

## Position Description

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<b>Position</b>	<b>Contracts Coordinator</b>
<b>Team / Service</b>	Non-Clinical Support & Delivery
<b>Reporting to:</b>	Head of Contracted Services
<b>Directorate</b>	Finance, Facilities and Business Services
<b>District</b>	Capital, Coast & Hutt Valley, Wairarapa
<b>Children's Act 2014</b>	This position is <b>not</b> children's worker, requiring a safety check with Ministry of Justice vetting before commencing.
<b>Location</b>	The position is expected to work from both Capital and Coast and Hutt Valley District and Wairarapa district sites
<b>Hours</b>	40 hours a week, Monday to Friday with Flexible Working

## Te Whatu Ora

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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

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Health New Zealand – Te Whatu Ora Capital Coast and Hutt Valley District (CCHV) covers the greater Wellington, Kapiti and Hutt Valley region, providing hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

Together CCHV and Wairarapa (Wr) districts provide hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 495,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our districts, 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 CCHV district's population live in Wellington and Lower Hutt with Wr district population being predominantly located in Martinborough, Featherston, Greytown, Carterton, Masterton and outlying rural districts.. 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**

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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:

### **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.

Capital and Coast	Hutt Valley	Wairarapa
<b>Vision</b> Keeping our community healthy and well	<b>Vision</b> 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.	<b>Vision</b> Well Wairarapa – better health for all
<b>Mission</b> Together, Improve the Health and Independence of the People of the District	<b>Mission</b> Working together for health and wellbeing.	<b>Mission</b> To improve, promote and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.
<b>Ō mātou uara – Values</b> <b>Manaakitanga</b> – Respect, caring, kindness <b>Kotahitanga</b> – Connection, unity, equity <b>Rangatiratanga</b> – Autonomy, integrity, excellence	<b>Ō mātou uara – Values</b> <b>Mahi Pai</b> 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best	<b>Ō mātou uara – Values</b> <b>Manaakitanga</b> – Respect. We care for each other, showing kindness and empathy in all that we do <b>Auaha</b> – Innovation. We are committed to finding future focused solutions and take personal responsibility to be better everyday. <b>Kotahitanga</b> – Relationships. Our diversity is our strength, we back each other and work together in partnership. <b>Eke taumata</b> – Equity. We are committed to doing the right thing, by ensuring equity and hauora are at the heart of everything.

## 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.

## Purpose of the role

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Non-Clinical Support & Delivery CCHV / Wr is accountable for leading the development and implementation of the range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services.

The Contracts Coordinator manages, coordinates and administers established contracts, in accordance with the Contract Management Plan and approved procedures, to achieve delivery of contractual obligations to agreed standards, and supports projects and other initiatives that help enhance the service delivery of our providers or clinical partners

