

## Position Description

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<b>Position</b>	<b>Coordinator –Backfill – Keneperu</b>
<b>Team / Service</b>	Advancing Wellness at Home Initiative
<b>Directorate</b>	Community, Allied Health and Older People
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader - AWHI
<b>Children’s Act 2014</b>	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from [list the campus(es), hospital(s), or description such as, “multiple locations across the district”]

## 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.

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.

## Team/Service Perspective

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Older Adult, Rehabilitation and Allied Health (ORA) Services are provided to people of all ages in inpatient, outpatient and community settings. Wellington Regional Hospital is one of 5 major tertiary hospitals in New Zealand and provides a comprehensive range of specialist secondary and tertiary services. Kenepuru Hospital provides health of the older person, rehabilitation and some elective surgical services. This role is part of the ORA Community service which works out of 3 community bases in Wellington, Porirua and Paraparaumu. These inter-professional teams work with all people who meet the eligibility criteria in the Capital and Coast District, which runs from Seatoun in Wellington to Pekapeka Road on the Kapiti Coast, and out to Horokiwi in the east of the district.

Allied health teams are comprised of Physiotherapists, Occupational Therapists, Speech Language Therapists, Dietitians, Social Workers, Psychologists and Allied Health Assistants.

Wherever possible the disciplines work closely with each other and with nursing and medical colleagues to provide integrated care for the people we see. The team has strong relationships with other areas of the District Health Board and NGO providers, including Community, outpatient services and NASC agencies.

### **Clinical specialty/area**

The Allied Health clinician in this role will work predominantly to support patients to transition home from hospital after a variety of acute or chronic medical conditions including conditions related to age and frailty, ACC injuries or stroke. The inter-professional team utilises an in-reach model and clinicians practice in an inter-professional manner to facilitate early discharge, promote activities that maintain or improve function and engage in activities to promote wellness. This is a community role with the team is split across two sites based at either the Ewart Building located beside the Wellington Campus or the Kenepuru Campus.

### **Clinical Skills**

This role requires comprehensive inter-professional assessment and treatment skills to meet the needs of patients to transition home and return to activities that promote wellness.

### **Purpose of the role**

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The coordinator provides support to the line manager by taking on delegated leadership and operational tasks for the team. This role may also be required to provide direct clinical care, as appropriate to the needs of the service area. This role may have some delegated staff management tasks, though does not have budgetary responsibility.

### **Key Accountabilities**

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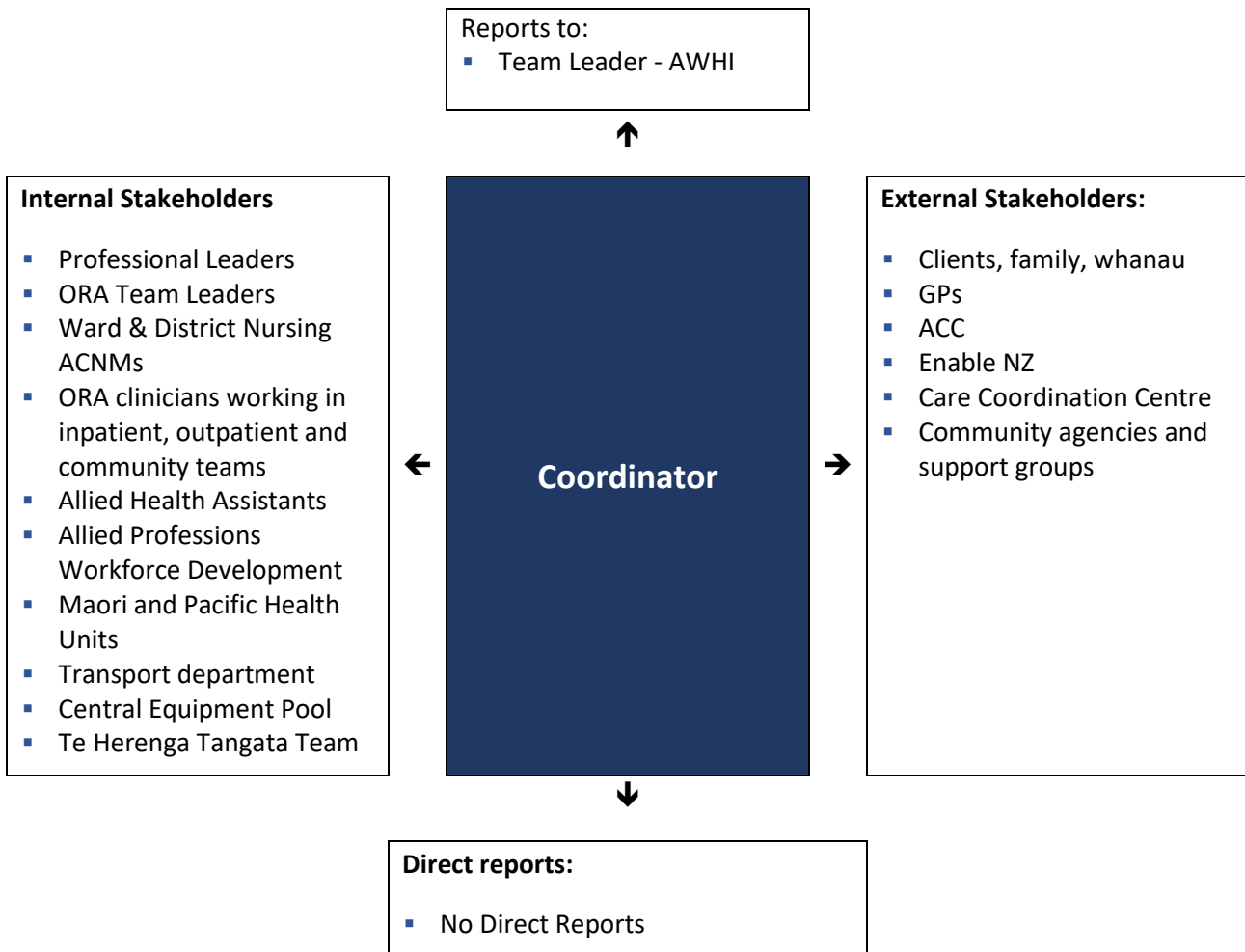
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

