

## Position Description

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<b>Position</b>	Clinical Governance Coordinator
<b>Team / Service</b>	Centre of Clinical Excellence
<b>Group</b>	Centre of Clinical Excellence
<b>District</b>	Capital, Coast & Hutt Valley (CCHV)
<b>Responsible to</b>	Governance Manager
<b>Children's Act 2014</b>	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	This position is expected to work from both Wellington Regional and Hutt Valley Hospital

## 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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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

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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

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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

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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.

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

Capital, Coast and Hutt Valley district have created a Centre of Clinical Excellence 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 the Clinical Governance Coordinator role is to provide high quality coordination and support services to the Clinical Governance sub-committees. This role will also support coordination of agreed projects and activities.

Key functions of the role will include:

- Supporting the clinical governance sub-committees by coordinating meetings, collating agendas, reports and papers, and taking minutes and action follow-up where necessary.
- Working alongside the other members of the Governance team and the wider quality function to support committees activities.
- Administrative support for agreed projects and activities.

The Governance Coordinator reports to the Governance Manager and is responsible for contributing to the overall organisation’s clinical governance coordination programmes.

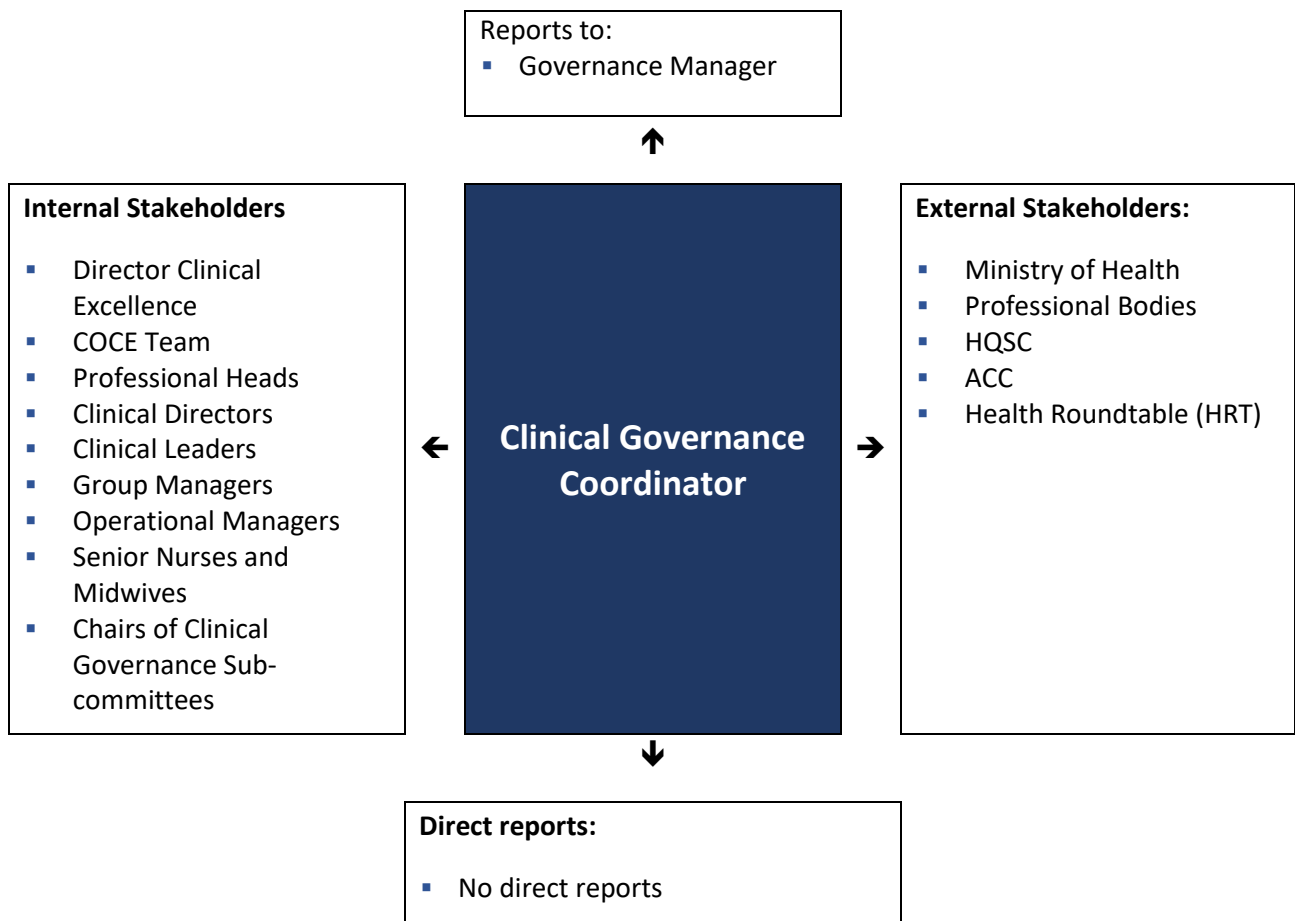
## Key Accountabilities

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. Governance Committee Coordination	<ul style="list-style-type: none"> <li>▪ Meeting coordination - including working with Chairs to prepare agendas, finalise papers, circulate papers in advance of meetings, write and distribute minutes.</li> <li>▪ Work with committee chairs in the preparation of reports and the collation of information for the meetings.</li> <li>▪ Assist with having the right data and reports available for the committees.</li> <li>▪ Monitor and follow up on actions from meetings.</li> <li>▪ Work with committee chairs to keep terms of reference and annual plans up to date.</li> <li>▪ Have oversight of reporting requirements for the committees to the Clinical Board.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Provide back up to the other Governance Coordinators supporting the various SharePoint and shared drive sites.</li> <li>▪ Identifying improvement opportunities from supported committees.</li> <li>▪ Facilitates and supports change, working in collaboration with others members of the Governance team.</li> </ul>
2. Project Support	<ul style="list-style-type: none"> <li>▪ Coordination of designated projects and activities as required.</li> <li>▪ Provide administrative support for implementation of initiatives related to clinical governance.</li> </ul>
3. Relationship Management	<ul style="list-style-type: none"> <li>▪ Build and maintains excellent working relationships with the committee chairs and members.</li> <li>▪ Work collaboratively with the CoCE team members.</li> <li>▪ Understand boundaries of authority and escalation triggers.</li> <li>▪ Support the Senior Governance Coordinator and Governance Manager with activities related to clinical governance.</li> </ul>
