

Position Description

Position	Senior Clinical Governance Coordinator
Team / Service	Centre of Clinical Excellence
Group	Centre of Clinical Excellence
District	Capital, Coast & Hutt Valley
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 Wellington Regional Hospital, Hutt Valley Hospital and other locations across the district as needed.

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.

Team/Service Perspective

The Centre of Clinical Excellence supports the district to become a learning, pro-equity organisation where innovation and quality improvement is embedded in the practice of all staff. The centre will contribute to improved health outcomes for all our patients by raising the visibility of quality and safety, strengthening clinical governance and developing innovative practices to transform the district.

The Centre of Clinical Excellence aims to be a dynamic leader in this field, to have a smart and vibrant environment with people who are passionate, inspiring, creative, and challenge all to be extraordinary. Our team are values driven, who share knowledge, communicate openly and honestly, continually learn and are curious and courageous.

Purpose of the role

The purpose of the Senior Clinical Governance Coordinator (SCGC) is to provide high quality oversight, advice and guidance to the Clinical Board and its sub-committees, as well as coordination of agreed significant projects and activities.

Key functions of the role:

- Oversight of the functions and work plans of the sub-committees of the Clinical Board
- Supports the Clinical Board by coordinating meetings, setting agendas in consultation with the Chair, collating reports and papers, taking minutes and action follow-up where necessary
- Is the clinical governance technical expert, providing guidance and expertise to the Chairs of the Clinical Board sub-committees
- Drives the hospital-wide dissemination and communication of clinical governance dashboards and activities
- Ensures the Clinical Governance Coordinators have the right information and resources for the various committees they support
- Provides senior level support and advice to the other members of the Governance team and the wider quality function to support committee's activities
- Supports the Clinical Governance Manager on specified projects, including Patient Safety Alerts

The Senior Clinical Governance Coordinator reports to the Clinical Governance Manager CCHV and is responsible for contributing to the overall organisation's clinical governance coordination programmes. The SCGC also provides coaching and mentoring support to the team of Clinical Governance Coordinators.

