

Position Description

Position	Patient Safety Advisor
Team / Service	Quality & Patient Safety Team
Group	Centre of Clinical Excellence
District	Capital, Coast & Hutt Valley District
Responsible to	Quality & Patient Safety 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 multiple locations across the district

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. Kāpiti 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 Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti 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 Hospital

Vision

Whānau 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 Patient Safety Team sits within the Quality & Patient Safety (QPS) Team and is part of the Capital, Coast and Hutt Valley Centre of Clinical Excellence. The Patient Safety Advisor reports to the Quality & Patient Safety Manager.

Their aim is to lead the design and delivery of a transformative quality and patient safety programme that increases staff capability, patient safety and quality of care using innovative and inspirational leadership, thinking and initiatives. The Centre of Clinical Excellence (CoCE) aims to transform quality of care and lead purposeful innovation in partnership with all.

Purpose of the role

The primary purpose of the Patient Safety Team is to improve patient safety and system resilience to reduce harm associated with health care to consumers and their families/whānau.

The Patient Safety Advisor is responsible for providing a high level of expertise in the delivery of the district's patient safety agenda, provide patient safety and quality advice, and support to clinical areas and governance groups to maintain and strengthen the patient safety culture within the district. Key to success in this role is the ability to build and maintain effective working relationships between management, clinicians, and non-clinical teams. This role requires a relevant clinical background and experience in the areas of patient safety, quality, or improvement.

Key Accountabilities

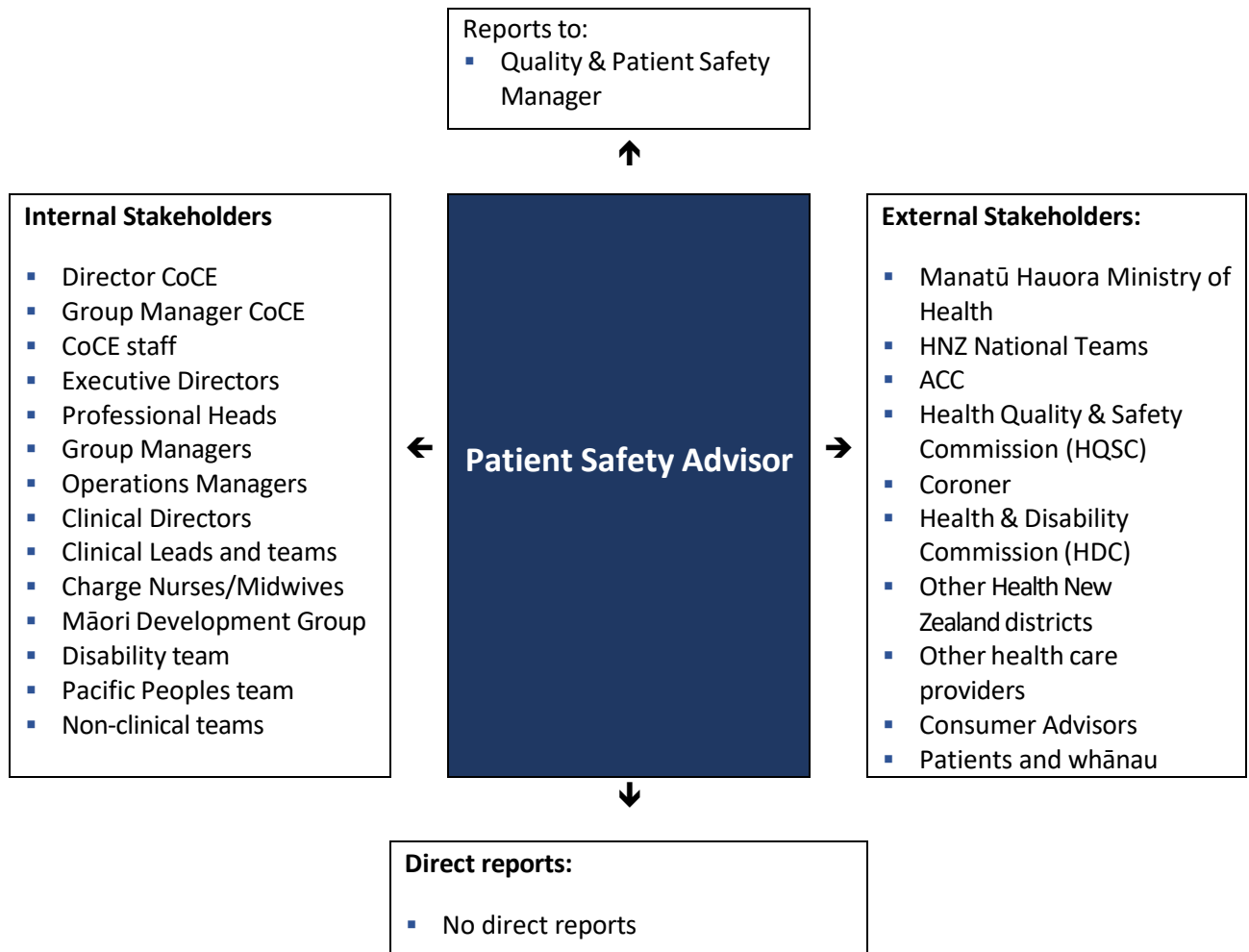
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Patient Safety	<ul style="list-style-type: none">Provides support to the CoCE on patient safety mattersAssists with the development of learnings from patient safety issuesLead/coordinate of patient safety projectsProvides advice and support to governance committeesUses available patient safety data (e.g. HQSC safety markers, Health Round Table HAC data) to support and inform projectsMaintains current knowledge of patient safety and clinical governance including new developments, legislation, and

