

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Project Manager Primary Care		
Reports to	General Manager Primary Care & Population Health		
Location	Dunedin/Invercargill		
Department	Planning, Funding & Population Health		
Direct Reports	None	Total FTE	n/a
Budget Size	None	Capex	n/a
Delegated Authority	HR	Finance	n/a
Date	November 2022		
Job band (indicative)	Band 16		

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.

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

Reporting to the General Manager (GM), the Project Manager Primary Care will work closely with the Primary Care Manager to oversee the development and delivery of primary care services that align with Te Pae Tata. Particular focus will be on Māori, Pacifica and Refugee communities in Southern and managing contracts that support equitable healthcare for all. Working with the Primary Care Manager, key relationships will be established to support this work. The Project Manager will support projects in collaboration with the Primary Care Manager, the Planning and wider Directorate team.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
<p>Lead the district wide health and disability response for former refugees</p> <ul style="list-style-type: none"> • Ensure that primary care services are planned and delivered in alignment with the articulated goals of Te Pae Tata • Work with the Primary Care Manager to ensure primary care is delivered in community settings according to a localities model of service delivery and Te Pae Tata with a particular focus on refugee health • Support the development and implementation of healthcare hubs in the Southern district • Produce business cases, funding proposals, service contracts and service specifications for primary and community care projects in the Southern district • Demonstrate leadership in the development of locality networks in the Southern district 	<ul style="list-style-type: none"> • Able to demonstrate an understanding of Te Pae Tata and through collaboration with other team members work towards implementation of primary care plans • Improved service delivery relationships between Emergency, urgent and other primary care providers • Production of an annual strategic plan for refugee health in collaboration with Primary Care Manager • Improved KPIs for Māori and other underserved populations, including enrolment rates and the lowering of ambulatory sensitive hospitalisations in the district • Formal and informal networks developed and maintained

<p>by working collaboratively with iwi, the PHO, NGOs and relevant Crown entities, including Te Aka Whai Ora - Māori Health Authority</p> <ul style="list-style-type: none"> • Manage the development of programmes and projects that increase the quality and efficiency of care delivered in urgent and other primary care settings, including solutions such as Emergency Q and Telehealth • Work under the direction of the Primary Care Manager in planning, monitoring and compliance of contracts and projects within the Primary Care portfolio • Lead the development and implementation of a whole of health sector strategic approach to former refugee health needs • Use appropriate project management tools/methodology to develop service • Develop local relationships and working partnerships • Develop and manage relationships within the DHB services • Manage expectations for the sector, as well as contracting and funding discussions • Develop and manage external relationships with other stakeholders • Ensure ongoing development of health pathways and models of care when required • Partner with relevant Te Whatu Ora services in the provision of healthcare to populations who have been chronically under served • Ensure ongoing engagement with key stakeholders with evaluation and responding to learnings. • Professional leadership and continuing development of Te Whatu Ora Southern's district-wide interpreter service • Manage the contracts for refugee services with PHO and any other contractors as directed. 	<ul style="list-style-type: none"> • Supporting cross sector policy, guidelines and protocols to enable effective service delivery for underserved populations, including former refugees • Facilitate professional development of staff/others working with former refugees • Regular reports outlining progress, challenges, and opportunities.
<p>Teamwork</p> <ul style="list-style-type: none"> • Contributes fully to building and maintaining programme activities within the wider health sector • Works with and as part of the wider Directorate Funding and Planning team 	

