

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Community Midwife Outreach/Caseload Service		
Reports to	Midwife Manager – Primary & Integrated Services		
Location	Otepoti Dunedin		
Department	Maternity		
Direct Reports	Nil		Total FTE 1.0
Budget Size	Opex	nil	Capex nil
Delegated Authority	HR	nil	Finance nil
Date	July 2024		
Job band (indicative)	Community Midwife scale		

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:

The purpose of the Community Midwife –Outreach/ Caseload service role is to assist and work collaboratively with the Midwife Manager Primary & Integrated Services (MMP&IS), the Midwife Manager (MM)- Queen Mary and the Midwife Manager Operational to support and coordinate antenatal and postnatal midwifery services to women/people accessing the outreach service and includes a caseload team/s model and intrapartum services when needed.

The Community midwife role provides coordination and clinical leadership managing the day-to-day functioning of the outreach services (staffing, equipment, referrals). The Community midwife role contributes to the development and implementation of policies and procedures, and actively engages in quality and safety initiatives to ensure delivery of safe patient focused care.

This position does not encompass budget responsibility.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Operational Management	<ul style="list-style-type: none"> Coordinates resources to meet identified needs of clients/whānau and team members, which encompasses managing staff and client flows in the clinic or caseload environment, liaising with the MM primary & integrated service / MM Queen Mary / MMO and other departments/wards as required Notifies the MM Primary & Integrated Services of areas of concern e.g. disciplinary matters, practice issues Provides clinical leadership Ensures discharge planning processes are robust and timely Demonstrates an understanding of consumables within the area, and assists the MM primary & integrated services in identifying variances Demonstrates knowledge of Health New Zealand Te Whatu Ora Southern information systems and commitment to ensuring there are

	<p>processes to support staff who are less familiar with the systems acquire the knowledge/skills to utilise them effectively</p> <ul style="list-style-type: none"> • Ensures information gathering processes are followed to collect client, clinical and volume data • Participates, as guided by the MM Primary & Integrated Services, in processes to manage poor performance and addresses sickness and absenteeism as required • Provides feedback to MM Primary & Integrated Services on any activity that may affect budgets e.g. overtime • Contributes to the capital expenditure planning process as required • Develop and update documentation packages • Robust monitoring of documentation standards for external and internal communications
<p>Clinical Leadership</p>	<ul style="list-style-type: none"> • Ensures there is adequate leadership and supervision for the caseload team on a day-to-day basis • Maintains professional standards, codes, and adherence to Health New Zealand Te Whatu Ora Southern policy and ensure alignment of staff conduct within these standards/codes/policies. Identifying and dealing with any breaches where appropriate as directed and in consultation with the Midwife Manager • Ensure clinical practice is provided within accepted professional standards, codes, policies and relevant legislation • Fosters the development of a cohesive team which works collaboratively to achieve optimal client/whānau service outcomes • Encourages innovation and practice initiatives that enhance clinical care or service provision • Promotes excellence in clinical service provision through the sharing of new knowledge, ideas, research and evidence-based practice, whilst encouraging others to do the same • Promotes care that incorporates a strong customer service philosophy through effective and positive interactions with clients /whānau, staff, visitors and other agencies • Supervises management of clients/whānau in a manner that challenges and supports team members in providing safe and individualised care • Ensures Te Tiriti principles and Tikaka best practice guidelines are fully integrated into practice • Leads the team in ensuring a culturally safe environment for clients/whānau and colleagues • Fosters and participates in a team approach to clinical emergencies within the area including restraint

