

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Relationship Manager
Service & Directorate:	Mental Health Addiction and Intellectual Disability Directorate (MHAID)
Location:	Dunedin
Reports to:	Executive Director Mental Health, Addictions & Intellectual Disability
DHB Delegation Level:	Tier 4
Number of direct reports:	Nil
Date:	November 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p>Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

This role will support the Executive Director Mental Health, Addictions and Intellectual Disability to ensure that primary and community mental health, additions and disability services are commissioned in a manner which supports contemporary practice. The Relationship Manager will be integral to the implementation of Time for Change, Te Huirhanga this will include leading the strategic commissioning of services based on robust data and intelligence that informs local and regional commissioning decisions.

Area/Role specific requirements:

- Work with the Southern mental health sector to lead transformational change to ensure delivery of the priorities contained in Time for Change, Te Huirhanga and the Nz Health Reforms.
- In addition to conventional project management methodology utilise varied system and quality improvement tools and methodologies, for example, co-design to support project teams in devising innovative solutions to further system integration.
- Lead and manage projects that support Time for Change, Te Huirhanga programme of work, guiding teams to ensure that milestones and deliverables are met.
- In partnership with the MHAID Leadership team, lead strategic planning, commissioning and funding of services; relationship and contract management of health and disability service providers in a collaborative and coordinated manner; management of a funding budget for services, within national, South Island and local commissioning frameworks; and monitoring of provider compliance to quality and performance standards and contractual obligations.
- Contribution to the management of relationships with a diverse and complex range of stakeholders; the development of the DHB's accountability documents (annual plans, health profiles, needs assessments, reporting frameworks etc.); and the development of national, South Island or local policy and frameworks.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	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.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Management Competencies

Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of other even when he/she disagrees.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understand the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks

	beyond the obvious and doesn't stop at the first answers.
Business Acumen	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology; and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Executive Director Mental Health, Addictions and Intellectual Disability 	<ul style="list-style-type: none"> Mental Health and Addiction Change Governance Group
<ul style="list-style-type: none"> General Manager Mental Health, Addictions and Intellectual Disability 	<ul style="list-style-type: none"> Inter-governmental mental health and addiction group
<ul style="list-style-type: none"> Executive Director Strategy, Primary & Community 	<ul style="list-style-type: none"> Ministry of Health
<ul style="list-style-type: none"> Clinical Management partners 	<ul style="list-style-type: none"> Primary Health Organisation
<ul style="list-style-type: none"> Service Managers 	<ul style="list-style-type: none"> Non-Governmental Organisations
<ul style="list-style-type: none"> Senior Clinicians 	<ul style="list-style-type: none"> Other DHBs
<ul style="list-style-type: none"> Service Users 	<ul style="list-style-type: none"> Other stakeholders
<ul style="list-style-type: none"> Whanau 	<ul style="list-style-type: none"> Professional Bodies, Unions and other Government Agencies
	<ul style="list-style-type: none"> Patients, families and whānau

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Bachelor degree in relevant area. 	
Experience	<ul style="list-style-type: none"> Senior experience in leading teams in an environment of continuous quality improvement and transformational change. Financial management experience. Experience of working in a strategic planning environment to deliver improved health outcomes. 5+ years' Project Management experience. Experience of leading system and quality improvement. Working effectively in teams with the ability to lead, delegate and facilitate groups. 	
Knowledge and Skills	<ul style="list-style-type: none"> Significant knowledge and experience of health and disability support services. Demonstrated knowledge and application of NZ Health strategies. Highly developed relationship and contract management skills including 	

	<p>the ability to negotiate and solve complex problems. Well-developed knowledge of project management methodology</p> <ul style="list-style-type: none"> • Well-developed knowledge of varied system and quality improvement tools and methodologies. (e.g. co design) • Strong decision making capability. • Strong Microsoft software literacy (Word, Excel). • Excellent communication skills (written and verbal). • Evidence of a highly engaging leadership style including fostering partnerships with key stakeholders in decision making. 	
Personal Qualities	<ul style="list-style-type: none"> • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Maintains an exceptionally high level of confidentiality. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Leading Transformational Change	
Manage the successful completion of assigned projects	
<ul style="list-style-type: none"> • Lead transformational change to ensure delivery of the priorities contained in the Time for Change, Te Huirhanga • Utilises appropriate project management and improvement methodology to ensure projects deliver effectively. • Identifies opportunities for improvement in systems and processes and provides the information for project teams. • Undertake all tasks necessary to initiate and successfully complete projects on time and as per project scope. • Establish project documentation and controls that reflect the requirements of the project. • Develop and implement communication strategies. • Undertake data collection and analysis, and interpret the information to produce recommendations and action plans. • Prepare presentations and information and deliver this information as required. • Liaise with other project managers and key stakeholders to ensure that work is neither overlooked nor duplicated by related projects. 	<ul style="list-style-type: none"> • Action plans are implemented. • Project plans are completed and kept updated. • Project documentation is up-to-date. • Reporting frameworks are maintained and report content is relevant and factual. • Stakeholders understand the project’s purpose, approach and their required contribution. • Transformational change is embedded.

Relationship Management	
Ensure all relationships are managed in such a way as to promote the desired image and positively support the activities of the Mental Health, Addictions and Intellectual Disability Directorate	
<ul style="list-style-type: none"> • Develops and maintains effective relationships with all key groups. • Foster an environment where the people within our organisations work actively together for system integration. • Liaise with the community, agencies, other government organisations, service groups, organisations and individuals who have associations with our health system in order to keep up to date with trends and identify new quality improvement, quality assurance and policy and document control opportunities. 	<ul style="list-style-type: none"> • Constructive and effective relationships. • High performing teams in Workstream forums. • Positive feedback on contribution, advice and support provided to others. • Programme and project reporting is delivered to DHB standards.
Planning & Funding Management	
<ul style="list-style-type: none"> • In partnership with the Executive Director Mental Health, Addictions and Intellectual disability manage strategic planning and funding of services. • Manage relationships and contracts of health and disability service providers in a collaborative and coordinated manner. • Manage funding budget for services, within national, South Island and local commissioning frameworks. • Monitor provider compliance to quality and performance standards and contractual obligations. • Contribution to the management of relationships with a diverse and complex range of stakeholders. • Contribute to the development of the DHB's accountability documents (annual plans, health profiles, needs assessments, reporting frameworks etc.). • Contribute to the development of national, South Island or local policy and frameworks. 	<ul style="list-style-type: none"> • Constructive and effective relationships. • Positive feedback on contribution, advice and support provided to others. • Programme and project reporting is delivered to DHB standards. • Budgeting and financial information provided which is timely and accurate. • Coordinate reporting requirements for the MHAID directorate.
Southern Mental Health and Addiction System	
<ul style="list-style-type: none"> • Manage both the strategic and the day-to-day operational issues with NGOs including contract management. • Work alongside NGOs to improve performance of mental health and addictions care • Fosters a culture that looks to innovative ways to achieve performance improvements. • Identifies, develops, leads and monitors performance improvement opportunities with a view to achieving improved patient outcomes, efficient use of resources and effective system integration. • Rebalance the investment across specialist and primary/community mental health services. 	<ul style="list-style-type: none"> • Constructive and effective relationships. • Positive feedback on contribution, advice and support provided to clients. • Implementation of Time for Change initiatives • Rebalanced investment.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes

	<p>and reflects best practice.</p> <ul style="list-style-type: none"> • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> • <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. • <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. • <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. • <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. • <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori. 	<ul style="list-style-type: none"> • You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025. • You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. • You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. • You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. • Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date