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| **Position Description** | |  | | |
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| **Position Title** | Senior advisor/writer (health quality intelligence – fixed term until 30 June 2024 | | | |
| **Location** | Wellington | | | |
| **Work Role Group** | Health quality intelligence (HQI) | | **Job Size-Band** | 17 |
| **Delegated Authority** | none | | **Financial** | none |

The Health Quality & Safety Commission (the Commission), established in November 2010, leads and coordinates work across the health and disability system (both private and public) to improve service safety and quality and therefore outcomes for all who use these services in New Zealand. The Commission is a Crown Entity with a Board responsible to the Minister of Health.

The Commission is charged with:

* providing advice to the Minister of Health to drive improvement in quality and safety in health and disability services
* leading and coordinating improvements in safety and quality in health care
* identifying data sets and key indicators to inform and monitor improvements in safety and quality
* reporting publicly on the state of safety and quality, including performance against national indicators
* disseminating knowledge on and advocating for safety and quality.

Recognising that achieving this purpose requires the work of many, we see our mission as:

Involve. Inform. Influence. Improve.

Our work is based on a shared model - the New Zealand Triple Aim for quality improvement. We work alongside our partners and stakeholders to achieve equity in the health and disability system, as well as to improve people’s experience of that system and its value. Many other factors impact on a health system’s ability to improve its quality, such as: governance, leadership and workforce capability and engagement; partnerships; and the ability to measure quality effectively and appropriately.



**Organisational context**

The Commission has embraced a new strategy outlined in the Statement of Intent (SOI) 2020-2024. This outlines four strategic priorities underpinned by the three articles of Te Tiriti o Waitangi and the Ritenga Declaration:

* *Kāwanatanga* – partnering and shared decision making, informed and shaped by tangata whenua and tangata Te Tiriti worldviews and perspectives
* *Tino rangatiratanga* ‒ recognising Māori authority and the importance of tangata whenua authority and autonomy. Also supporting tangata whenua led processes, actions and decision making, through shared power and resources
* *Ōritetanga* ‒ equity. Undertaking specific actions to ensure equitable outcomes for tangata whenua and recognising that these actions can also support equitable outcomes for other groups
* *Wairuatanga**‒* upholding values, belief systems and worldviews. Prioritising tangata whenua worldviews, values and belief system

Our strategic priorities are:

1. *Improving experience for consumers and whanau*. People and whānau are the centre of the health and disability system and partner actively in determining their care
2. *Embedding and enacting Te Tiriti o Waitangi, supporting mana motuhake*. The health and disability system supports and partners with Māori to achieve the health outcomes that they determine as priorities
3. *Achieving health equity.* Health equity is embedded into all aspects of the health and disability system, and into the care relations
4. *Strengthening systems for quality services*. A stronger health and disability system is proactive and anticipates quality and safety issues. Its leaders authentically focus on trust, partnerships and knowledge sharing

**Organisational values**

The way we work reflects our role as a national ‘leader and coordinator’ and is encapsulated in our values:

*It’s about people | Mō te iwi*

We are driven by what matters to patients/consumers and their families/whānau; and by what will improve the health of communities and populations.

*Open | Ngākau tuwhera*

We have an open, honest, transparent and respectful culture. We value the expertise, knowledge and experience of others and welcome creative approaches and diverse opinions.

*Together | Kotahitanga*

We partner with others, and learn and share together. We use consumer experience, expert knowledge and current information to come up with new ways of thinking and better ways of doing things.

*Energising | Whakahohe*

We are energised by our passion for improving health and disability support services.

*Adding value | Te tāpiri uara*

We demonstrate our value to the health and disability system and to the health of communities.

**Position purpose and responsibilities**

With New Zealand’s health system structure in transition, work is underway to ensure the use of health system indicators are well defined, understood and meaningfully used to inform quality improvement. The previous update of health system indicators, and system level measures, was undertaken between 2012 and 2016. To ensure the future indicators are fit-for-purpose, the Commission is responsible for building an updated repository of health system measures (indicators) that 1) reflect government priorities and 2) draw lines of sight to operational measures that are known to contribute to these priorities. When completed, this repository, known as the Measures Library, will be a nationally renowned resource for health system and service measurement.

The purpose of the senior advisor/writer role (measures library) is to support the health quality intelligence team (HQI) to contribute to the migration of the measures library from a project to a defined programme area that consistently:

1. Works with sector stakeholders and subject matter experts to identify, define and link a library of key measures (indicators) for the health system
2. Leads the development of fit-for-purpose technical documents that will comprise the measures library and support optimal understanding and use of health system indicators by sector stakeholders.

