

Position Description

Position	Controlled Documents Coordinator
Team / Service	Governance Team
Directorate	Centre of Clinical Excellence
District	Capital, Coast & Hutt Valley Districts
Responsible to	Clinical Governance Manager
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from both Hutt Valley and Wellington Hospitals.

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.

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.

Position Purpose and Unit Perspective

The Controlled Documents Coordinator works as a member of the Governance team and is responsible for providing coordination, guidance, education and support to staff developing controlled documents.

The Controlled Documents Coordinator provides a professional and efficient administration support with a focus on document control systems and processes. The role would work closely with the Senior Controlled Documents Coordinator to improve controlled document processes.

The Controlled Documents Coordinator reports to the Clinical Governance Manager.

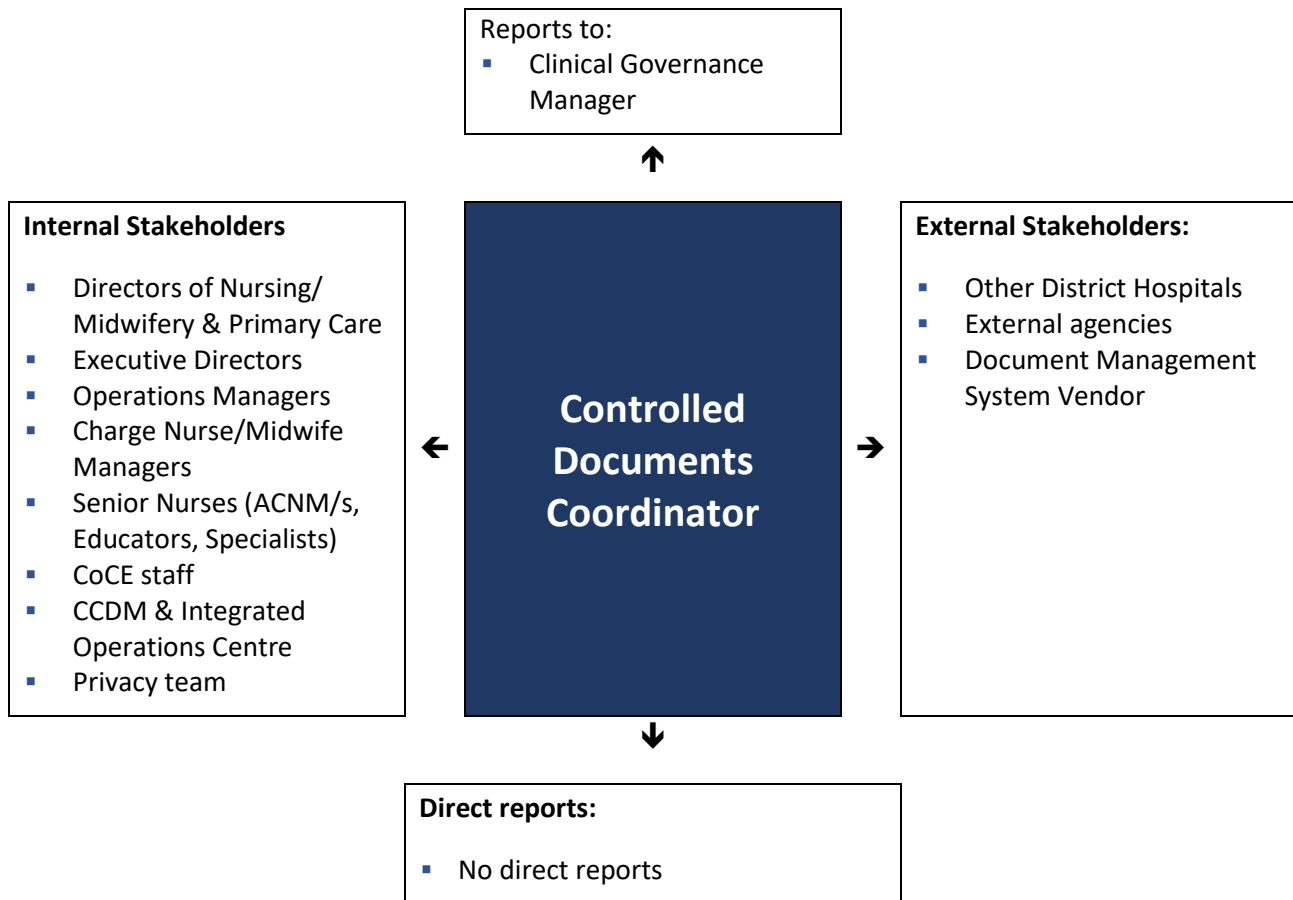
Key Accountabilities

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. Controlled Documents Coordination	<ul style="list-style-type: none"> Develops and maintains a robust document management system and process whereby all policies, procedures, guidelines and patient information; are systematically written, reviewed, ratified and stored in alignment with the HDSS Standard 2021 Advises and assists staff with policy development, production and/or review Advises and assists staff with patient information development, production and/or review Guides staff on the writing, development and maintenance of policies and patient information to ensure reduction of risk Ensures policies and procedures are made easily available to staff including safety critical documentation Provides Document Owners with all levels of controlled documents (including organisation-wide, Group and Service-level), to ensure that processes are understood.
2. Governance and Compliance	<ul style="list-style-type: none"> Ensures staff are appropriately trained on how to access the organisation's policy management system Loads completed controlled documents into the Document Management system. The document management system is maintained and improvements identified/implemented to support the organisation Participates in quality improvement activities, including audit and hospital certification processes as directed by the Governance Manager. Complies with the responsibilities under the all relevant legislative Acts Identifies risks and notifies these to the Governance Manager Participates in audits and quality improvement activities in support of the 2DHB Quality & Safety Framework Offers educational support to staff on development/production of staff and patient information Updates databases in a timely manner
3. Risk minimisation	<ul style="list-style-type: none"> Guides and ensures best practice and process is followed for all policies & patient information to ensure reduction of risk. Identifies risks and notifies the governance manager of these. Complies with District Reportable events policy and other policies and procedures.
4. Equity	<ul style="list-style-type: none"> Champions health literacy and supports the development of new thinking that will deliver equitable outcomes for Māori, Pacific and disabled people.

Key accountabilities	Deliverables / Outcomes
