Position description

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| Position title | Programme coordinator, quality systems group (permanent 1.0 FTE) |
| Team | Improved service delivery |
| Location | Wellington or Auckland |
| Work role group | Project management | **Job band** | 14 |

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 quality systems group was established in July 2020, bringing together Te Tāhū Hauora’s clinical leadership and improvement elements, to focus on embedding consistent safe and resilient health care throughout the health and disability system. This group is Te Tāhū Hauora’s lead for the scoping, planning and implementation of our strategic priority 4: Strengthening systems for high quality service.

The purpose of this position is to provide effective and efficient programme and events project support coordination to enable the delivery of services workstream activities to support the quality systems group.

This involves working constructively and positively with the quality systems group, health quality and intelligence, and other relevant Te Tāhū Hauora staff to coordinate planning, reports, meetings, events and stakeholder activities.

It will involve:

* workstream documentation and reporting
* relationship management and communication
* planning and preparation of meetings, events and workshops
* providing user IT support for relevant IT systems
* managing website content
* workstream financial tracking.

### 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, Improved Service Delivery  |
| Responsible for | NA |
| Relationships with |
| Internal | Teams within the quality systems group Quality 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 include but are not limited to:

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| Key responsibilities | **Performance expectations** |
| Project coordination support | Provide highly effective coordination support for quality improvement response projects:* Develop a sound understanding of the quality systems group’s activities, objectives and requirements.
* Undertake the necessary planning and day-to-day coordination associated with assigned activities, including: maintaining project plan, schedules, risk, issue and change registers, administering the change management process, administering contracts and tracking reporting timeframes.
* Keep the senior project manager , quality improvement advisors, and others informed about quality improvement response project status and issues.
* Maintain relevant website content.
* Project reporting including preparing update reports, monthly reports, national programme reports and contract review reports as required using set templates.
* Support the documentation of project meeting actions and summaries during team meetings.
* Planning and support for workshops.
* Assist with the management of budgets, including tracking spending against budgets and arranging for payment of accounts in a timely and efficient manner.
* Assist with travel, expenses, and other administrative support to the Te Tāhū Hauora team.
* Establish and maintain effective systems for the management of data and documentation in relation to project activity.
* Programme coordinator will support cross Te Tāhū Hauora projects as required.
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| Event coordination | * Provide event management support.
* Support with registration portal and managing registrations.
* Speaker management – assist with recording speakers.
* Coordination on the day of the event.
* Support with call for abstract portal.
* Support with registration portal and managing registrations.
* Support with speaker management.
* Support with event website.
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| Meeting coordination | * Schedule meetings as required.
* Manage attendance for meetings.
* Arrange meeting rooms, equipment and catering.
* Be proficient with technology such as video conferencing, skype, teleconferencing etc.
* Prepare agenda and papers, ensuring these are to a high standard and are distributed with sufficient time for participants to familiarise themselves with the contents.
* Take minutes for meetings as required.
* Distribute approved minutes to participants and ensure action items are followed up.
* Prepare PowerPoint/video presentations as required.
* Organise other ad hoc meetings as required.
* Coordinate team attendance and booths at conferences.
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| Stakeholder engagement | * Engage and build effective working relationships with stakeholders.
* Communicate clearly with stakeholder groups on a regular basis.
* Provide user support for relevant IT systems, including setting up new users, maintaining user list and providing support and training.
* Circulate newsletters, reports and surveys to the relevant stakeholder groups.
* Respond to stakeholder enquiries in a timely and informed way, working with the wider team as appropriate.
* Send reminders to coordinators and champions regarding deadlines in relation to the programme activities.
* Identify solutions to problems with users in mind.
* Contribute ideas during team meetings.
* Seek feedback to inform improvements.
* Maintain a record of stakeholder meetings.
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| Administration | * Assist with preparing contract documentation and all related administration, both electronically and paper-based, for contracts that fall within the delegation of the improved service delivery workstream.
* Maintain key stakeholder databases and mailing lists to ensure they are always up to date.
* Update implementation manuals and guidelines.
* Ensure all documents are saved appropriately and keep filing up-to-date.
* Maintain version control of documents.
* Work with other team members to achieve high standards and reporting within timeframes.
* Coordinate improved service delivery team meetings both virtual and in-person.
* Other duties as requested to facilitate the running of the quality systems group.
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| Health and safety | * Take responsibility for meeting the obligations of Te Tāhū Hauora in workplace health and safety.
* Lead and promote required health and safety initiatives by acting as a role model and encouraging staff to participate in health and safety initiatives.
* Demonstrate a commitment to keeping Te Tiriti o Waitangi alive by demonstrating knowledge and experience of tikanga Māori, understanding of equity issues for Māori and Te Tāhū Hauora’s responsibilities under Te Tiriti o Waitangi.
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| Cultural safety | * Apply the principles of cultural safety.
* Acknowledge cultural differences by respecting spiritual beliefs, cultural practices and lifestyle choices.
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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:

* Previous experience working in a support role or similar, where planning and coordination was a key component of the work.
* Experience or keen interest in working in a quality improvement project environment.
* Well-developed organisational skills, along with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality.
* Excellent oral and written communication skills.
* Good interpersonal skills with the ability to relate to a wide range of people.
* Excellent analytical skills and information seeking abilities.
* Proactive approach to work demonstrating initiative and good judgment.
* A genuine commitment to providing quality service to all customers.
* Ability to work unsupervised and as part of a team.
* A good degree of computer literacy included advanced knowledge of Microsoft Word, and competence in Excel and PowerPoint.
* Competency (or ability to learn) a range of other electronic tools including but not limited to Zoom, MS Teams, Webinars, SurveyMonkey etc.
* Possesses a strong achievement/delivery focus – sets high standards.
* Ability to plan effectively, think ahead, anticipate issues and problems and solve them.
* Display personal integrity and an honest and ethical approach.
* An ability to juggle multiple demands and prioritise accordingly.
* A sense of fun and team spirit.

Desirable experience, skills and qualities:

* Previous experience in a project support/coordination role within a public sector context.
* Previous experience in event management.
* Completion of entry level project management qualifications, such as Prince2 Foundation.
* Knowledge of project management principles and methodologies.
* Familiarity with SharePoint.
* Experience in the government sector.
* Knowledge about the New Zealand health sector.