	<ul style="list-style-type: none"> • Is active and visible within the team working alongside midwifery staff, motivating and actively praising/valuing staff endeavours, and acknowledging patient satisfaction and good clinical care • Responds positively to requests for assistance, demonstrating adaptability and willingness.
<p>Quality & Risk Management</p>	<ul style="list-style-type: none"> • Actively contributes to health and safety activities and ensures infection control processes are maintained whilst facilitating and delegating others to also actively contribute • Identifies risk management issues, appropriately initiates risk mitigation and educates staff about risks within the area • Continually monitor compliance with Health New Zealand Te Whatu Ora Southern policies, procedures and quality standards & indicators and initiates corrective actions as required and in consultation with the Midwife Manager • Ensures there is a good client/whānau service, working to improve client/whānau satisfaction • Initiates audit and evaluation of service processes and implements corrective actions • Contributes to incident and complaint investigation processes • Promotes and participates in quality improvement strategies • Identifies and ensures equipment compliance
<p>Clinical Practice</p>	<ul style="list-style-type: none"> • Provides input into and helps interpret requirements of new legislation /guidelines. • Supports clinicians in identifying ethical dilemmas working through a decision-making framework. • Attends and provides input into and feedback from relevant committees • Actively manages risk. • Assesses the quality of midwifery practice in the clinical setting and collaborates on any changes required. • Ensures all women/wāhine/pregnant people are provided with a smoking assessment and referred to smoking cessation services as requested • Ensures all women/wāhine/pregnant people are screened for family violence and referred to support services as requested • Ensures safe sleep requirements are met and referrals for pepi-pod or wahakura are made as required • Postnatal breastfeeding referral process is followed

	<ul style="list-style-type: none"> Ensures all women/wāhine/pregnant people are linked with a GP and WCTO provider on discharge from the service with warm handover provided when appropriate
Interpersonal Skills	<ul style="list-style-type: none"> Communicates effectively with members of the caseload and health care team Maintains privacy and confidentiality in accordance with HIP Code, Health New Zealand Te Whatu Ora Southern policies and procedures etc. Communicates in an appropriate and professional verbal and written manner Adheres to the Privacy Act, Informed Consent and Code of Rights Abides by Midwifery council Code of Conduct and professional boundaries guidelines.
Education, Research & Evidenced Based Practice	<ul style="list-style-type: none"> Educates and supports others in decision making relevant to their scope of practice Role models and proactively instigates best practice guidelines, NZ Nursing/ Midwifery Demonstrates use of own relevant standards that are clinically focused Facilitates education of team members about Council and Health New Zealand Te Whatu Ora Southern policies/protocols Actively supports preceptoring principles, supervises, mentors and educates other staff Refers staff to the Practice Development Unit for using a variety of methods; including role modelling of expert practice education in the use of evidence-based practice and research to challenge and change practice Encourage a culture of continuous learning and positive critique of the status quo Initiates and develops policy and processes for midwifery caseload care utilising research-based evidence in collaboration with the Practice Development midwife
Self-Management	<ul style="list-style-type: none"> Plans and manages own work to achieve desired results on time, within budget and to required standard. Maintains own professional development; attends Health New Zealand Te Whatu Ora Southern and other development opportunities. Acts as a role model for the Te Whatu Ora Southern organisational values
Organisational Leadership	<ul style="list-style-type: none"> Participate in focus groups/projects that advance issues and strategies of service/organisational priority

Professional Development	<ul style="list-style-type: none"> Identifying areas for personal and professional development 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
Other Duties	<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.

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 Māori and Pacific Health leaders 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

Matters which must be referred to the [Midwife Manager Primary Outreach/ Caseload]

- [insert matters which must be referred]

Relationships

External	Internal
<ul style="list-style-type: none"> Clients & whānau / care givers Other service providers Health & welfare agencies Relevant support groups Te Pukenga (Otago & Southland) Professional colleges & registration bodies Te Kaika 	<ul style="list-style-type: none"> Integrated operations centre Senior Midwifery Leaders Practice Development staff Clinical Leaders i.e., Director of Midwifery, Midwife Manager secondary Tertiary and Midwife Manager – Queen Mary Midwife Manager Primary & Integrated Services Clinical & Corporate staff Medical & Allied Health staff

About you – to succeed in this role

You will have

Essential:

- A relevant graduate (post-graduate qualification preferred)
- Experience in implementing Te Tiriti o Waitangi in action
- Registration with the Midwifery Council
- A current APC with no conditions
- A current QLP portfolio or equivalent to the role
- Current drivers license
- Proven clinical credibility in the specialty

- An innovative and flexible positive problem-solving approach in all situations
- Advanced communication skills/techniques (i.e., conflict resolution, diffusion & mediation)
- Excellent group facilitation skills and a work history that demonstrates a collaborative approach

You will be able to

Essential:

- Critically appraise and embrace research and evidence-based practice when carrying out any task or function
- 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