

Position Description

Position	Midwife Coordinator - Maternity Quality and Safety Programme (MQSP)
Team / Service	Women's Health Service
Directorate	Womens and Children's Group
District	Capital, Coast and Hutt Valley District
Responsible to	Director of Midwifery
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 expected to work from multiple locations across the district

Health New Zealand | 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
6. All people will be able to access a comprehensive range of support in their local communities to help them stay well
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9. 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.

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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. Kāpiti 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 secondary and tertiary level maternity care at Wellington Regional Hospital and secondary maternity level care at Hutt Hospital. There are also primary Birthing Units available for well women to use at Kenepuru Community Hospital in Porirua and the Kāpiti Health Centre.

The provision of maternity services encompass community-based midwifery Lead Maternity Carers (who are not hospital employees), Community Midwifery Team midwives, breastfeeding support, and tertiary level obstetrics, gynaecology and other specialist services.

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

MHAIDS is the Mental Health, Addiction and Intellectual Disability Service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Our Regional Forensic and Rehabilitation Inpatient Mental Health Services are located on site at Rātonga Rua-o-Porirua.

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 Ao 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

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.

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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 Health New Zealand policy.

Health New Zealand is committed to Te Tiriti o Waitangi principles of Tino Rangatiratanga, Partnership, Equity, Active Protection and Options 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.

Women’s and Children’s Service Group Perspective

The Women’s and Children’s Service Group is one of six within Capital, Coast and Hutt Valley district’s provider services. Services and specialties within the group range from primary to tertiary level with service provision for the district, the central Region and wider Regions. The Group operates from four sites across the district including Wellington Regional, Hutt and Kenepuru hospitals as well as the Kāpiti Birthing unit and Health Centre.

Our services include:

- Obstetrics and Gynaecology
- Maternity
- Maternal Fetal Medicine
- Women’s Health Scanning
- Gynaecology Oncology
- Abortion Service
- Neonatal Intensive and Special Care Units
- Child Health
- Child Development
- Genetics
- Violence Intervention Programme

Service/Team Perspective

The Women's Health Service is a secondary and tertiary provider of Obstetrics and Gynaecology care and associated support services on an acute or elective, inpatient, day patient or outpatient basis.

Obstetric services provide for approximately 5,000 births per annum, and include a Maternal Fetal Medicine service and Perinatal Ultrasound department. Primary, secondary, tertiary and some gynaecology are located across three sites - Wellington, Kenepuru and Paraparaumu.

- A multidisciplinary team located in Wellington (Birthing Suite and Antenatal/Postnatal wards) provide comprehensive secondary and tertiary care and support to lead maternity carers.
- A Maternal Fetal Medicine (MFM) service, focusing on the wellbeing of women, pregnant people and newborn infants who have maternal fetal complications or complex health needs.
- A Community Midwifery team who provide primary and secondary antenatal and postnatal midwifery care. Labour and birth care is provided by Birthing Suite midwives.
- Inpatient postnatal care is provided at Wellington and the primary birthing facilities at Kenepuru and Paraparaumu.
- Primary maternity services are also provided by self-employed Lead Maternity Carers (LMCs).

Secondary and Tertiary Gynaecological services

- A regional Gynaecological-Oncology service covering Capital, Coast and Hutt Valley, Wairarapa, Palmerston North, Whanganui, Taranaki and Hawkes Bay (in liaison with Wellington Cancer Centre).
- A general Gynaecological service offering surgery at Wellington and Kenepuru Hospitals, plus outpatient services at Wellington, Kenepuru and Paraparaumu.
- Te Mahoe Unit offers counselling and termination of pregnancy services

Acute Assessment service

- This service operates five days a week for women requiring acute assessment of maternity and gynaecological conditions.

Ultrasound

- A comprehensive diagnostic and therapeutic ultrasound service for Women's Health

Purpose of the role

The MQSP Coordinator facilitates the successful delivery of the MQSP Programme across the service/district, whilst providing support to the MQSP Governance Chair. MQSP involves ongoing, local teams working together to identify and implement improvements to district maternity services. The MQSP is driven by local midwifery and medical leaders working together with maternity consumers to improve outcomes for women/pregnant people, their babies and their whānau.

The role supports the delivery of a comprehensive programme for ongoing quality improvement in maternity services that is aligned with Manatū Hauora's priorities:

Priority groups include:

- Māori, Pacific, Indian and young women (<20 years), pēpi and whānau
- Women, pēpi and whānau living in high deprivation
- Other groups of women, pēpi and whānau identified as a priority group at individual level

MQSP aims to:

- Improve local maternity quality and safety
- Work regionally to support implementation of quality improvement initiatives
- Support implementation of recommendations from national bodies prioritised by the national Programme manager such as:
 - the *Perinatal and Maternal Mortality Review Committee* ('PMMRC') and any of its sub-committees
 - the National Maternity Monitoring Group (NMMG) annual report
- Broaden the scope and visibility of maternity quality activities.

