

## Position Description

Employment Agreement:	Individual Employment Agreement/name of Collective Agreement
Position Title:	Mental Health, Addictions & Intellectual Disability Service Outcomes Coordinator
Service & Directorate:	Mental Health, Addictions & Intellectual Disability Service (MHAID)
Location:	District role based in Dunedin or Invercargill
Reports to:	Service Manager – Adult Services (Otago)
Number of direct reports:	Nil
Date:	May 2022

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

### 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
To support the development and use of outcome information by ensuring that all information collected is accurate and able to be used for the purposes it is collected.
To provide a support and stewardship resource for staff on all matters associated with the collection and utilisation of data.
To maintain a strategic overview of the data quality and provide timely reports on issues associated with any data integrity to the Leadership Team.
To support the clinical application of relevant data through translating information into clinical language therefore enabling teams to be well informed.

## 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	
<b>Customer Focus</b>	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.
<b>Integrity and Trust</b>	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.
<b>Drive For Results</b>	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.
Role Specific Competencies	
<b>Registered Health Professional:</b>	Ideally, the successful applicant will be a Registered Health Professional and hold an Annual Practicing Certificate. Clinical experience in the area of Mental Health and Addictions is desirable. However, both of these preferences may be reprioritised for an applicant with a strong data and/or clinical informatics background.
<b>Data and Microsoft competent:</b>	To be able to transform, link and analyse reports of varying complexities to ensure the delivery of accurate information through Excel, Word and PowerPoint, PowerBI. Able to provide interpretation of data in conjunction with the clinical teams.
<b>Internet Competent:</b>	Required to have a high degree of Information Technology experience. To be able to search, download and transform information from various websites and systems to deliver accurate information and insights

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> <li>• Directorate Leadership Team</li> <li>• Service Managers</li> <li>• Charge Nurse/Unit Managers</li> </ul>	<ul style="list-style-type: none"> <li>• DHB Outcome/PRIMHD Coordinators</li> <li>• KPI Team as DHB technical lead</li> <li>• Regional (SIAPO / DHB work groups, including the Mental Health &amp; Addictions Systems and Standards group)</li> </ul>
<ul style="list-style-type: none"> <li>• Clinical Staff</li> <li>• Quality Team</li> <li>• Document working group</li> <li>• Digital Team</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry of Health</li> <li>•</li> <li>•</li> <li>•</li> </ul>

## PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• Qualification or significant knowledge and experience of the health system</li> <li>• High level of computer competency and experience</li> </ul>	<ul style="list-style-type: none"> <li>• Registered Health Professional</li> <li>• Mental Health experience</li> <li>• Clinical informatics or business analyst experience</li> </ul>

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Supporting the development and use of outcomes information</b>	
<ul style="list-style-type: none"> <li>• Supports the development of a culture which values mental health information that is used for the purpose of monitoring outcomes that have a clinical focus.</li> <li>• Initiates, promotes and provides leadership in the management and use of clinical information to support the strategic goals of the service.</li> <li>• Provide information on outcome data in an educational capacity when requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Collated data is available for the service Leadership team, Quality team and all other teams.</li> <li>• Provides an analysis of the data and translates into clinical meaning when requested.</li> <li>• Provides support to wider service on educational opportunities.</li> </ul>
<b>Supporting clinical reporting that informs clinical services</b>	
<ul style="list-style-type: none"> <li>• Has a comprehensive knowledge of all current reports.</li> <li>• Identifies areas where new reports will enhance service delivery.</li> <li>• Processes requests for report development.</li> <li>• Assists with the compiling of data for national data sets.</li> <li>• Administers the Mental Health Advanced Preferences (MAPS) process on behalf of the Mental Health Addictions &amp; Intellectual Disability Services.</li> <li>• National quarterly reporting</li> <li>• Ad hoc and OIA reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Uses this knowledge to inform clinical teams.</li> <li>• Collated data is available and fed back to the teams.</li> <li>• Analysis of data is available.</li> <li>• New reports are identified and requested.</li> <li>• All mandatory reporting occurs within time frame.</li> <li>• This occurs in a timely manner.</li> </ul>
<b>Supporting local, regional and national clinical projects</b>	
<ul style="list-style-type: none"> <li>• Provide input to any project as identified by the Leadership team.</li> </ul>	<ul style="list-style-type: none"> <li>• Input provided.</li> </ul>
<b>Ensuring clinical systems are maintained and developed to effectively support clinical services</b>	
<ul style="list-style-type: none"> <li>• To support the development and implementation of systems for the service.</li> <li>• To participate in the development of any new system as required while ensuring they are clinically relevant.</li> <li>• Assist Digital Team experts and provide liaison between MHAID and Digital Team to contribute to system development.</li> </ul>	<ul style="list-style-type: none"> <li>• Systems are developed and maintained.</li> <li>• Liaise effectively with Digital Team.</li> </ul>
<b>Ensuring the highest level of data integrity and completeness</b>	
<ul style="list-style-type: none"> <li>• Support processes that improve data quality.</li> <li>• Regularly review and act on data audit reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Outstanding audit items.</li> </ul>

<b>Maintaining and developing linkages with wider Sector</b>	
<ul style="list-style-type: none"> <li>• Liaise with Ministry of Health, South Island Shared Service Alliance and other organisations as required on outcome data related matters.</li> <li>• Develop and maintain effective linkages with other DHB Outcome roles ensuring a national consistency.</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison occurs timely and effectively.</li> <li>• Effective linkages are developed.</li> </ul>
<b>Perform other such duties as reasonable required by the manager.</b>	
<ul style="list-style-type: none"> <li>• Duties are assigned and completed as required.</li> </ul>	
<b>Quality and Performance</b>	
<ul style="list-style-type: none"> <li>• Maintain professional and organisational quality standards.</li> <li>• Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</li> <li>• Continuously identify improvement opportunities to perform job in most effective manner.</li> <li>• Investigate opportunities to achieve goals in a more efficient way.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with Southern DHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>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.</p> <p>Foster and support commitment to achieving the highest level of health and safety, including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff, and working safely at all times</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<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"> <li>• <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design,</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

<p>delivery and monitoring of health and disability services.</p> <ul style="list-style-type: none"> <li>• <i>Equity:</i> Being committed to achieving equitable health outcomes for Māori.</li> <li>• <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.</li> <li>• <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.</li> <li>• <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.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori.</li> <li>• 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.</li> <li>• 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.</li> </ul>
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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