

## Position Description | Te whakaturanga ō mahi

### Te Whatu Ora | Health New Zealand

<b>Title</b>	Clinical Engineering Unit Manager		
<b>Reports to</b>	Service Manager Perioperative		
<b>Location</b>	Dunedin		
<b>Department</b>	Clinical Engineering		
<b>Direct Reports</b>	7	<b>Total FTE</b>	7
<b>Budget Size</b>	<b>Opex</b>	\$1.21m	<b>Capex</b>
<b>Delegated Authority</b>	<b>HR</b>	Level 5	<b>Finance</b>
<b>Date</b>	July 2023		
<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 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 primary purpose of the role is to:

- Lead and manage the assigned services, providing operational leadership and coordination, while ensuring efficient, effective and safe services within available resources.
- Focus will be on sustainable, long term quality improvement initiatives and resource management to ensure maximum efficiency within the department.
- Assume responsibility for service delivery processes, including management of financial performance, activity and production planning, human resource management, quality and risk management, certification and accreditation and other service delivery improvements within the service.
- Foster excellence in quality practice standards and professional conduct with a primary function of this role being to empower the profession-specific workforce.
- Ensure any identified risk to patients or the organisation are managed and mitigated/escalated appropriately.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
<b>Operational Leadership</b>	<ul style="list-style-type: none"> <li>• Demonstrate operational leadership in keeping with Southern Values</li> <li>• Coordinate skill mix, work force and succession planning and practice requirements</li> <li>• In partnership with AHS&amp;T leaders, promote innovative and creative clinical practice with staff working to the top of their scope that is cost effective, validated by best practice and supported by research.</li> <li>• Assess and effectively delegate activities taking into consideration individuals' knowledge and skill level and monitor their progress.</li> <li>• Work to identify current and future staffing resource requirements and develop strategies to address these.</li> <li>• Implement Te Whatu Ora - Southern policies and processes.</li> <li>• Resource requirements and strategies identified against relevant data and service specifications.</li> <li>• Assist with the preparation of annual budgets and capital expenditure.</li> <li>• Report financial performance including variations and corrective actions</li> </ul>
	<b>Examples</b>

	<ul style="list-style-type: none"> <li>• Safe staffing skill mix meets the needs of the service.</li> <li>• Facilitate review of capital expenditure requests, ensuring equipment can be supported through its life cycle.</li> <li>• Financial variances reported.</li> <li>• Monitoring and reporting on data entered into electronic works request system</li> </ul>
<b>Practice Standards, Career Development</b>	<ul style="list-style-type: none"> <li>• Ensuring compliance with AS/NZS 3551 across the organisation.</li> <li>• Ensuring staff maintain electrical registration and practicing licences.</li> <li>• Oversee the implementation of competencies for practice as per legislative requirements.</li> <li>• Ensure ongoing assessment of performance.</li> <li>• Ensure processes are in place to implement and monitor professional standards of all staff.</li> <li>• Ensure there is a process in place for all staff to have a professional development plan.</li> <li>• Facilitate the provision of high-quality education, training and support for staff.</li> <li>• Support remedial performance improvement processes where performance or competency issues are identified.</li> <li>• Advise on career progression.</li> </ul> <p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Performance appraisals and Professional Development Plans of AHS&amp;T workforce will be completed as per organisational requirements.</li> <li>• Staff engagement in active education and professional development</li> <li>• Oversight of other processes documented as appropriate.</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• Advise on minimum clinical requirements for vacant positions.</li> <li>• Facilitate recruitment activities.</li> <li>• Determine that all credentialling requirements are met prior to appointments.</li> <li>• Advise on salary scale placement.</li> </ul>
	<p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Be actively involved in the recruitment and selection process and ensure team members are appropriately qualified.</li> <li>• Maintain a comprehensive orientation programme for new staff.</li> </ul>
<b>Workforce Development Needs Service Delivery</b>	<ul style="list-style-type: none"> <li>• Advise on the impact of potential professional service initiatives, considering skill mix.</li> <li>• Identify new/different opportunities for staff in service delivery.</li> <li>• Participate (or delegate) in clinical/management partnership in the strategic review and development of service goals where required.</li> <li>• Participate in projects that enhance sector and regional health initiatives.</li> <li>• Work in collaboration with the Service manager and AHDs to identify current and future staffing requirements and develop strategies to address these.</li> <li>• Work with internal and external staff where required to assist with major capital purchases and installations.</li> </ul> <p><b>Examples</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Practice Standards.</li> <li>• Ability to facilitate and inform service planning.</li> <li>• Evidence of partnering with other clinical and operational managers in business plans/service development/ projects</li> </ul>