<b>Key accountabilities</b>	<b>Deliverables / Outcomes</b>
1. Leadership & Management	<ul style="list-style-type: none"><li>▪ Provides day to day clinical leadership and coordination of the AWHI team. This includes effective and equitable allocation of resources, referral management and provision of clinical advice, support and guidance to others.</li><li>▪ Works in partnership with referrers to clearly communicate the role of the team/service and set expectations and boundaries from first referral.</li><li>▪ Completes tasks delegated by their line manager such as recruitment &amp; induction, rostering, staff performance reviews,</li></ul>

Key accountabilities	Deliverables / Outcomes
	<p>performance management, clinical assurance and complaint management.</p> <ul style="list-style-type: none"> <li>▪ Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients.</li> <li>▪ Directs and delegates day to day deployment of staff as required in the role, ensuring that delegated tasks, documentation and communication are carried out.</li> <li>▪ Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required.</li> <li>▪ Carries out or support others with assessment and management of risks for example, clinical, financial, reputational etc.</li> <li>▪ Demonstrates negotiation and conflict management skills within the workplace.</li> <li>▪ Provides reports to managers in relation to team/service area.</li> <li>▪ Fosters and develops an environment of team work with positive working relationships and dynamics.</li> <li>▪ Applies an understanding of local, sub-regional, regional and national context in relation to provision of health and social care and the impact on service provision.</li> </ul>
2. Clinical Practice	<ul style="list-style-type: none"> <li>▪ Where the role has a clinical component, be able to demonstrate practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater. See appendix.</li> <li>▪ Assists clinical staff to plan patient/client flow and optimise case load management to match capacity with demand.</li> <li>▪ Demonstrates provision of and supports others with culturally safe / bicultural practice with patients / clients and their whānau.</li> <li>▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for patients/clients and/or whānau.</li> <li>▪ Completes documentation consistent with legal and organisational requirements.</li> </ul>
3. Teaching and Learning	<ul style="list-style-type: none"> <li>▪ Maintains competency to practice through identification of learning needs and continuing professional development activities. This should comply with professional body requirements.</li> <li>▪ Leads and fosters a learning environment for staff including teaching process and quality improvement</li> <li>▪ Promotes awareness of current developments in the service area.</li> <li>▪ Develops clinical and leadership skills of others by supporting and providing learning opportunities.</li> <li>▪ Completes core training as applicable for the role.</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities.</li> <li>▪ Contributes to the training needs analysis for the team / service / profession.</li> <li>▪ Participates in professional supervision in line with the organisations requirements and/or professional body</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Provides mentoring and clinical support and / or professional supervision.</li> </ul>
4. Service Improvement and Research	<ul style="list-style-type: none"> <li>▪ Promotes professional practice that is based on best practice and research that supports organisational strategic aims.</li> <li>▪ Takes the lead responsibility for local audit and research projects as required.</li> <li>▪ Takes the lead on development of quality improvement activities for service delivery. This may include referral pathways, care pathways / treatment protocols, standards of practice etc.</li> <li>▪ Promotes and supports shared learning across services and sub regionally, where shared learning and standardisation in systems / processes would be beneficial for patients / clients.</li> <li>▪ Actively participates in working groups / clinical networks beyond the team, to identify and implement service improvements as appropriate.</li> <li>▪ Contributes to DHB annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process.</li> <li>▪ Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.</li> <li>▪ Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children’s Act 2014, Health &amp; Safety at Work Act 2015, ACC service specifications etc.)</li> </ul>
Works in other areas as identified or following a reasonable request in order to support the organisation in managing patient/client care and maintaining service delivery.	

## 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
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Probes all fruitful sources for answers</li> <li>Can see hidden problems</li> <li>Is excellent at honest analysis</li> <li>Looks beyond the obvious and doesn't stop at first answers</li> </ul>
<b>Priority Setting</b>	<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> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>Creates focus</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement.</li> <li>Most of solutions and suggestions turn out to be correct and accurate judged over time.</li> <li>Sought out by others for advice and solutions.</li> </ul>
<b>Interpersonal Savvy</b>	<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>Action Oriented</b>	<ul style="list-style-type: none"> <li>Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging.</li> <li>Not fearful of acting with a minimum of planning, seizes more opportunities than others.</li> </ul>
<b>Team Work</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>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Expectation of at least 5 years clinical practice.
- Clinical experience and knowledge relevant to area of service.
- Demonstrated experience in service, quality or process improvements.
- Strong understanding of interprofessional practice.

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

- Relevant qualification in the profession (essential).
- Registered Allied Health practitioner with current annual practicing certificate, or certification/membership of professional association if registration not applicable (essential).
- Member of Professional Association for professions with annual practicing certificates (desirable).

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

- Delivering high quality care for the patient/client/whānau.

- Continual improvement focus.
- Well coordinated, effective, efficient and planned service provision.
- Health Equity.
- Supporting development of others.

**D. Other:**

- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Current full NZ driver's licence with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites).
- Proficiency in using technology within the workplace.
- A high standard of written and spoken English.

**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.