The building and maintaining of effective working relationships between consumers, management and clinicians is key to achieving quality outcomes for women/pregnant people, the efficient functioning of services and the delivery of this role.

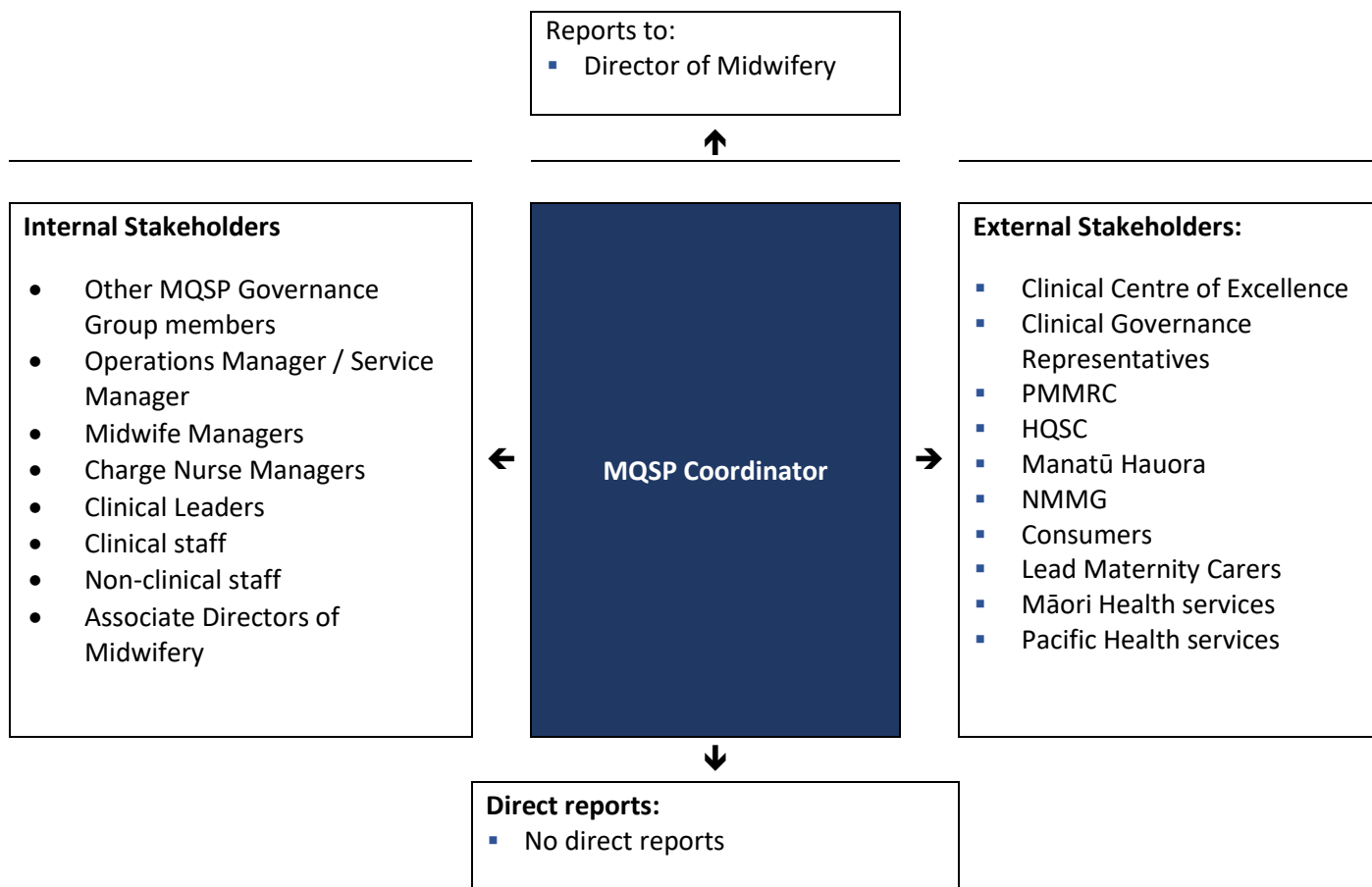
Key Accountabilities

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. Technical accountabilities	<ul style="list-style-type: none"> ▪ Reviews maternity quality improvement measures, maternity clinical indicators and notes possible trends that require further investigation. ▪ Liaises with Data Manager, Information Support, and Clinical staff to ensure production of reliable, useable maternity data. ▪ Drafts the Annual MQSP Report with input from key clinicians and consumers ▪ Ensures the Annual MQSP Report is published on time and is distributed to key stakeholders
2. Leadership	<ul style="list-style-type: none"> ▪ Oversees the annual assessment against the national maternity standards and recommends actions consistent with identified issues. ▪ Provides expert assistance to support staff and the service in meeting the national maternity standards, NMMG and PPMRC recommendations and directives from Health New Zealand Te Whatu Ora or Manatū Hauora. ▪ Leads quality improvement projects related to the MQSP work programme. ▪ Applies critical reasoning and professional judgement to practice issues and decisions for women/pregnant people at risk ▪ Acts as a positive role model and presents a professional image

