

Position Description

Position	Consumer Engagement Project Lead
Team / Service	Centre of Clinical Excellence
Group	Centre of Clinical Excellence
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Executive Director
Children's Act 2014	This position is not a children's worker, requiring a safety check with Ministry of Justice vetting before commencing.
Location	This position is expected to work from both Capital Coast, Hutt Valley, and Kenepuru 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.

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

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.

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.

Service Perspective

Capital, Coast and Hutt Valley district (CCHV) have created a Centre of Clinical Excellence (the Centre) leading a programme of work to plan, develop and implement an integrated quality, safety and improvement function across the district.

Purpose of the role

The purpose of this role is to lead and oversee the management of the Consumer Engagement portfolios, with particular emphasis on Health and Disability Commissioner (HDC) complaints processes. The role will involve providing strategic direction, governance and expert leadership. The role will be responsible for aligning the Consumer Engagement team and portfolios to meet current organisational needs, both within the Centre and the wider organisation, alongside external regulatory bodies. This will involve coaching the immediate team, and developing systems, processes and policies to ensure the delivery of high-quality, expert support and service to key stakeholders, in line with the HNZ's evolving priorities. Collaboration across the team, Centre and district will be essential to success.

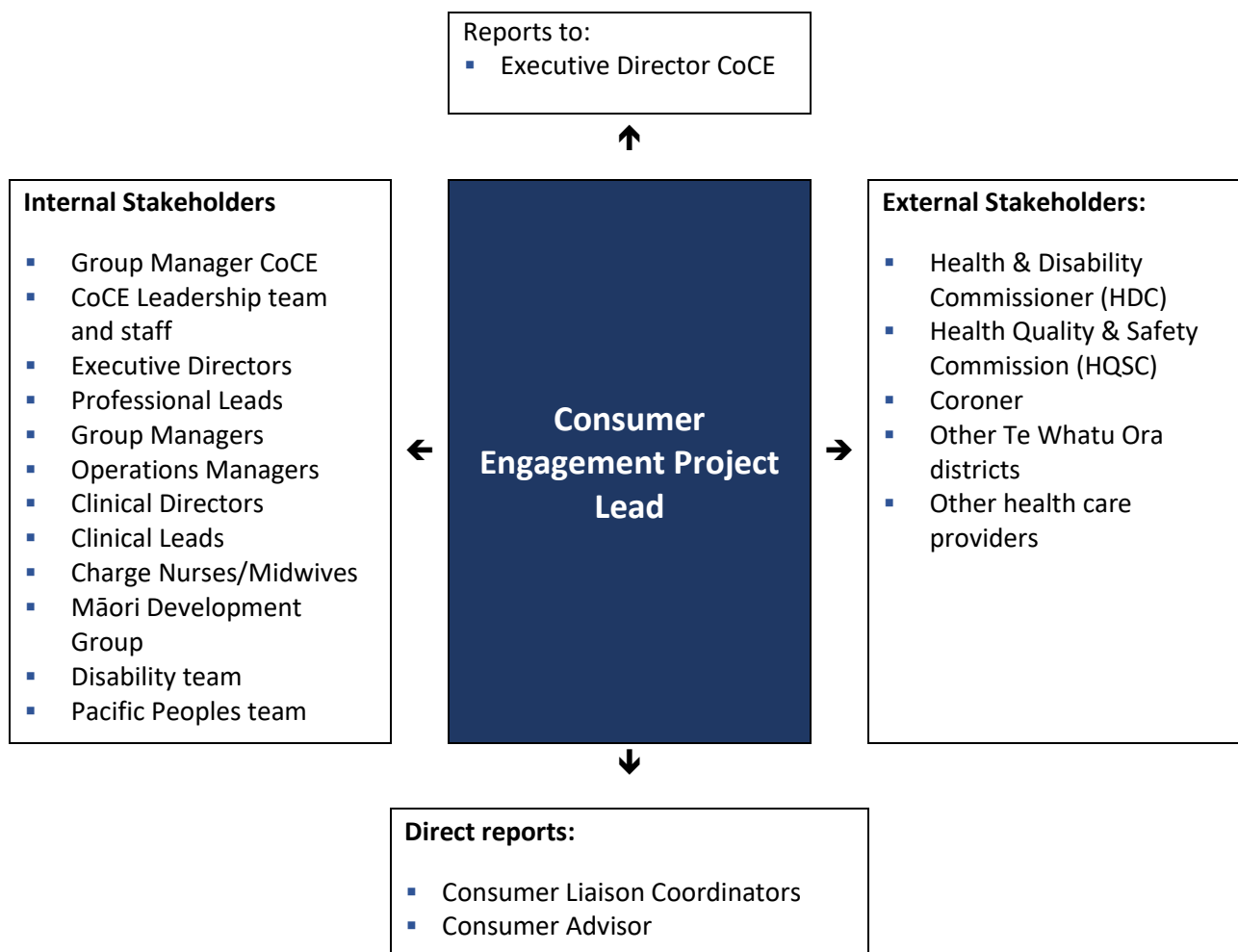
Key Accountabilities

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	- Provides professional and managerial leadership to the work of the Consumer Engagement team, building capability and leading the team's direction. - Leads and oversees management of all Health and Disability Commissioner complaints. - As part of the CoCE Leadership Team, encourages and fosters organisational awareness and readiness for strengthening and sustaining a strong patient safety culture. - Takes a team approach as a key member of the CoCE Leadership Team to ensure integration and alignment of the Centre's activities both within and outside of the department. - Develops strong working relationships with other staff and key stakeholders. - With accountability to the Executive Director CoCE, works in collaboration with the Quality & Patient Safety, Governance and Simulation Centre Managers and Professional Leads to take a team

Key accountabilities	Deliverables / Outcomes
	approach to creating an integrated patient safety and quality improvement framework for CCHV patients.
2. Reporting	- Provides expert advice to the Executive Director and CoCE Leadership Team. - Contributes to reporting for internal and external purposes as required. - Develops, plans and identifies system changes to improve service-level reporting and advice. - Ensures consistency and standardisation of reporting across the district by improving data and information collation processes and data integrity. - Receives external quality reports, e.g. ACC, HDC, HQSC, OIA etc. and prepares messaging for the organisation when relevant.
