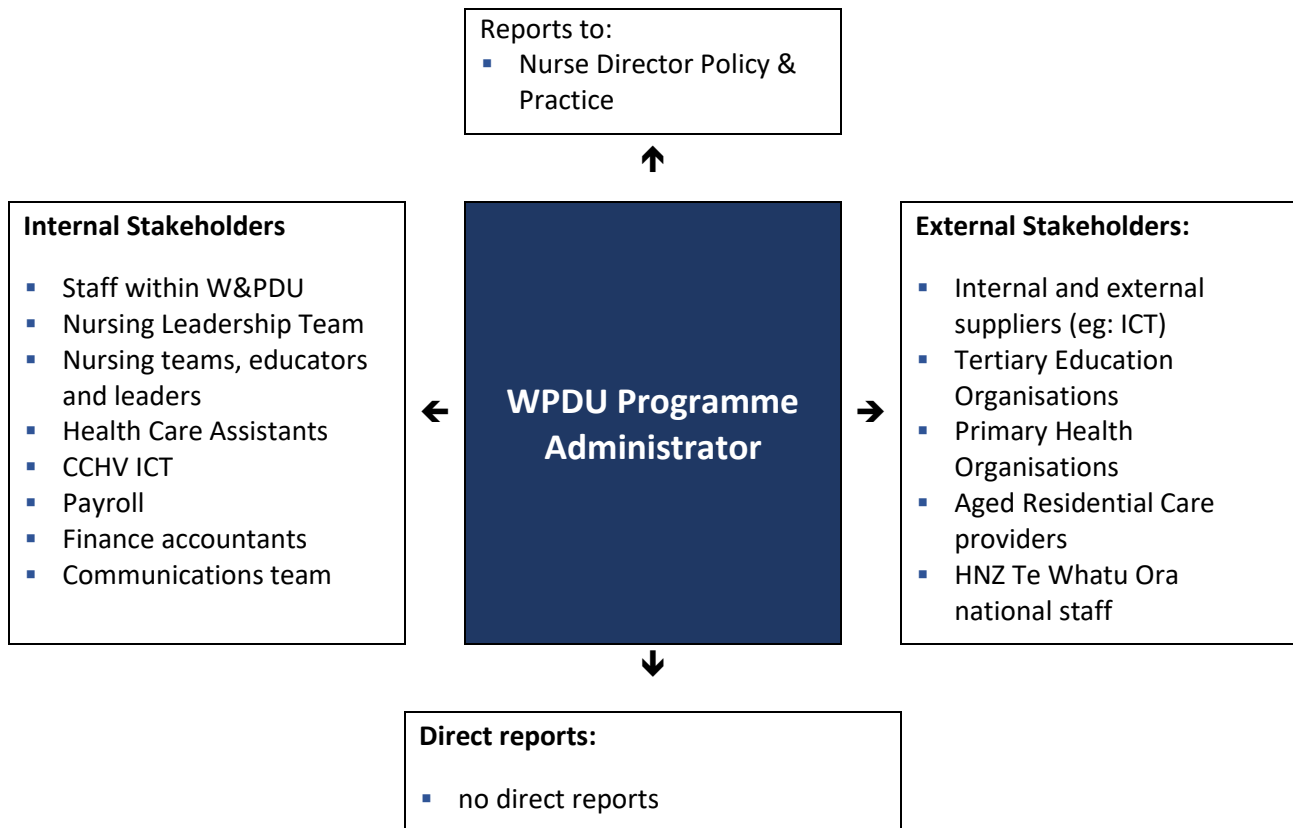
Key accountabilities	Deliverables / Outcomes
1. Programme Administration	<b>Clinical Learning environment (CLE):</b> <ul style="list-style-type: none"><li>▪ Maintains District-wide clinical placement data-base in collaboration with Nurse Educator / Co-ordinator; loading Tertiary Education Organisation (TEO) requests and updating with changes</li><li>▪ Reviews and updates database as required to ensure it meets CLE &amp; TEO needs</li></ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Manages invoicing of TEOs based on data taken from student placement spreadsheet</li> <li>▪ Manages Sub-Regional CLE TEAMS group</li> <li>▪ Provides administrative support and data analysis for CLE and Dedicated Education Unit work</li> <li>▪ Arranges CCHV ICT access requests and swipe cards for TEO students</li> <li>▪ Take minutes for DEU Governance Group meetings</li> <li>▪ Administration for Schedule 1 of CLE access agreements</li> </ul> <p><b>Professional development &amp; Recognition Programme (PDRP)</b></p> <ul style="list-style-type: none"> <li>▪ Works collaboratively with PDRP Coordinators to respond to PDRP emails</li> <li>▪ Processes PDRP applications or transfers; updating Leader; requesting allowances from Payroll; filing PDRP documents</li> <li>▪ Sending confirmation letter and certificates and sending portfolios back to nurses</li> <li>▪ Supports management of electronic PDRP</li> <li>▪ Provides data analysis for reporting</li> </ul> <p><b>Nursing Learning Requirements</b></p> <ul style="list-style-type: none"> <li>▪ Arranges room bookings for Centralised Learning Requirements (CLR) in CC and HV and maintains accurate Professional Development calendar</li> <li>▪ Sends calendar invites to presenters for both sites</li> </ul> <p><b>Nurse entry to Practice (NETP) and Enrolled Nurse Support into Practice (ENSIPP) Programmes</b></p> <ul style="list-style-type: none"> <li>• Manages NETP and ENSIPP invoices for primary and community organisations</li> </ul> <p><b>Health Care Assistant (HCA) Training Programme</b></p> <ul style="list-style-type: none"> <li>▪ Provides all administrative support required for HCA education including Level 3 (Health &amp; Wellbeing) enrolments and invoicing</li> <li>▪ Maintains data base for HCA training</li> <li>▪ Provides data analysis as required</li> <li>▪ Carries out processing and administration for HCA Merit Step applications</li> </ul> <p><b>Advanced Practice</b></p> <ul style="list-style-type: none"> <li>▪ Set up and assist with data base for Advanced Practice</li> <li>▪ Assist with Data preparation for reports</li> <li>▪ Take minutes for governance meetings</li> </ul> <p><b>Registered Nurse Prescriber in Community Health Programme</b> Provides administrative support to this programme as delegated by the Nurse Director Policy &amp; Practice</p>