## Key Accountabilities

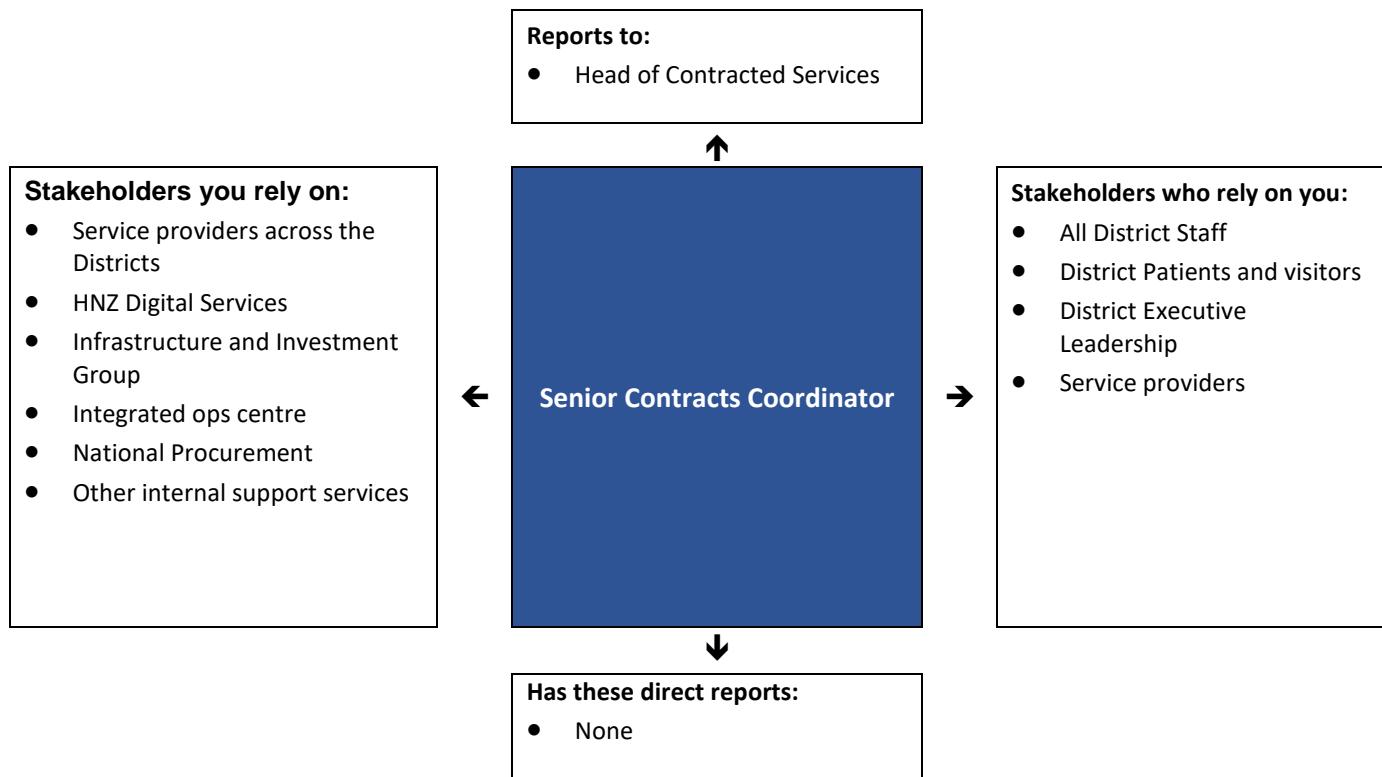
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Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
<ul style="list-style-type: none"><li>Coordinate and administer a set of centralised contracts</li></ul>	<ul style="list-style-type: none"><li>Day to day coordination of contracts.</li><li>Monitoring and report on vendor KPIs and identify any areas where vendors are not meeting contractual obligations or agreed performance levels.</li><li>Managing contract issues, and escalate on-going or high-risk issues to the Contracted Services Manager.</li><li>Managing the contract close out process</li><li>Prepare and complete contract management plans</li><li>Ensure contract administration and filing support for supplier contracts</li></ul>	<ul style="list-style-type: none"><li>Contracts are coordinated in an efficient, effective and smooth manner.</li><li>KPI's, SLA's and SLM's are reported in accordance with the schedules set out in the contracts and contract management plans.</li><li>Issues and risks are reported. Risk is mitigated / minimised / eliminated.</li><li>Contract close out processes are completed in a timely manner to a high standard</li><li>Contract management plans are completed in a timely manner to a high standard.</li><li>Contracts are administered and filed in accordance with organisational protocols.</li></ul>
<ul style="list-style-type: none"><li>Relationship Management</li></ul>	<ul style="list-style-type: none"><li>Manage supplier relationships as designated by the Contracted Services Manager in a manner which supports "value for money".</li><li>Develop and maintain effective relationships with managers and staff in CCDHB.</li></ul>	<ul style="list-style-type: none"><li>Supplier relationships are managed proactively and in accordance with contract schedules.</li><li>Excellent relationships are built and maintained</li><li>There is good two-way feedback such that risks are managed before they becomes issues, and issues managed before they become problems</li></ul>

