

## Position Description | Te whakaturanga ō mahi

### Te Whatu Ora | Health New Zealand

<b>Title</b>	Midwife Manager – Primary & Integrated Services		
<b>Reports to</b>	Midwife Manager Secondary Tertiary Maternity Services - Operational (MMO)		
<b>Location</b>	Otepoti Dunedin		
<b>Department</b>	Maternity		
<b>Direct Reports</b>	TBC		<b>Total FTE</b> 0.5
<b>Budget Size</b>	<b>Opex</b>	nil	<b>Capex</b> nil
<b>Delegated Authority</b>	<b>HR</b>	nil	<b>Finance</b> nil
<b>Date</b>	July 2024		
<b>Job band (indicative)</b>	Senior Midwife Grade 7		

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 whānunga, 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 purpose of the Midwife Manager Primary & Integrated Services is to assist and work collaboratively with the Midwife Manager Secondary & Tertiary Maternity Services - Operational (MMO), the Midwife Manager (MM)- Queen Mary and the wider midwifery team to support primary care models and integrated care in a tertiary environment.

The MM Primary & Integrated Services role leads and supports primary maternity models of care in the tertiary services environment, alongside outreach services, which includes caseload team/s models of care when needed i.e. when community LMCs cannot provide care, as per maternity service specification requirements.

The Midwife Manager Primary & Integrated Services role provides clinical leadership, monitors clinical outcomes, and mitigates risk, actively supporting quality and safety initiatives which enhances primary maternity pathways in the hospital environment and ensures delivery of safe whānau-centred care.

This position does not encompass budget responsibility but has delegation of authority for management of staff and cover for MM-Queen Mary role when needed.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>Coordinates resources to meet identified needs of clients / whānau and team members, which encompasses managing staff and client flows in a caseload environment, liaising with the MM/MMO and other departments/wards as required</li> <li>Notifies the MMO of areas of concern e.g. disciplinary matters, practice issues</li> <li>Provides clinical leadership</li> <li>Ensures discharge planning processes are robust and timely</li> <li>Demonstrates an understanding of consumables within the area, and assists the MMO in identifying variances</li> </ul>

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

	<ul style="list-style-type: none"> <li>• Is active and visible within the team working alongside midwifery staff, motivating and actively praising/valuing staff endeavours, and acknowledging client/whānau satisfaction and good clinical care</li> <li>• Responds positively to requests for assistance, demonstrating adaptability and willingness.</li> </ul>
<b>Quality &amp; Risk Management</b>	<ul style="list-style-type: none"> <li>• Actively contributes to health and safety activities and ensures infection control processes are maintained whilst facilitating and delegating others to also actively contribute</li> <li>• Identifies risk management issues, appropriately initiates risk mitigation and educates staff about risks within the area</li> <li>• Continually monitor compliance with Health New Zealand   Te Whatu Ora Southern policies, procedures and quality standards &amp; indicators and initiates corrective actions as required and in consultation with the Midwife Manager</li> <li>• Ensures there is a good customer/whānau service, working to improve customer/whānau satisfaction</li> <li>• Initiates audit and evaluation of service processes and implements corrective actions</li> <li>• Contributes to incident and complaint investigation processes</li> <li>• Promotes and participates in quality improvement strategies</li> <li>• Identifies and ensures equipment compliance</li> </ul>
<b>Clinical Practice</b>	<ul style="list-style-type: none"> <li>• Provides input into and helps interpret requirements of new legislation /guidelines.</li> <li>• Supports clinicians in identifying ethical dilemmas working through a decision-making framework</li> <li>• Attends and provides input into and feedback from relevant committees</li> <li>• Midwifery specialty submissions are made in the development of relevant organisational and national policies</li> <li>• Actively manages risk</li> <li>• Assesses the quality of midwifery practice in the clinical setting and collaborates on any changes required.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Communicates effectively with members of the caseload and health care team</li> <li>• Maintains privacy and confidentiality in accordance with HIP Code, Health New Zealand   Te Whatu Ora Southern policies and procedures etc.</li> <li>• Communicates in an appropriate and professional verbal and written manner</li> <li>• Adheres to the Privacy Act, Informed Consent and Code of Rights</li> </ul>

	<ul style="list-style-type: none"> <li>Abides by Midwifery council Code of Conduct and professional boundaries guidelines.</li> </ul>
<b>Education, Research &amp; Evidenced Based Practice</b>	<ul style="list-style-type: none"> <li>Educates and supports others in decision making relevant to their scope of practice</li> <li>Role models and proactively instigates best practice guidelines, NZ Midwifery / Nursing</li> <li>Demonstrates use of own relevant standards that are clinically focused</li> <li>Facilitates education of team members about Council and Health New Zealand  Te Whatu Ora Southern policies/protocols</li> <li>Actively supports preceptoring principles, supervises, mentors and educates other staff</li> <li>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</li> <li>Encourage a culture of continuous learning and positive critique of the status quo</li> <li>Initiates and develops policy guidelines for midwifery caseload care utilising research-based evidence in collaboration with the Practice Development Midwife Educator</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>Plans and manages own work to achieve desired results on time, within budget and to required standards.</li> <li>Maintains own professional development; Health New Zealand  Te Whatu Ora Southern and other development opportunities.</li> <li>Acts as a role model for the Health New Zealand  Te Whatu Ora Southern organisational values</li> </ul>
<b>Organisational Leadership</b>	<ul style="list-style-type: none"> <li>Participate in focus groups/projects that advance issues and strategies of service/organisational priority</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Identifying areas for personal and professional development</li> <li>Training and development goals are identified/agreed with your manager</li> <li>Performance objectives reviewed annually with your manager</li> <li>Actively seek feedback and accept constructive criticism</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>

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori</li> <li>• 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</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership</li> </ul>
Equity	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes</li> <li>• Demonstrates awareness of colonisation and power relationships</li> <li>• 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</li> <li>• Willingness to personally take a stand for equity</li> <li>• Supports Māori-led and Pacific-led responses</li> </ul>
Culture and People Leadership	<ul style="list-style-type: none"> <li>• Lead, nurture and develop our team to make them feel valued</li> <li>• Prioritize developing individuals and the team so Health New Zealand  Te Whatu Ora Southern has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others</li> <li>• 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</li> <li>• Implement and maintain People &amp; 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</li> <li>• Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained &amp; strengthened</li> </ul>
Innovation & Improvement	<ul style="list-style-type: none"> <li>• 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</li> <li>• Model an agile approach –tries new approaches, learns quickly, adapts fast</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices</li> </ul>
Collaboration and Relationship Management	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>

Health & safety	<ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives</li> <li>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 client outcomes</li> <li>Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture</li> </ul>
Compliance and Risk	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware</li> </ul>

### Relationships

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

### About you – to succeed in this role

#### You will have

#### Essential:

- A relevant graduate and post-graduate qualification
- 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
- 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