3. Te Tiriti o Waitangi	- Work in partnership with stakeholders to achieve our equity goals for Māori, and ensure Te Tiriti o Waitangi obligations are adhered to within all work streams. - 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.
4. Education & Training	- Ensures the Consumer Engagement team's capability meets internal and external expectations. - Provides leadership, training and oversight of all feedback received by the organisation. - Is up-to-date with current internal and external policies and procedures that affect the portfolios held within the Consumer Engagement team.
5. Quality and Risk	- Continually improves programmes and systems - Identifies risks and develops mitigation strategies - Contributes to the development of policies, procedures and guidelines (controlled documents)
6. Health & Safety	- Ensures 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	▪ 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
Organising	▪ 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

Competency	Behaviours
Planning	▪ 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
Decision Quality	▪ Makes good decisions (without considering how much time it takes) 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	▪ 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 the first answer
Quality & Innovation	▪ 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
Negotiating	▪ Can negotiate skilfully in tough situations with both internal and external groups ▪ Can settle differences with minimum noise ▪ 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

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Strong and successful experience in managing a team
- Record of working successfully to develop effective systems, protocols and policies
- Ability to work pro-actively and autonomously to ensure delivery of the project, as well as within the departmental and organisational teams, and with other key stakeholders

B. Essential Professional Qualifications / Accreditations / Registrations:

- A clinical qualification is essential to success in this role as revision of clinical detail is key in managing CCHV's complaints processes; support within the team to provide expert advice outside of your professional vocation will be provided
- Experience in managing complaints is highly desirable
- Experience with consumer advocacy and management of patients and whānau

- Understanding of HDC's Code of Rights, HQSC's Code of Expectations, and the concepts of patient and whānau-centric care, equity and restorative principles
- Knowledge of both indigenous and Western models of health care

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

- Having consumers at the heart of what you do and ensuring their voice is incorporated in our actions as an organisation
- Equity and empathy
- Building and developing systems and processes; attention to detail
- Promoting the portfolio and assisting with education across the organisation
- Strong leadership and managerial skills
- Already established networks or ability to quickly build strong relationships across the organisation
- Project management skills, in order to deliver on the key aspects of the Project Lead role

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