This position will provide a unique opportunity to work closely with the Commission senior project manager, system improvement and innovation as well as data and digital portfolios within Te Whatu Ora, other key sector stakeholders including Manatū Hauora and the subject matter experts that make up the health quality intelligence team.

The senior advisor (measures library) will be expected to lead the development of technical documents effectively describing relevant measure definitions as well as management documents to inform how measures can be used to influence service and system improvements. This will include but not be limited to:

* Updating the rationale for each measure including any existing definitions, and clinical inclusion/exclusion criteria, based on new evidence
* Ensuring explicit linkages are made between system indicators and regional/local measures that contribute to system performance and improvement
* Leading the migration and management of content to a measures library branded website for stakeholder reference
* Managing relationships important to increasing awareness, and utilisation, of the Measures Library in order to promote service/system improvement opportunities
* Providing advice and support to the measures library project team and related stakeholders on relevant matters, as appropriate

This position has a broad and strategic focus given the range of data collected, and measures being reported in the health system.

**Key responsibilities and expectations**

These include but are not limited to:

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| **Key responsibilities** | **Performance expectations** |
| **Resource development (technical documentation and publication)** | * Lead and provide oversight and direction for the production technical documents * Work with the senior project manager and subject matter experts to update existing documentation * Conduct evidence scans to ensure up-to-date knowledge is included for each measure. * Consult with stakeholders to identify logical linkages between measures that contribute to health system indicators. * Case study where improved practices have used specific measures to achieve a local or system improvement. * Provide advice to the measures library team on technical document structure including content * Provide recommendations for enhancing uptake and use of the library by sector stakeholders * Ensure that the library development meets the timeframes required by the internal work plan and the Commission’s Statement of Performance Expectations. |
| **Stakeholder/ relationship management** | * Develop and maintain a range of relationships and networks, both within and outside the Commission, in particular with clinician and executive groups who will be target audiences for the deliverables * applying contextual sensitivity, analytic nous, and relationship management skills to foster relationships with the academic, technical and informed presses, and appropriate conferences * Foster co-operation and constructive working relationships with colleagues including clinical and subject matter experts. |
| **Teamwork** | * Identify and implement potential improvements to existing external facing documents and resources * Work as efficiently and effectively as possible. * Engage and consult with internal subject matter experts where possible * Work closely with Commission’s communications team and relevant HQI staff to develop plans for publication and communications. |
| **Cultural competency** | * Apply the principles of cultural safety to the projects being managed * Display respect, sensitivity and cultural awareness in interpersonal relationships * Work towards Māori health advancement as specified in the Commission’s Te Whai Oranga Implementation Plan * Acknowledge cultural differences by respecting spiritual beliefs, cultural practices and lifestyle choices |
| **Risk management (including Health & Safety in Employment Act)** | * Take responsibility for meeting the Commission’s obligations in workplace health and safety * Contribute to a healthy and safe working environment and healthy and safe working practices |

**Key relationships** **within the Commission**

All Commission employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

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| **Reports to:** | * Senior Project Manager |
| **Key internal relationships** | * CE * Director of Health Quality Intelligence * Director of Communications and communication team members * HQI data scientists and staff * Chief Quality advisor and Improvement Capability team members |
| **Relationships with the Public sector:** | * Programme Manager, Health System Improvement, Ministry of Health * Ministry of Health and other key health sector stakeholders with related interests * Any stakeholders with the ability to inform or influence measures library development process |

**Key selection criteria**

To be considered for this role, the ideal person will need to demonstrate:

*Essential experience and skills*

* A strong interest in health system data, measurement and quality improvement
* A relevant tertiary qualification, preferably post graduate level
* Demonstrated experience and expertise of writing technical documents for a wide range of audiences including academic, data analysts, clinicians and management
* Excellent written and oral communication skills, particularly the ability to communicate clearly, concisely and in plain language
* Excellent interpersonal skills with the ability to foster good stakeholder relationships through consultation and partnership
* An ability to develop appropriate networks for collaborative work
* understanding of developments in health policy, and quality improvement in healthcare in New Zealand and internationally

*Essential qualities*

* Critical thinking and analytical ability
* personal integrity, sound judgement, discretion and an honest and ethical approach
* demonstrated ability of working as an effective team member
* proven ability to work under pressure and to tight deadlines
* ability and drive to deliver the required results in all key accountabilities of the role
* The ability to quickly adjust and adapt to changing conditions and perform to the required work standards
* An understanding of the need to scan the environment
* The ability to generate new and innovative ideas and concepts

An internal or external secondment arrangement will be considered for this position.