Key accountabilities	Deliverables / Outcomes
	industry standards <ul style="list-style-type: none"> ▪ Provides support to patient safety and governance programmes e.g. audit, feedback, improvement projects, equity planning, and policy etc.
2. Teamwork	<ul style="list-style-type: none"> ▪ Works in support of the leadership team within the CoCE and collaboratively with Governance, Consumer Engagement, and Simulation Service teams to identify and implement opportunities for improvement in patient safety and quality ▪ Supports the QPS Manager with building patient safety capability and resilience locally and regionally ▪ Encourages and supports clinicians with service- specific patient safety initiatives
3. Monitoring and Reporting	<ul style="list-style-type: none"> ▪ Ensures that the quality and safety of patient care is being measured and monitored adequately to identify patient safety trends or acute issues ▪ Contributes to development of reporting systems ▪ Undertakes clinical quality and safety data analysis and reporting ▪ Participates in review of SAC events ▪ Analysis of reportable event trends ▪ Provide reports on specific trends ▪ Works with Quality Team on HQSC reporting, data collection and analysis ▪ Supports clinicians and teams with patient safety data requests
4. Adverse Events	<ul style="list-style-type: none"> ▪ Contributes to the quarterly and annual CCHV Serious Adverse Event Reports ▪ Supports serious adverse event systems, including review processes and building capability for event reviews ▪ Coordinates review of adverse event trends ▪ Supports and participates in the work of the Serious Event Review Committee (SERC) and Patient Event Review Committee (PERSC) ▪ Participates in district SAC Triage meetings
5. Governance and Compliance	<ul style="list-style-type: none"> ▪ Actively contributes to the preparation for external assessments including audits, and/or site visits, including documentation preparation, and on-site coordination of audit activities ▪ Supports the delivery of service-led audits (e.g. tracer methodology) and advises on possible improvement work from evaluating the audit findings/data ▪ Supports clinical and organisational governance groups particularly in relation to projects or documents that have organisational patient safety implications ▪ Reviewing and writing policy where relevant and supporting teams and governance groups in policy process
6. Training, Education, Coaching & Mentoring	<ul style="list-style-type: none"> ▪ Provides education and training on tracer audits, QPST processes, and data use etc. ▪ Provides training, coaching and mentoring support to others