General Administration Support	<ul style="list-style-type: none"> <li>▪ Provides effective and efficient general administrative service following CCHV policies, procedures and processes</li> <li>▪ Maintains accountability for the timeliness and quality of work</li> <li>▪ Provides administrative support for programme governance meetings and other events as required; eg. agenda papers, booking rooms, minute taking, following up actions, catering</li> <li>▪ Prepares documents, letters, reports, presentations as needed</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Provides administration support for orientation of new staff; training and familiarisation in work area, processes and relevant database</li> <li>▪ Manages Clinical Nurse Specialist Information Hub; manages the Sharepoint site; updates information and contacts</li> <li>▪ Maintains relevant email distribution groups e.g.; senior nurse, DEU, SR CLE group</li> <li>▪ Processes FPIM requests and purchase orders; purchases supplies for Programmes as required</li> <li>▪ Website support: Supports Programme Leads to maintain accessible and up-to-date information on the CCHV website; Liaises with communications team as required;</li> <li>▪ Collaborates with and assists WPDU Data &amp; funding Administrator and provides leave cover for this role</li> <li>▪ Assists wider Nursing leadership team in projects as requested by Nurse Director Policy &amp; Practice</li> <li>▪ Assist in planning and implementing International Nurses Day celebration events; writing requests for donations and administrative tasks</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>▪ Works collaboratively and constructively with colleagues within the W&amp;PDU and the wider organisation</li> <li>▪ Ensures administrative functions and communication meets professional and organisational standards</li> <li>▪ Ensures strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to CCHV that support Nursing and W&amp;PDU goals</li> </ul>
Continuous improvement and innovation	<ul style="list-style-type: none"> <li>▪ Identifies opportunities for improvement within the service and actively contributes to quality initiatives</li> <li>▪ Provides high standards of customer service for all individuals and groups that interact with the team and is responsive to enquiries / complaints</li> <li>▪ Updates processes, procedures and desk files to reflect ongoing changes and improvements</li> <li>▪ Actively furthers own professional development and participates in relevant training</li> </ul>
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>▪ Works in partnership with stakeholders to achieve equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▪ Ensures all Health &amp; Safety obligations under the legislation are applied</li> <li>▪ Actively supports and ensures compliance with Health &amp; Safety policy and procedures</li> <li>▪ Maintains a proactive culture of Health &amp; Safety supported by systems</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## Key Relationships & Authorities

