

Position Description

Employment Agreement:	PSA MECA (S5)
Position Title:	HealthPathways Coordinator
Service & Directorate:	Quality & Clinical Governance Solutions
Location:	Dunedin/Invercargill
Reports to:	Quality and Performance Improvement Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	November 2020

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>
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

HealthPathways is both a process and an outcome. HealthPathways is a clinician led, management supported process which involves groups from general practice working with their hospital colleagues to identify, agree, and implement opportunities for standardisation and improvement of the management of patients across the primary-secondary interface. The outcome is documentation of those agreements as easy-to-follow guidelines in a website localised to our region.

The Southern HealthPathways Coordinator is a key member of the Southern HealthPathways Team. The Co-ordinator will work with the Pathways Team and other stakeholders to ensure that this critical health information service to primary clinicians is well developed, current, maintained and meets user needs of relevance and timeliness. The Health Pathways Coordinator is expected to co-ordinate and manage work for the team. They will be expected to prioritise work in conjunction with the team and keep the team up to date on workloads. The role will be expected to improve the way the HealthPathways team works

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

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. Anticipates and adjusts for problems and roadblocks. Measures performance against goals. Evaluates results.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can defuse even high-tension situations comfortably.
Priority Setting	Spends his/her time and the time of others on what's important. Quickly zeros 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.

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none">Southern HealthPathways Team	<ul style="list-style-type: none">WellSouth Primary Health Network
<ul style="list-style-type: none">Executive Director Quality & Clinical Governance Solutions	<ul style="list-style-type: none">General Practices
<ul style="list-style-type: none">DHB Executive Leadership team	<ul style="list-style-type: none">Australasian HealthPathways/Streamliners

<ul style="list-style-type: none"> • Senior (Directorate Leadership Teams 	<ul style="list-style-type: none"> • NGOs
<ul style="list-style-type: none"> • Medical Directors and Clinical Directors 	<ul style="list-style-type: none"> • Other District Health Boards (DHBs) and South island Alliance Programme Office (SIAPO)
<ul style="list-style-type: none"> • Alliance South Leadership Team & Networks 	<ul style="list-style-type: none"> • Research Organisations and Advisory Groups
	<ul style="list-style-type: none"> • Consumer Representatives

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"> Relevant Diploma or Bachelor qualification 	<ul style="list-style-type: none"> Clinically related Diploma or Bachelor qualification
Experience	<ul style="list-style-type: none"> Worked within the Southern health sector Experience managing, prioritising and balancing workload among Clinical staff Writing documents and reports 	<ul style="list-style-type: none"> Relevant experience in the application of quality improvement methodology
Knowledge and Skills	<ul style="list-style-type: none"> Good organisational and time management Ability to manage workloads for Clinicians Ability to prioritise and balance workloads for others Evidence of good literacy and numeracy skills Excellent oral and written communication skills Ability to work to deadlines An ability to develop strong working relationships Adeptness to collate and understand a wide range of material 	<ul style="list-style-type: none"> Ability to work independently
Personal Qualities	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal and able to work effectively with people at all levels of the organisation Knowledge of the health system including departments and services in the hospital and key providers in the community Attention to detail Is adaptable and flexible- open to change (positive or negative) and flexibility to work after hours if required Perseverance to see a task through to completion Ability to work well in a team and foster good interpersonal relationships Performance driven and outcome focussed, with a sense of urgency and the ability to recognise critical and key success factors and act on them. Acts with discretion, sensitivity and integrity at all times. Willing to support and assist other staff as required Commitment and personal accountability 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
HealthPathways Coordination	
<ul style="list-style-type: none"> ● Gather and maintain local service provider information including: <ul style="list-style-type: none"> ▪ Hospital department referral pages (includes department contact details, staff, services, etc.) ▪ Community based services (provider and service details). ▪ Localising non-clinical pathways ● Support the local Clinical Editor(s) and Localisation Clinician(s) as required. ● Gather and write content for monthly subscriber updates; newly released pathways, reviewed sections, relevant updates from release notes, HealthPathways features, featured pathways. ● Produce monthly HealthPathways usage statistic reports from Google Analytics. ● Produce ad-hoc and scheduled progress / status reports on pathways, using information in the HealthPathways administration tool. ● Effective liaison and engagement with key relationships ● Monitor and manage relevant feedback from the HealthPathways administration tool and contribute where relevant; Manage feedback specific for HealthPathways Co-ordinator. Note: this role will not coordinate all feedback 	<ul style="list-style-type: none"> ● Non-clinical information on Southern HealthPathways website is accessible, accurate and timely ● Newsletter, documentation, and updates are published as scheduled ● Reporting is completed on time ● Relevant feedback is managed in a timely manner ● Scheduling and organisation of Clinical Reference Work Groups ● An updated and accurate pathway database and Work Plan is maintained
Co-ordinate Health Pathways workload	
<ul style="list-style-type: none"> ● Co-ordinate work for the team. ● Prioritise work in conjunction with the team and keep the team up to date on workloads. ● Improve the way the HealthPathways team works ● 	<ul style="list-style-type: none"> ● The team has the right workload for their specialties ● We have a balanced workload across the team ● The team is able to get more work done and the right work done
Living Southern DHB Values	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> ● Demonstrates behaviours that we want to see from each other, at our best. ● Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.

	<ul style="list-style-type: none"> Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
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 and reflects best practice.
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	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

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