5. Personal and Professional Development	<ul style="list-style-type: none"> ▪ In partnership with Manager sets performance objectives for each year. ▪ Gains in depth knowledge of related legislation and applies it in writing policies and procedures. ▪ Attends educational programmes relevant to the position.
6. Health & Safety	<ul style="list-style-type: none"> ▪ Complies with the responsibilities under the Health & Safety Act.

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 <i>Uses logic and analysis to find solutions.</i>	<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
Organising <i>Uses resources to get things done.</i>	<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
Drive for Results <i>Focuses on achieving or exceeding goals.</i>	<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
Customer focus <i>Demonstrates commitment to understanding and providing what customers want.</i>	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first-hand customer information and uses it for improvements in products and services Acts with customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and trust <i>Is seen as a direct, truthful individual.</i>	<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
Teamwork	<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.

Competency	Behaviours
Quality and Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work. • Looks for ways to improve work processes - suggests new ideas and approaches. • Explores and trials ideas and suggestions for improvement made by others. • Shows commitment to continuous learning and performance development.
Communication	<ul style="list-style-type: none"> ▪ Practises active and attentive listening. ▪ Explains information and gives instructions in clear and simple terms. ▪ Willingly answers questions and concerns raised by others. ▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. ▪ Is confident and appropriately assertive in dealing with others. ▪ Deals effectively with conflict.
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

Experience and Capability

Essential qualifications, skills and experience

- A relevant health qualification or relevant experience is desirable but not essential
- Knowledge of New Zealand Health legislation
- Knowledge and experience in the administration of health policy requirements, document control systems and health literacy
- Exceptional IT skills, including excellent word processing and spreadsheet skills
- Strong interpersonal skills, builds rapport and relates well with people
- Ability to work independently as well as part of a team
- Effective time management skills and ability to meet delivery of objectives
- Excellent communications skills
- Ability to explain and write about policy processes in simple language
- Ability to assist staff to clarify and document their policy requirements
- Ability to pass on concerns while maintaining credibility with staff involved in the policy development or review
- Good conflict resolution skills
- Ability to maintain relevant paperwork and electronic files in an orderly and auditable fashion
- Proven ability to be flexible and adaptable

Personal Attributes

- Dedicated to improving the experience and outcomes for consumers
- Believes in the multi-disciplinary models of care delivery
- Pro-active management to achieves outcomes
- Highly accurate with strong attention to detail
- Excellent written and oral communication skills at senior levels
- Effective time management skills and the ability to meet delivery of commitments

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.