

Position Description	
Employment Agreement:	Individual Employment Agreement
Position Title:	Project Manager with lived experience – Time for Change Te Hurihanga
Service & Directorate:	Mental Health and Addictions
Location:	District Wide
Reports to:	Programme Manager – Time for Change Te Hurihanga
DHB Delegation Level:	NA
Number of direct reports:	Nil
Date:	14 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 Manaakitanga	Open Pono	Positive Whaiwhakaaro	Community Whanaungatanga
Looking after our people:  We respect and support each other. Our hospitality and kindness foster better care.	Being sincere:  We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action:  We are thoughtful, bring a positive attitude and are always looking to do things better.	As family:  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

In 2021 an independent review of the Southern Mental Health and Addictions continuum was undertaken by Synergia. The Synergia report, titled “Time for Change Te Hurihanga” identified and prioritised recommendations as a vision for the future of mental health and addictions service provision in the Southern region.

The Project Manager with lived experience is a key role within the “Time for Change” Programme Team. The team is responsible for the delivery of the transformational projects which make up the programme of work.

The successful Project Manager will have lived experience of mental health challenges and/or addiction.

One key purpose of this role will be to facilitate individuals and groups to deliver the required project outputs and outcomes. The role will support project teams comprising of individuals from within, and external to, Southern DHB.

A second key purpose will be to project manage one or more identified projects within the programme. This role will support and progress the “Time for Change” Programme, and will include project management, analysis, measurement and reporting.

## Competencies

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

### Competencies for the Consumer, Peer Support and Lived Experience (CPSLE) Workforce

Applying lived experience	Shares relevant experiences of living with mental health and addiction. Experiences are shared to contribute to peer relationships, or to provide information for improving services
Resilience, recovery and wellbeing	Understands that self-care, self-advocacy and stress management are important for their wellbeing and resilience.  Use the practices that work best for you to stay well.
Continuous learning and professional development	Can identify areas where you can grow personally or professionally and take opportunities to learn and develop.  Value ongoing development and stay connected to your peer community to stay ‘grounded’ in your work.
Communicating effectively	Use a range of skills to communicate appropriately and effectively with peers, colleagues and other stakeholders.  Use communication skills and styles that are appropriate for the situation you are in and for the person you are communicating with. Always use recovery and wellbeing focused language and emphasise the strengths of your peers.
Working with family, whānau and community	Understand the value of family, whānau and community in people’s lives, and work to actively include them.
Working within teams and systems	Understand relevant legislation, policies, standards and systems, and work to align them with peer values.  Work together with team members and respect everyone’s roles and responsibilities.
Using a human rights approach	Protect and promote human rights for everyone, in all of your work.  Use your personal story and advocate for positive change

### 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.
Managing Diversity	Manages people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
<b>Role Specific Competencies</b>	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
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 organization; 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.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind policies, practices and procedures; understands the cultures of organisations.
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.
Priority Setting	Spend his/her time and the time of others on what's important; quickly zeroes in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments.

<b>KEY RELATIONSHIPS</b>	
<b><i>Within Southern DHB</i></b>	<b><i>External to Southern DHB</i></b>
Consumer and family advisors	Peers and peer networks
Maori Health	Primary Care Providers
Directors of Nursing	NGOs
Medical Directors & Clinical leaders	Ministry of Health
Directors of Allied, Scientific, & Technical	Consumers and whanau
Business analysts	Patients, families and Whanau
Quality & Risk team	Other District Health Boards
Information and reporting teams	
Clinical Teams	

SKILLS	Required
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> <li>• A high level of knowledge and skill is required for this role, and we are open to candidates who can demonstrate this in ways other than a tertiary or a clinical qualification</li> <li>• Knowledge and skills important for this role include those related to: population and public health, clinical services, quality improvement, project management, change management</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Lived experience of mental health challenges and/or addiction</li> <li>• Relevant experience in project management delivery experience and facilitation including planning, budgeting, financial process tracking, workstream management, risk and issue management</li> <li>• Ability to engage across a number of different stakeholders and independent businesses to provide cohesive leadership to the system</li> <li>• Ability to build relationships in order to plan and consult on action delivery and impact</li> <li>• Ability to communicate effectively across community, primary and secondary services to promote trust and collegiality</li> <li>• Experience with Project Management; Quality Improvement Systems; Audit; Research</li> <li>• Ability to both lead a team and work well in a team</li> <li>• Ability to work independently and use initiative to achieve desired outcomes.</li> </ul>
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Communication – excellent written and oral skills; broad computer literacy skills</li> <li>• Understanding of continuous quality improvement principles</li> <li>• Project management skills including risk management</li> <li>• Implementation skills</li> <li>• In-depth knowledge of mental health sector</li> <li>• Ability to interpret and communicate complex ideas and data</li> <li>• Experience of co-design principles</li> <li>• Understanding of and commitment to the Treaty of Waitangi and the importance of reducing inequalities in health outcomes</li> <li>• Understanding and commitment to the HDC Code of Health and Disability Services Consumers' Rights as it applies to mental health</li> <li>• Time management skills</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work independently and as part of a team.</li> <li>• Ability to develop, foster and maintain excellent relationships that encourage and support quality improvement at all levels</li> <li>• Expert communicator, both verbally and written, along with presentation skills</li> <li>• Highly organised and structured</li> <li>• Flexibility to adapt to required changes in the role purpose and/or accountabilities that may become evident during the Time for Change Implementation Project.</li> </ul>