# Te Whatu Ora

## Health New Zealand

	<ul style="list-style-type: none"> <li>• Initiate and implement continuous audit programmes and follow-up processes including problem identification, action plans and feedback.</li> <li>• Undertake critical evaluation of work practice patterns.</li> <li>• Work with multidisciplinary team on programmes to facilitate relevant improvement work.</li> <li>• Accept responsibility for ensuring that procedures and work practice patterns are carried out in an efficient and cost-effective manner.</li> </ul>
<b>Service specific - Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Rostering for an on-call 24/7 service.</li> <li>• Coordination of staff travel within a district.</li> <li>• High level of interpersonal and communication skills.</li> <li>• Demonstrate computer literacy with a broad understanding of computer skills.</li> </ul>
<b>Service specific - Compliance Requirements</b>	<ul style="list-style-type: none"> <li>• Facilitates processes to ensure work is compliant with organisation safety regulations and personal safety procedures are followed within the working environment.</li> <li>• Facilitates process to ensure repairs and maintenance are carried out in accordance with manufacturer specifications and AS/NZS 3551 Standard.</li> <li>• Enables team to ensure parts and stock are replenished in a timely manner and ordering equipment parts according to Clinical Engineering policy &amp; procedures.</li> <li>• Monitors that information is entered into the Clinical Engineering database.</li> <li>• Monitors that up-to-date equipment manuals and drawings are maintained, as necessary.</li> <li>• Ensure staff know procedures for work areas to be secured when not manned by personnel, especially outside normal work hours.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to work in a supportive and honest manner.</li> <li>• Accept responsibility for own actions.</li> <li>• Highly motivated, multitasker.</li> <li>• A friendly, polite and customer focussed approach.</li> <li>• A professional manner where confidentiality is maintained at all times.</li> <li>• Good interpersonal skills, including ability to work effectively with people at all levels of the health system including patients, public and contractors.</li> <li>• Actively participate in and contribute to team effectiveness.</li> </ul>

<b>Key Result Area</b>	<b>Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders</b>
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>

# Te Whatu Ora

## Health New Zealand

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>• 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.</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, once developed), 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 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.</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 patient 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> </ul>

	<ul style="list-style-type: none"> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>
Quality and Performance	<ul style="list-style-type: none"> <li>Maintain professional and organisational quality standards.</li> <li>Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</li> <li>Continuously identify improvement opportunities to perform job in most.</li> <li>Investigate opportunities to achieve goals in a more efficient way.</li> </ul>

### Matters which must be referred to the Service Manager

- Risk and Health and Safety matters
- Financial matters
- Compliance risk
- Human Resource matters

### Relationships

External	Internal
<ul style="list-style-type: none"> <li>Suppliers, Manufacturers, Representatives and Contractors</li> <li>Other community services (as appropriate)</li> <li>Other service providers - Procurement</li> <li>Client/patients/ Family/ Whanau/Caregivers</li> </ul>	<ul style="list-style-type: none"> <li>Operational Managers</li> <li>Multidisciplinary colleagues working in interprofessional ways.</li> <li>Administration staff</li> <li>Allied Health Professional Leaders</li> <li>Other Health Professionals</li> </ul>

### About you – to succeed in this role

---

#### You will have

#### Essential:

- A Tertiary qualification in Electronics or equivalent electronics knowledge and practical work experience.
- Current registration as an Electrical Appliance Service Person.
- Current NZ Drivers Licence.

#### Desired:

- Healthcare experience or qualification.
- Relevant postgraduate qualification.

#### 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.

# Te Whatu Ora

## Health New Zealand

- 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.

### **Desired:**

*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:**

**Manager:**