4. Education & Training	<ul style="list-style-type: none"> <li>▪ Ensures CCHV staff have an understanding of the CCHV Quality &amp; Safety Framework.</li> </ul>
5. Equity	<ul style="list-style-type: none"> <li>▪ Analyses current processes and thinking, and supports the development of new thinking that will deliver equitable outcomes for Māori, Pacific and disabled people.</li> </ul>
6. Risk & Issue Management	<ul style="list-style-type: none"> <li>▪ Support the Senior Governance Coordinator in managing any risks and issues in a timely manner.</li> </ul>
7. Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
8. Health & Safety	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## 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
<p><b>Process management</b> <i>Analyses and improves work processes</i></p>	<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>
<p><b>Customer focus</b> <i>Demonstrates commitment to understanding and providing what customers want</i></p>	<ul style="list-style-type: none"> <li>▪ Is dedicated to meeting the expectations and requirements of internal and external customers.</li> <li>▪ Gets first-hand customer information and uses it for improvements in products and services.</li> <li>▪ Acts with customers in mind.</li> <li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>

Competency	Behaviours
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work.</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>Explores and trials ideas and suggestions for improvement made by others.</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>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.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening.</li> <li>Explains information and gives instructions in clear and simple terms.</li> <li>Willingly answers questions and concerns raised by others.</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>Is confident and appropriately assertive in dealing with others.</li> <li>Deals effectively with conflict.</li> </ul>
<b>Interpersonal savvy</b> <i>Relates well to all kinds of people – builds constructive and effective relationships.</i>	<ul style="list-style-type: none"> <li>Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation.</li> <li>Builds appropriate rapport.</li> <li>Builds constructive and effective relationships.</li> <li>Uses diplomacy and tact.</li> <li>Can diffuse even high-tension situations comfortably.</li> </ul>
<b>Drive for Results</b> <i>Focuses on achieving or exceeding goals.</i>	<ul style="list-style-type: none"> <li>Can be counted on to exceed goals successfully.</li> <li>Is constantly and consistently one of the top performers.</li> <li>Very bottom-line oriented.</li> <li>Steadfastly pushes self and others for results.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Significant administration, project coordination 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
- 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
- Effective time management skills and the ability to meet delivery of commitments

**B. Essential Professional Qualifications / Accreditations / Registrations:**

- Relevant clinical qualification or related experience in health services desired but not essential

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

- 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

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