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## Capability Profile

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

Competency	Behaviours
<b>Team work</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members</li> <li>Builds rapport and relates well to all kinds of people, inside and outside the organisation</li> <li>Has a friendly manner and uses diplomacy and tact</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues</li> <li>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</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Integrity and trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted and seen as a direct, truthful individual</li> <li>Is reliable – provides quality service to those who rely on one's work</li> <li>Keeps confidences</li> <li>Admits mistakes</li> <li>Acts in line with organisational values</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening</li> <li>Can communicate effectively and appropriately for the context</li> <li>Demonstrates accuracy in spelling, grammar and written communication</li> <li>Explains information and gives instructions in clear and simple terms</li> <li>Willingly answers questions and concerns raised by others.</li> <li>Deals effectively with conflict</li> </ul>
<b>Organising and process management</b>	<ul style="list-style-type: none"> <li>Can organise resources (people, funding, material, support) to get things done</li> <li>Can orchestrate multiple activities at once to accomplish a goal</li> <li>Adjusts work style and approach to fit with requirements</li> <li>Can see opportunities for synergy and integration</li> <li>Uses resources effectively and efficiently</li> <li>Arranges information and files in a useful manner</li> </ul>
<b>Problem Solving &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches</li> <li>Can see hidden problems'</li> <li>Considers the wider implications of their actions and/or decisions.</li> <li>Balances taking a short and medium-term perspective</li> <li>Shows commitment to continuous learning and performance development</li> </ul>
<b>Technical expertise</b>	<ul style="list-style-type: none"> <li>High level of word processing skills</li> <li>Expert knowledge in a variety of computer software packages, including Microsoft Office suite applications e.g. Word, Excel, PowerPoint, TEAMS</li> <li>Proficiency in data base management and analysis, and invoicing processes</li> <li>Is prepared for and has the ability to learn new computer applications. Undertakes training as required</li> </ul>



## Experience and Capability

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Essential qualifications, skills and experience

### **A. Knowledge, Skills & Experience:**

- Proven experience in a people and programme focused administration role
- Well-developed interpersonal skills – able to relate to a range of people
- Excellent written and verbal communication skills
- Experience of creating and operating administration systems and efficient processes
- Good organisational skills, with ability to plan and prioritise work
- Demonstrated expertise in computer skills using a range of Microsoft packages including Word, Excel, PowerPoint, Outlook, TEAMS, database management and analysis
- Knowledge of the health system is desirable

### **B. Personal attributes:**

- Strong focus on providing the best support and help to service users
- Able to use initiative and work autonomously and with minimal direction
- Adaptable, problem-solving and able to cope with an ever changing context
- Enthusiastic with a can-do attitude
- Discrete and confidential
- Integrity and trust

### **C. Someone well-suited to the role will place a high value on the following:**

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Respect and collaboration
- Effective working relationships
- Following process
- Accuracy and confidentiality
- Delivering high standards of work
- Commitment to sustainable practice

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**