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ▪ Self-directed in achieving own learning and professional development plans ▪ Actively participates in professional groups, maintains effective local, regional, national and international networks. ▪ Attends educational opportunities and conferences.
3. Stakeholder engagement	<ul style="list-style-type: none"> ▪ Foster a working environment that promotes professional relationships with the multidisciplinary team ▪ Fosters a collegial relationship with LMCs that promotes a collaborative model of working between staff and the LMCs to support the needs of women/pregnant people and whānau. ▪ Develops relationships with external stakeholders to provide collaboration opportunities which improve community linkages and services ▪ Midwifery practice complies with the philosophical and professional standards set by the Midwifery Council of New Zealand (MCNZ) and the New Zealand College of Midwives (NZCOM).
4. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Participates in the monthly Manatū Hauora MQSP coordinator's zoom ▪ Coordinates the Maternity Quality Safety Programme ▪ Undertakes projects as part of the MQSP work programme, including project design, audit, analysis, and coordinating project recommendations. Takes responsibility for timely delivery of up to two or three projects from the programme of work at one time. ▪ Assists in the engagement of consumers and lead maternity carers with the MQSP programme ▪ Supports the Chair in monitoring progress against the MQSP work programme. ▪ Supports the development of a biennial MQSP work programme and prepares the draft of this document.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities

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
Interpersonal Savvy	<ul style="list-style-type: none"> ▪ Builds constructive and effective relationships ▪ Reads situations quickly ▪ Good at focused listening ▪ Has the skills to effectively communicate in situations that require tact and diplomacy ▪ Has excellent communication skills, and an ability to be directive in emergent situations ▪ Is flexible, tolerant and responsive to situations, particularly focusing on effective resolution and de-escalation techniques when dealing with conflict ▪ Broadly shares wins and successes

Competency	Behaviours
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to achieve outcomes ▪ Identifies, priorities and manages their time and the time of others with a focus on what is important ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Creates strong morale and spirit in the team ▪ Knows how to organise people and activities ▪ Understands how to separate and combine tasks into efficient work flow ▪ Determines progress measures and what is required for effective measurement ▪ Can simplify complex processes ▪ Steadfastly pushes self and others for results
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 ▪ Recognises wider implications of action and decisions within the service ▪ Balances taking short, medium and long term perspectives ▪ Measures performance against goals ▪ Evaluates results ▪ Establishes clear direction and effectively communicates this ▪ Eliminates roadblocks to achieving desired outcomes ▪ Uses time effectively and efficiently ▪ Concentrates efforts on the more important priorities ▪ Can attend to a broad range of activities
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement ▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time ▪ Sought out by others for advice and solutions
Problem Solving	<ul style="list-style-type: none"> ▪ Solutions and judgement are supported by honest and reasoned analysis ▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can see hidden problems, implications and potential risks and is able to identify and critically evaluate solutions ▪ Looks beyond the obvious and doesn't stop at the first answer ▪ Is cool under pressure, and can handle stress ▪ Can be counted on to hold things together during tough times ▪ Is not knocked off balance by the unexpected
Quality & Innovation	<ul style="list-style-type: none"> ▪ Provides a quality service to those who rely on one's work. ▪ Looks for ways to improve work processes - suggests new ideas and approaches ▪ Shows commitment to continuous learning and performance development ▪ Will actively participate in quality improvement education opportunities

Competency	Behaviours
Negotiating	<ul style="list-style-type: none"> ▪ When require to settle differences can do so in a professional manner ▪ Can win concessions without damaging relationships ▪ Can be both direct and forceful as well as diplomatic ▪ Gains trust quickly of other parties to the negotiations ▪ Has a good sense of timing ▪ Maintains two-way dialogue with others on work and results ▪ Widely trusted ▪ Can present the unvarnished truth in an appropriate and helpful manner ▪ Keeps confidences ▪ Acts with consumers and priority groups in mind

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Knowledge of New Zealand Health system and legislation
- Understanding of quality and service improvement
- Knowledge and / or experience of risk management principals
- Comprehensive understanding of the New Zealand midwifery model of care
- Demonstrated competency in computer skills using a range of Microsoft packages including Word and Excel
- Experience working with senior external stakeholders and committees.

B. Essential Professional Qualifications / Accreditations / Registrations:

- Qualification relating to Quality Improvement or Quality Management is desirable
- New Zealand Registered Midwife holding a current annual practising certificate.

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

- Improving care and outcomes for women/pregnant people, babies and whānau
- Teamwork
- Commitment to reducing bureaucracy and duplication
- Good listening skills
- Excellent computer and database skills
- Ability to work in an efficient and organised way

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