	<ul style="list-style-type: none"> <li>Ability to develop and maintain effective relationships with a wide range of stakeholders, work within financial constraints, look for opportunities for improvement, efficiencies and innovation.</li> </ul>
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**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Contribute to the Time for Change Te Hurihanga programme team:</b>	
<ul style="list-style-type: none"> <li>Engagement with stakeholders, problem solving, supporting collaborative design processes, building motivation and momentum, identification of risks and mitigation</li> </ul>	<ul style="list-style-type: none"> <li>Key stakeholders are engaged and included in the design process</li> </ul>
<ul style="list-style-type: none"> <li>Regular reporting, report writing, contributing to planning</li> </ul>	<ul style="list-style-type: none"> <li>Regular reporting is accurate and timely</li> </ul>
<ul style="list-style-type: none"> <li>Explore, critique and report on potential initiatives to enhance mental health service provision within Southern New Zealand.</li> </ul>	<ul style="list-style-type: none"> <li>Research undertaken is robust and well considered.</li> </ul>
<ul style="list-style-type: none"> <li>Amplifying and accelerate great work, celebrating success and addressing areas of concern</li> </ul>	<ul style="list-style-type: none"> <li>Key stakeholders are informed, and the project's progress and success is showcased</li> </ul>
<b>Support the change management process during project implementation.</b>	
<ul style="list-style-type: none"> <li>Maintain liaison and consultation with stakeholders to review the change process and outcomes to facilitate positive outcome.</li> </ul>	<ul style="list-style-type: none"> <li>Positive working relationships developed and maintained.</li> <li>Positive feedback received from managers and other clients across Southern DHB.</li> </ul>
<ul style="list-style-type: none"> <li>Contribute to the development of systems, culture, processes and resources to enable project implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Positive working relationships developed and maintained.</li> <li>Positive feedback received from managers and other clients across Southern DHB.</li> </ul>
<ul style="list-style-type: none"> <li>Contribute to the identification of risk and risk mitigation strategies.</li> </ul>	<ul style="list-style-type: none"> <li>Risks are identified and managed or escalated as needed</li> </ul>
<b>Project management</b>	
<p>Manage the project/service outputs against agreed objectives, scope and deliverables in line with agreed project methodology. This includes:</p> <ul style="list-style-type: none"> <li>Prepare and maintain required documentation</li> <li>Prepare and present reports and status reports as required</li> <li>Identify, manage and escalate issues to the Programme Manager</li> <li>Organise workshops between stakeholders as required to influence discussion and seek input to support the delivery of agreed work plans to time and budget; and</li> </ul>	<ul style="list-style-type: none"> <li>All project documentation is up to date and reflects issues and resolution</li> <li>Regular reporting is accurate and timely</li> <li>Key stakeholders are informed, and the project's progress and success is showcased</li> </ul>

<ul style="list-style-type: none"> <li>• Create and deliver project communications, presentations, papers as/when required.</li> <li>• Any additional tasks as required for the duration of the project</li> </ul>	
<b>Facilitate project/programme</b>	
<ul style="list-style-type: none"> <li>• Assist with project documentation and controls</li> <li>• Complete regular project and progress reports as needed</li> <li>• Provide appropriate communication to ensure all stakeholders are informed about the project and its purpose</li> <li>• Communication strategies are developed and implemented</li> </ul>	<ul style="list-style-type: none"> <li>• All project documentation is up to date and reflects issues and resolution</li> <li>• Regular reporting is accurate and timely</li> <li>• Key stakeholders are informed, and the project's progress and success is showcased</li> </ul>
<b>Participate in and contribute to the internal management and functioning of the team.</b>	
<ul style="list-style-type: none"> <li>• Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members promoting a one team culture.</li> <li>• Contribute to team communication and learning activities.</li> <li>• Can deal comfortably with Managers at all levels and work productively as a business partner.</li> <li>• Promote and adhere to the philosophy and values of the DHB mission and values.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive working relationships developed and maintained.</li> <li>• Positive feedback received from managers and other clients across Southern DHB.</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> </ul>	<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 SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<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> <li>• You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and</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>	<p>equitable healthcare with Māori patients and their whānau.</p> <ul style="list-style-type: none"> <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:

Employee            Date

Manager            Date