<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators/Measures</b>
<ul style="list-style-type: none"> <li>• Process Improvement and Internal Control</li> </ul>	<ul style="list-style-type: none"> <li>• Strives for process improvement and efficiency at all times</li> <li>• Encouraging and promoting a best practice contract coordination approach.</li> <li>• Ensure that contracts are coordinated in such a way that organisation risk is minimised or mitigated</li> <li>• Write and prepare reports</li> </ul>	<ul style="list-style-type: none"> <li>• Examples can be presented where process improvement and efficiency can be demonstrated</li> <li>• Contract management and coordination adheres to best practice methodologies.</li> <li>• Written reports for all stakeholders are to a high quality</li> <li>• Issues and risks are reported / escalated in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>• Stakeholder Management</li> </ul>	<ul style="list-style-type: none"> <li>• Understand and anticipate the needs of our stakeholders and tailor solutions</li> <li>• Work with internal and external customers and stakeholders in ways that positively grow relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Positive stakeholder / customer feedback – internal and external.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate and administer a set of centralised contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Day to day coordination of contracts.</li> <li>• Monitoring and report on vendor KPIs and identify any areas where vendors are not meeting contractual obligations or agreed performance levels.</li> <li>• Managing contract issues, and escalate on-going or high-risk issues to the Contracted Services Manager.</li> <li>• Managing the contract close out process</li> <li>• Prepare and complete contract management plans</li> <li>• Ensure contract administration and filing support for supplier contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Contracts are coordinated in an efficient, effective and smooth manner.</li> <li>• KPI's, SLA's and SLM's are reported in accordance with the schedules set out in the contracts and contract management plans.</li> <li>• Issues and risks are reported. Risk is mitigated / minimised / eliminated.</li> <li>• Contract close out processes are completed in a timely manner to a high standard</li> <li>• Contract management plans are completed in a timely manner to a high standard.</li> <li>• Contracts are administered and filed in accordance with organisational protocols.</li> </ul>

## Key Relationships & Authorities

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## Capability Profile

### Competencies

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

Competency	Behaviours
Dealing with Ambiguity	<ul style="list-style-type: none"><li>• Can effectively cope with change</li><li>• Can shift gears comfortably</li><li>• Can decide and act without having the total picture</li><li>• Isn't upset when things are up in the air</li><li>• Doesn't have to finish things before moving on</li><li>• Can comfortably handle risk &amp; uncertainty</li></ul>
Process Management	<ul style="list-style-type: none"><li>• Good at figuring out the processes necessary to get things done</li><li>• Knows how to organise people and activities</li><li>• Understands how to separate and combine tasks into efficient work flow</li><li>• Knows what to measure and how to measure it</li><li>• Can see opportunities for synergy and integration where others can't</li><li>• Can simplify complex processes</li><li>• Gets more out of fewer resources</li></ul>
Priority Setting	<ul style="list-style-type: none"><li>• Spends his/her time and the time of others on what's important</li><li>• Quickly zeroes in on the critical few and puts the trivial many aside</li><li>• Can quickly sense what will help or hinder in accomplishing a goal</li><li>• Eliminates roadblocks</li><li>• Creates focus</li></ul>
Conflict Management	<ul style="list-style-type: none"><li>• Steps up to conflicts, seeing them as opportunities</li><li>• Reads situations quickly</li><li>• Good at focused listening</li><li>• Can hammer out tough agreements and settle disputes equitably</li><li>• Can find common ground and get cooperation with minimum noise</li></ul>
Political Savvy	<ul style="list-style-type: none"><li>• Can manoeuvre through complex political situations effectively and quietly</li><li>• Is sensitive to how people and organisations function</li><li>• Anticipates where the land mines are and plans his/her approach accordingly</li><li>• Views corporate politics as a necessary part of organisational life and works to adjust that reality</li><li>• Is a maze-bright person</li></ul>
Negotiating	<ul style="list-style-type: none"><li>• Can negotiate skilfully in tough situations with both internal and external groups</li><li>• Can settle differences with minimum noise</li><li>• Can win concessions without damaging relationships</li><li>• Can be both direct and forceful as well as diplomatic</li><li>• Gains trust quickly of other parties to the negotiations</li><li>• Has a good sense of timing</li></ul>

Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>• Is widely trusted</li> <li>• Is seen as a direct, truthful individual</li> <li>• Can present the unvarnished truth in an appropriate and helpful manner</li> <li>• Keeps confidences</li> <li>• Admits mistakes</li> <li>• Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Composure</b>	<ul style="list-style-type: none"> <li>• Is cool under pressure</li> <li>• Does not become defensive or irritated when times are tough</li> <li>• Is considered mature</li> <li>• Can be counted on to hold things together during tough times</li> <li>• Can handle stress</li> <li>• Is not knocked off balance by the unexpected</li> <li>• Doesn't show frustration when resisted or blocked</li> <li>• Is a settling influence in a crisis</li> </ul>

## Essential Experience and Capability

### a. Knowledge and Experience:

- A relevant qualification is desirable
- Experience in contract coordination
- Customer service experience
- 2-3 years office and contracts coordination experience
- Microsoft office suite

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

- Strong analytical and problem solving skills
- Excellent standard of service delivery and customer service
- High standard of time management skills and an ability to work under pressure
- Good written and oral communication skills
- Treats information with sensitivity and confidentiality
- Builds effective relationships

*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.