<p>Communication</p> <ul style="list-style-type: none"> • Clear, consistent communication in accordance with the Te Whatu Ora communications policy • Ensures that Te Whatu Ora as a whole is effectively and professionally represented in all settings • Develop external relationships and communications with cross sector agencies, for example, Dunedin Refugee Steering Group, NZ Red Cross, MBIE, MoH, MoE and other key government agencies • Ensure ongoing communication within the health sector and community regarding refugee health issues • Ensure former refugees have the opportunity to give feedback around services they receive in a way that is appropriate to their cultural needs • Develops internal relationships within Te Whatu Ora to ensure effective health planning and health pathways for refugees. 	<ul style="list-style-type: none"> • Effective linkages and working relationships are established and maintained with key stakeholders and organisations both internal and external to Te Whatu Ora • Feedback mechanisms for former refugees to enhance service development.
<p>Financial Management</p> <p>Work within budgets for the financial year, and work in collaboration with the General Manager to develop risk mitigation strategies for unexpected expenditure.</p>	<ul style="list-style-type: none"> • Manages financial and contract performance within parameters of funding agreements and budgets • Reports any significant variances to the General Manager.
<p>Other Duties</p> <ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience • Plan and manage own work to achieve desired results on time, within budget and to required standard • Maintain own professional development; attend Te Whatu Ora and other development opportunities • Act as a role model for the Te Whatu Ora Organisational Values. 	<ul style="list-style-type: none"> • You respond positively to requests for assistance in your own and other areas, demonstrating adaptability and willingness • You produce work that complies with Te Whatu Ora processes and reflects best practice • Research undertaken is robust and well considered • Live and support the Te Whatu Ora values in everything you do.
<p>Professional Development – self</p> <p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager • Performance objectives reviewed annually with your manager • You actively seek feedback and accept constructive criticism.

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery, and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> WellSouth Primary Health Organisation 	<ul style="list-style-type: none"> Primary Care Manager
<ul style="list-style-type: none"> Primary Health Care Providers 	<ul style="list-style-type: none"> General Manager Population Health & Public Health
<ul style="list-style-type: none"> Community Refugee Steering Group 	<ul style="list-style-type: none"> Service Manager Public Health
<ul style="list-style-type: none"> NZ Red Cross 	<ul style="list-style-type: none"> Service Manager Population Health
<ul style="list-style-type: none"> Relevant National, Regional and Community Agencies groups and Organisations 	<ul style="list-style-type: none"> Planning and Funding team
<ul style="list-style-type: none"> MBIE, MoH, MoE, DCC, ICC and other key government agencies 	<ul style="list-style-type: none"> Relationship Manager Mental Health Network and NGO Services
<ul style="list-style-type: none"> Community/NGO partners 	<ul style="list-style-type: none"> Service Manager Oral Health

About you – to succeed in this role

You will have

Essential:

- Proven experience in the health sector in a coordination and collaborative leadership or management position
- Programme Planning, development and evaluation
- Identify, initiate and lead key projects to improve the effectiveness and efficiency of service delivery
- Be action-orientated and motivating
- The ability to “relate to”, work, and communicate effectively with people from a wide variety of professional, cultural and social backgrounds
- Communication skills, including report writing, media, group facilitation and negotiation

- Excellent communicator, with a positive and problem-solving attitude and strong leadership skills
- Demonstrated conflict resolution and mediation skills
- Computer literacy – preferably with Microsoft windows-based software
- Experienced in financial management ensuring costs are managed within budget
- Strategic thinker
- Ability to manage own time, adopting a disciplined approach to prioritising work to ensure timeframes are met and work is completed to the required standard
- Demonstrate general analytical and functional ability, with the capacity to formulate suitable strategies, solve problems and make correct decisions
- Demonstrate personal resourcefulness and decisiveness with the ability to think laterally and innovatively
- Be committed to achieving results through hard work and attention to detail
- Be flexible and anticipate rather than respond to change
- Demonstrate behaviour that is consistent with the organisation's values
- Manage personal and professional boundaries
- The ability to develop working relationships with other health professionals and agencies to enable inter-sectoral collaboration
- Travel within Southern District will be required
- Willingness to work flexible hours if/as required
- Experience in implementing Te Tiriti o Waitangi in action

Desired:

- A Health Qualification would be desirable
- Knowledge of social research and evaluation methods with the ability to critically analyse scientific research
- Experience in primary and community health sector would be desirable
- Familiarity with government, especially the health sector
- The ability to maintain effectiveness in varying environments with various tasks, responsibilities and /or people
- The ability to take needed action and to develop opportunities before being directed or overtaken by events.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals

- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date