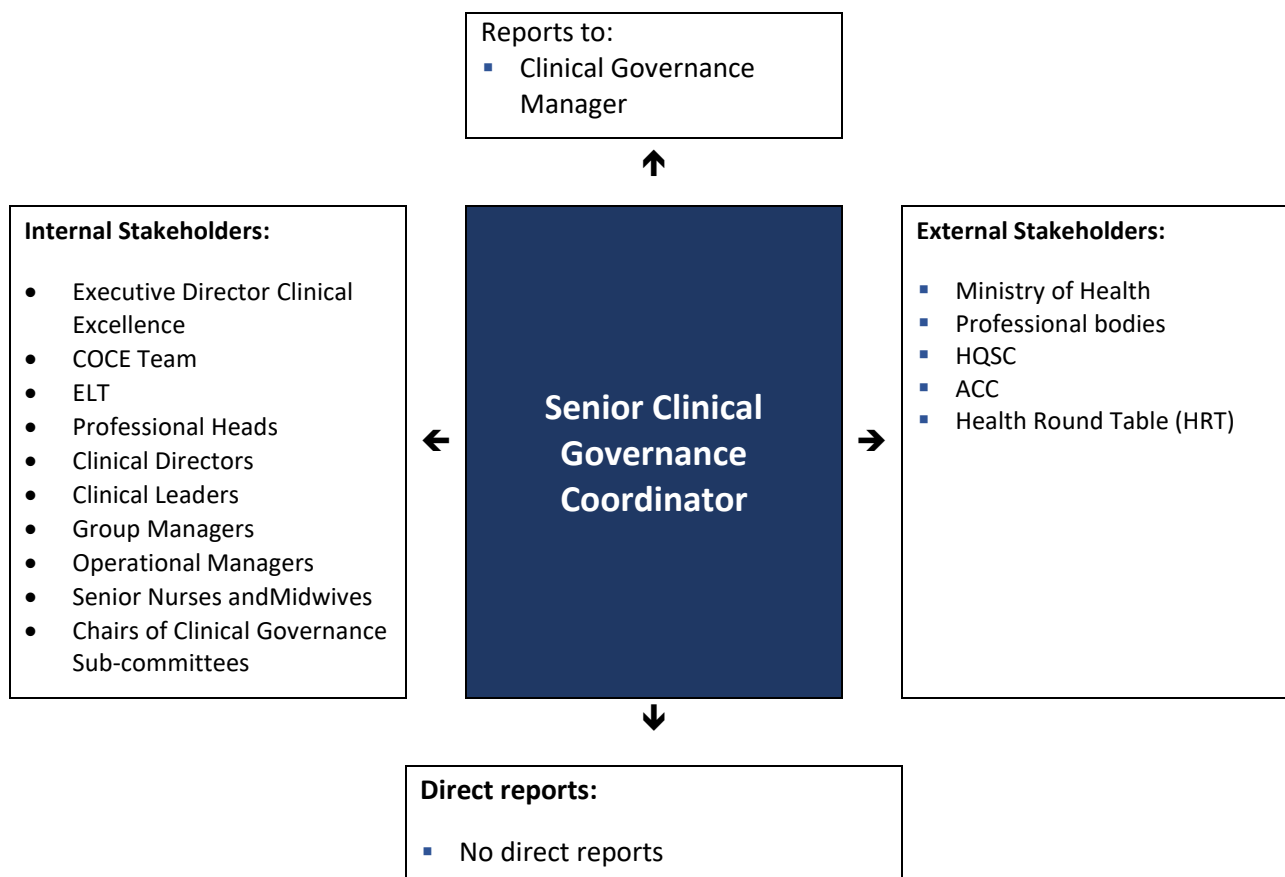
Key Accountabilities

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
Governance Committee Coordination	• Supports the Clinical Board by coordinating meetings, setting agendas in consultation with the Chair, collating reports and papers, taking minutes and action follow-up where necessary • Maintains oversight of the clinical governance sub-committees, with a detailed understanding of all reporting requirements for the committees to the Clinical Board and ensure obligations are met • Is the clinical governance technical expert, providing guidance and expertise to the Chairs of the clinical governance sub-committees, e.g. support with data collation and analysis, identifying training needs, provision of resources and supports the implementation of improvement processes • Works with the data analysts to support the clinical governance sub-committees with data analysis, collation and reporting needs • Provides interim support to sub-committees, where necessary, until the structure of CCHV Clinical Governance is complete. • Drives the hospital-wide dissemination and communication of clinical governance dashboards and activities • Provides assurance to the Clinical Governance Manager of the implementation of and compliance with the Clinical Governance Model, identifying and escalating any gaps or training needs • Liaison with Directorate- and Service-level clinical governance groups • Provide back up to the Clinical Governance Coordinators supporting the various SharePoint and shared drive sites. • Provides leadership, training and oversight of the Electronic Patient Alerts process, ensuring outcomes are well documented and actions are completed in a timely fashion.
Project Support	• Supports the Clinical Governance Manager on specified projects, including Patient Safety Alerts, with tasks such as ○ Prepare governance reports, project status reports, presentations, project meeting agendas and minutes, maintain logs and registers ○ Take an active part in the project risk/issue management process by contributing to the identification and prioritisation of existing and potential risks and issues ○ Manage the project plan, reviewing the plans regularly to ensure tasks and milestones are being achieved in a timely manner. Follow up on any actions, addressing any challenges and escalate issues to the Clinical Governance Manager where necessary.
Relationship Management	• Build and maintains excellent working relationships with the committee chairs and members. • Work collaboratively with the CoCE team members • Understand boundaries of authority and escalation triggers • Support the Clinical Governance Manager with activities related to clinical governance

Key accountabilities	Deliverables / Outcomes
Education & Training	- Provides training to DHB staff on clinical governance, ensuring awareness of the importance and purpose of clinical governance - Ensures CCHV staff have an understanding of the CCHV Quality & Safety Framework. - Identifies training needs within the clinical governance sub-committees and supports them to ensure these are met
Coaching & Mentoring	Provides mentoring and support to the Clinical Governance Coordinators to ensure they are supported in their role
Quality Improvement & Managing Change	- Applies the IHI methodology to actively drive change and improvement - Maintains up-to-date knowledge and understanding of best practice regarding quality improvement methodologies - Acts as a 'change agent' to enable more effective ways of working within the team, and across the organisation
Equity	Analyses current processes and thinking, and supports the development of new thinking that will deliver equitable outcomes for Māori, Pacific and disabled people.
Risk & Issue Management	Support the Clinical Governance Coordinator in managing any risks and issues in a timely manner.
Occupational Health and Safety	Comply with responsibilities under the Health & Safety at Work Act 2015 Safety Management

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 <i>Analyses and improves work processes.</i>	• 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
Customer focus <i>Demonstrates commitment to understanding and providing what customers want.</i>	• 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
Motivating others <i>Creates a climate in which people want to do their best and which empowers others.</i>	• Creates a climate in which people want to do their best • Can motivate many kinds of direct reports and team or project members • Can assess each person's hot button and use it to get the best out of him/her • Pushes tasks and decisions down • Empowers others • Invites input from each person and shares ownership and visibility • Makes each individual feel his/her work is important • Is someone people like working for
Quality and 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.
Teamwork	• 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. • <i>Supports in word and action decisions that have been made by the team.</i> • Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Communication	• Practises active and attentive listening. • Explains information and gives instructions in clear and simple terms. • Willingly answers questions and concerns raised by others.

Competency	Behaviours
	• 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.
Interpersonalsavvy <i>Relates well to all kinds of people – builds constructive and effective relationships.</i>	• 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
Drive for Results	• Can be counted on to exceed goals successfully • Is constantly and consistently one of the top performers

Experience and Capability

Essential qualifications, skills and experience:

- Relevant clinical qualification or related experience in health services
- Significant administration, project planning/coordination experience
- Strong project and information management experience
- Excellent SharePoint/MS Office skills
- Strong interpersonal skills with the ability to build strong working relationships with diverse groups and maintain them
- Works collaboratively with others
- Strong coaching and mentoring skills
- Significant experience of working in a fluid and dynamic environment
- Highly accurate with strong attention to detail
- Ability to work independently as well as part of a team
- Excellent written and oral communication skills at senior levels
- Fluency in Te Reo Maori is preferable and will be considered an advantage
- Effective time management skills and the ability to meet delivery of commitments

Personal Attributes

- Dedicated to improving care and outcomes for patients/consumers, and striving for excellence
- Places patients/consumers at the forefront of both quality improvement and the relevant measurements of the improvement
- Perseverance and commitment
- Discovering the truths of things – basing decisions on evidence
- Being a change agent

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