Key accountabilities	Deliverables / Outcomes
	within the Centre of Clinical Excellence
7. Equity	<ul style="list-style-type: none"> ▪ Contributes to current processes and thinking, and the development of new thinking that will deliver equitable outcomes for Māori, Pacific and disabled people
8. Risk	<ul style="list-style-type: none"> ▪ Supports the identification, assessment, and management of organisational risks in collaboration with the Senior Risk Advisor. ▪ Contributes to strengthening a proactive, system-wide approach to risk 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
Relationship Building & Interpersonal Effectiveness	<ul style="list-style-type: none"> Builds strong, respectful relationships at all levels, both internally and externally. Communicates with authenticity, diplomacy, and tact Establishes trust and rapport quickly, even in challenging or high-pressure situations Navigates complex interactions with confidence, fostering positive and constructive outcomes
Critical Thinking & Problem Solving	<ul style="list-style-type: none"> Uses sound judgement, curiosity, and analytical thinking to solve complex problems Looks beyond the obvious to identify underlying issues and sustainable solutions. Anticipates risks and challenges, proactively planning responses. Demonstrates creativity and innovation, challenging traditional approaches to improve outcomes
Proactivity & Initiative	<ul style="list-style-type: none"> Demonstrates initiative to identify opportunities for improvement and deliver meaningful outcomes Anticipates needs, risks, and emerging issues acting early to implement effective, forward-thinking solutions Seeks out opportunities to add value
Process Improvement & Delivery	<ul style="list-style-type: none"> Designs and improves processes to enhance efficiency, clarity, and outcomes. Organises work effectively, optimising time, resources, and workflows Identifies opportunities for integration and simplification of complex systems. Uses data effectively to inform decisions and measure success
Planning, Prioritisation & Execution	<ul style="list-style-type: none"> Focuses on what matters most, aligning effort with strategic priorities and goals Plans and delivers work in a structured, organised, and outcome-focused way Effectively manages multiple priorities, adapting to changing demands Anticipates challenges, removes barriers, and drives work through to completion Uses resources efficiently and coordinates people and activities to achieve results
Stakeholder Engagement	<ul style="list-style-type: none"> Demonstrates a strong commitment to understanding and meeting the needs of internal and external stakeholders Actively seeks feedback and uses insights to improve services and outcomes. Builds trusted relationships that support collaboration and continuous improvement Establishes and maintains effective relationships with stakeholders and gains their trust and respect
Integrity and Professionalism	<ul style="list-style-type: none"> Acts with honesty, transparency, and accountability Builds trust through consistency, openness, and ethical behaviour Takes responsibility for actions, including acknowledging and learning from mistakes Maintains confidentiality and upholds professional standards
Partnership with Māori	<ul style="list-style-type: none"> Demonstrates understanding of Te Tiriti o Waitangi and its application in health services Actively supports equitable outcomes through meaningful partnership,

Competency	Behaviours
	participation, and engagement with Māori <ul style="list-style-type: none"> ▪ Contributes to initiatives that improve Māori health and wellbeing ▪ Applies culturally responsive approaches in all aspects of work

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Demonstrates strong knowledge of the New Zealand health sector, including relevant legislation, quality improvement methodologies, and consumer engagement principles.
- Experience in or knowledge of continuous quality improvement, audit processes, feedback systems (e.g. complaints, compliments, HDC, advocacy), and serious adverse event review methodologies.
- Brings proven project management capability, delivering work programmes and initiatives through to completion.
- Uses sound digital literacy, with proficiency across Microsoft applications (e.g. Word, Excel), to support analysis, reporting, and communication.
- Communicates clearly and effectively in both written and verbal formats, adapting style as needed and using tact and diplomacy in complex situations.
- Builds strong, constructive relationships and engages effectively with a wide range of stakeholders.
- Demonstrates adaptability and resilience, effectively managing competing priorities and responding to changing demands.
- Applies critical and innovative thinking to challenge the status quo and contribute to continuous improvement

B. Essential Professional Qualifications / Accreditations / Registrations:

- A relevant health qualification is essential

C. Personal Attributes:

- Demonstrates a strong commitment to improving care and outcomes for patients and whānau.
- Brings resilience and adaptability, navigating complexity and uncertainty with confidence.
- Shows perseverance, initiative, and a proactive approach to achieving meaningful outcomes.
- Takes a practical, solutions-focused approach to understanding processes and getting work done effectively.
- Works collaboratively, contributing positively as a valued team member.
- Actively seeks opportunities to improve systems and processes across the district.

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