Position description

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| Position title | Infection prevention and control (IPC) specialist, Quality Systems Group (Permanent 1.0 FTE) |
| Team | Infection prevention and control |
| Location | Auckland, Christchurch or Wellington |
| Work role group |  | **Job band** | 18 |

Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora), 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 Aotearoa New Zealand. Te Tāhū Hauora is a Crown entity with a board responsible to the Minister of Health.

Te Tāhū Hauora is charged with:

* upholding and enacting the articles of Te Tiriti o Waitangi
* 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

Te Tāhū Hauora has embraced a new strategy outlined in the Statement of Intent 2020–24. This outlines four strategic priorities underpinned by the three articles of Te Tiriti o Waitangi and the Ritenga Māori Declaration:

* *Kāwanatanga* – partnering and shared decision making, informed and shaped by tangata whenua and tangata Te Tiriti world views 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

1. *Improving experience for consumers and whānau*. 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 disibility system and to the health of communities.

### Position purpose and responsibilities

The primary purpose of this position is to provide subject matter expertise and to support and contribute to projects being undertaken by Te Tāhū Hauora. The role will support the infection prevention and control (IPC) programme and the projects within that programme.

The successful applicant will have an in-depth and expert knowledge of IPC and will offer advice in this area to Te Tāhū Hauora’s staff, advisors, clinical leads and work programmes. The person will also proactively work with the sector to promote service changes that increase performance and quality.

The successful applicant will use specialist subject matter expertise to guide the design, implementation and evaluation of quality improvement and patient safety programmes.

### Key relationships within Te Tāhū Hauora

All Te Tāhū Hauora employees have a responsibility for managing relationships in some or all 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 manager, quality systems (who reports to the Executive lead, quality systems) |
| Responsible for | NA |
| Relationships with | IPC stakeholders across health care |
| Internal | Teams within the quality systems group IPC programme clinical leadsQuality systems leadership Ahuahu KaunukuPartners in Care teamCommunications teamHealth quality intelligence teamOther Te Tāhū Hauora staffTe Tāhū Hauora board |
| External | Te Whatu Ora districtsAged residential care sectorPrimary care sector, PHOsCliniciansRelevant professional bodies, steering groups and expert advisory groupsHealth and Disability CommissionerHealth and disability support service providersConsumers and cliniciansTe Aka Whai OraManatū HauoraKey stakeholdersOthers as required |

### Key responsibilities and expectations

### Key responsibilities and expectations for this role include but are not limited to:

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| Key responsibilities | **Performance expectations** |
| *Providing expert advice on IPC and support use of quality improvement approaches*  | * Provide expert advice on IPC to Te Tāhū Hauora’s staff, advisors, clinical leads and work programmes.
* Proactively work with the sector to promote service changes that increase performance and quality in IPC.
* Develop and maintain up-to-date knowledge and understanding of best practice quality improvement and patient safety approaches.
* Use specialist subject matter expertise to guide the design, implementation and evaluation of quality improvement and patient safety programmes.
* Assist with the development and publication of materials to build sector capability in IPC.
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| *Measurement and evaluation* | * Ensure any measures used to evaluate programmes or projects are robust, easily understood and fit for purpose.
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| *Relationship management* | * Initiate, develop and maintain close liaison and consultation with national, regional and local agencies, professional groups, consumers, clinicians, government agencies and others to ensure relevant and effective implementation of programmes you are involved with.
* Proactively work to use co-design and engage consumers in the programmes or projects that you are working on.
* Proactively engage with stakeholders to identify opportunities for improving implementation of programmes and projects.
* Work with provider organisations to understand the challenges they face in relation to your programme area/s and provide advice on appropriate approaches to implementing change.
* Build relationships with other Te Tāhū Hauora programmes and share knowledge and expertise across the programmes.
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| *Team activities* | * Prepare and provide briefings, papers and project reporting to management, governance, steering and advisory groups as required and provide input into ministerials, parliamentary questions, briefings and other requests for information.
* Advise other team members on opportunities for progressing or expanding existing programmes.
* Contribute to programme planning and look for new opportunities for the programme.
* Assist appropriate programme staff to develop material for communication with the sector.
* Undertake other tasks as allocated by your manager.
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| Cultural competency | * Apply the principles of cultural safety.
* Demonstrate a commitment to Te Tiriti o Waitangi principles by applying the principles to all programme work, demonstrating knowledge and experience of tikanga Māori, and understanding of equity issues for Māori and Te Tāhū Hauora’s responsibilities under Te Tiriti o Waitangi.
* Acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices.
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| Health and safety | * Take responsibility for meeting Te Tāhū Hauora’s obligations in workplace health and safety.
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## Key selection criteria

To be considered for this role, the ideal person will need to demonstrate the following essential and desirable experience, skills and qualities.

Essential experience, skills and qualities:

* a relevant tertiary qualification or speciality education related to this position and/or equivalent experience
* demonstrated expertise in IPC
* comprehensive knowledge of the New Zealand and international environment as it relates to IPC
* strong understanding of the principles of health care quality and a commitment to improving the quality and safety of services for New Zealanders
* an ability to think strategically
* an understanding of and commitment to consumer engagement and participation
* experience in design, implementation, management and evaluation of quality improvement and change projects – and success in delivering change
* knowledge and experience in measuring and monitoring change, improvements and safety
* an ability to develop appropriate networks internally and externally (both virtual and face-to-face) for collaborative work
* excellent written and oral communication and presentation 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
* the ability to quickly adjust and adapt to changing conditions and still perform to the required work standards
* good judgement and the ability to recognise mistakes and learn from them
* an understanding of the need to scan the environment you work in
* the ability to generate new and innovative ideas and concepts to deal with quality and safety challenges and opportunities
* current driver’s licence.

Desirable experience, skills and qualities:

* training and demonstrated experience in quality improvement
* an understanding of the machinery of government and the New Zealand health and disability system
* experience in the government sector.