

## Position Description | Te whakaturanga ō mahi

### Te Whatu Ora | Health New Zealand

<b>Title</b>	Directorate Coordinator – Medicine Women’s and Children’s Health, Southern		
<b>Reports to</b>	General Manager, Medicine Women’s, and Children’s Health Directorate, Southern		
<b>Location</b>	Dunedin		
<b>Department</b>	Hospital and Specialist Services		
<b>Direct Reports</b>	nil		<b>Total FTE</b> 1.0
<b>Budget Size</b>	<b>Opex</b>	N/A	<b>Capex</b> N/A
<b>Delegated Authority</b>	<b>HR</b>	N/A	<b>Finance</b> N/A
<b>Date</b>	April 2024		
<b>Job band (indicative)</b>			

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.

<b>Wairuatanga</b>	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>
<b>Rangatiratanga</b>	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>
<b>Whanaungatanga</b>	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>
<b>Te Korowai Manaaki</b>	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 provide professional administration support to enable the General Manager to manage their time effectively.

Coordinate a variety of quality and reporting activities to ensure the smooth running of the wider Medicine, Women's, and Children's Directorate, including activities relating to managing all adverse events, patient feedback, complaints, Health, and Disability investigations, OIA requests and all activities and communications that require drafting and sign out.

Development and maintenance of procedures and effective systems for office administration, including providing Senior Administrative professional support to the wider Directorate teams.

Coordinate the collation of regular performance and accountability reporting, service level monthly reports and drafting of other report requests.

<b>Key Result Area</b>	<b>Expected Outcomes / Performance Indicators – Position Specific</b>
<b>Provision of Management Assistant Services</b>	<ul style="list-style-type: none"> <li>• Co-ordinating, critiquing and finalising the responses to all Official Information Act requests and requests from Health New Zealand Parliament, including written and oral parliamentary questions.</li> <li>• Collate and provide monthly reports.</li> <li>• Investigating, researching, and analysing issues as agreed with the Lead Executive and write/compile reports.</li> <li>• Undertake one-off projects and compile and process data for the General Manager as required.</li> <li>• Proofing responses and reports, seeking additional/changed information prior to referral to the General Manager.</li> <li>• Enabling the General Manager to allocate their time effectively in line with business priorities including active management of their diary.</li> <li>• Providing full executive secretarial and administrative support service to General Manager. Including: <ul style="list-style-type: none"> <li>○ prepare and distribute meeting agenda's, attend meetings to take the minutes/actions as required.</li> <li>○ reviewing correspondence, prioritise and draft responses for approval and signature.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ monitoring deadlines for responses due or reports required and follow up with managers responsible.</li> <li>○ maintaining relevant filing systems and procedures and develop new systems as required, enabling quick access to information.</li> <li>○ Compile statistics and information as required.</li> <li>○ organising all travel arrangements</li> <li>○ organising functions, meetings, presentations, workshops including venues, catering and all associated documentation</li> <li>○ Schedule meetings as requested by the General Manager</li> <li>○ receive all visitors to the office.</li> </ul> <ul style="list-style-type: none"> <li>● Identifying and actively managing risks, minimising organisational exposure</li> <li>● Providing professional leadership and support to other administration staff within the wider Directorate.</li> <li>● Schedule yearly performance reviews for all direct reports to the General Manager</li> </ul>
<b>Management Responsibilities</b>	<ul style="list-style-type: none"> <li>● Management and guidance for the Directorates Service Administration functions</li> <li>● Coordinates the administration team to ensure effective delivery of services through ensuring a professional clerical network is established and a consistency of administration processes and guidelines are adhered to.</li> <li>● Actively participate in the development of the Service's administration team and its work processes, systems and operations.</li> <li>● Provide positive support to Service Administrators and other colleagues to ensure delivery of team goals.</li> <li>● Seek to increase contribution of the Service's administration team and support an environment of continuous improvement.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>● Identifying areas for personal and professional development.</li> <li>● Participate in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>● Pro-actively participate in quality improvement processes in your area of work.</li> <li>● Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence-based practice.</li> <li>● Lead the weekly Adverse events Directorate meeting, coordinate, track and monitor all investigations and draft reports for signing.</li> <li>● Coordinate, monitor and draft all complaints, OIA responses and patient feedback responses.</li> <li>● Provide oversight to directorate administrative processes to ensure consistency across the various service portfolios.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>● Establish and maintain an effective working relationship with other staff.</li> <li>● Assist other staff when required and provide relief cover to team members on leave as directed by the Manager.</li> <li>● Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members.</li> <li>● Prioritise own workload and manage own time effectively.</li> <li>● When workload allows, proactively assist other staff.</li> <li>● Be able to work efficiently and effectively unsupervised.</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 Te Whatu Ora'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 Te Whatu Ora'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>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Giving effect to the principles of the Te Tiriti – Partnership, Participation and Protection through your interaction with others on a day-to-day basis.</li> <li><i>Partnership</i> – You interact in good faith and in 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.</li> <li><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.</li> <li><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.</li> </ul>

### Relationships

External	Internal
<ul style="list-style-type: none"> <li>General Public</li> <li>Government Ministers, Departments and Agencies</li> <li>Community Groups</li> <li>Special Interest Groups</li> <li>Health Research South</li> <li>PHO</li> <li>Other Agencies eg Private Hospitals</li> </ul>	<ul style="list-style-type: none"> <li>Local Leadership Team</li> <li>Hospital Redevelopment Team</li> <li>Communications Manager</li> <li>Te Whatu Ora Administration support staff, including Office and Clinical Services</li> <li>General Staff</li> <li>Te Whatu Ora National Functions</li> </ul>

### About you – to succeed in this role.

#### You will have

#### Essential:

- Experience in a senior management Assistant position preferably within a health sector environment
- Proven experience of providing high quality work in pressured environments
- Knowledge of and empathy for biculturalism
- Full range of secretarial skills
- Analytical skills
- Numeracy skills
- Excellent word processing and PC skills with the ability to draft and edit complex written responses.
- Advanced (knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint, and Outlook
- Keeps up to date with available information technology relevant to position.
- Understands and complies with NMH Information Technology policies

### **You will be able to**

#### **Essential:**

- Demonstrate excellent interpersonal and communication skills.
- Have a high level of motivation, initiative, and anticipation with the ability to work independently, to prioritise tasks and make decisions within scope of responsibility.
- Orientation to task completion – ability to remain focused.
- Excellent problem-solving skills
- Excellent organising skills and project management coordination experience
- Well-developed writing skills – the ability to communicate ideas in writing.
- Ability to work at all levels of internal management and develop constructive working relationships – willing to listen and understand, a team member that others enjoy working alongside.
- Ability to manage the interface with the community and the media.
- A sense of humour

*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.*