|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Position Description** | | |  | | |  |
|  | | |  |
|  | **Position title** | Senior advisor (Permanent) | | | | |
|  | **Team** | He Hoa Tiaki | Partners in Care | | | | |
|  | **Location** | Wellington | | | | |
|  | **Work role group** | Policy and strategy | | **Job Band** | 18 | |

The Health Quality & Safety Commission (the Commission), established in November 2010, leads and coordinates work across the health sector (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 the health sector
* 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.

Diagram

Description automatically generated

**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 systems

Our strategic priorities are:

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

**He Hoa Tiaki | Partners in Care**

The Commission leads and coordinates work to support the health sector to be consumer and whānau focused and to work in partnership with whānau, consumers and communities. The He Hoa Tiaki | Partners in Care programme is central to this and provides oversight, advice and leadership for the Commission’s whānau-, consumer- and community engagement-related strategy and activities. The programme harnesses established networks and consumer and whānau knowledge and expertise about how the overall system is functioning, how consumers are experiencing the health system and how consumers are co-creating this system and influencing decisions about their health and wellbeing.

He Hoa Tiaki | Partners in Care is one of the Commission’s strategic programmes. It underpins all the Commission’s programmes and projects.

**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

The senior advisor – He Hoa Tiaki | Partners in Care will work across the Commission to contribute to Commission activities and relationships critical to the Commission’s policy role and ability to influence policy. The primary purpose of this position is to work to ensure that the Commission delivers the best possible policy, research, analysis, writing and advice, to support the He Hoa Tiaki | Partners in Care team.

Specific projects in this role include supporting the Commission to implement the code of expectations for health entities’ engagement with consumers and whānau, writing supporting documents and advice for ngā pae hiranga, the Commission’s centre of excellence for consumer and whānau engagement and focusing on policy and advice supporting tāngata whaikaha, people with lived experience of disability.

The role reports to the director, He Hoa Tiaki| Partners in Care. From time-to-time, you may be required to deputise for the director, leading specific projects.

**Key relationships within the Commission**

All Commission 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:

|  |  |
| --- | --- |
| **Reports to:** | Director, He Hoa Tiaki | Partners in Care |
| **Internal** | Executive leadership team  Team managers and relevant specialists  Ahuahu kaunuku (Māori health outcomes team)  Equity team  Wider commission team |
| **Health and disability sector:** | Te Aka Whai Ora, Te Whatu Ora, private health sector, professional bodies, consumer and whānau organisations, NGOs, consumer health forum members  Sector quality and safety staff, as required |
| **Public sector:** | Manatū Hauora, including the Crown Entity Monitoring Team, Māori Health team and Policy and Strategy teams  Office of the Minister of Health and Associate Ministers of Health  Government departments and other key stakeholders with related interests |

**Key responsibilities and expectations** include but are not limited to:

| **Key responsibilities** | **Performance expectations** |
| --- | --- |
| **High quality research, analysis and writing** | * lead and support research, analysis, writing and project work in the team and across the Commission, as required, through active participation, holding the pen and through effective peer review * develop resources with consumer, whānau, and community networks * work with other Commission staff, and staff in other agencies to develop joint advice on policy, legislation and regulation as required * provide briefing and related services to the Minister and Associate Ministers of Health, on behalf of the Commission * undertake reciprocal peer review of documents and material prepared by yourself and colleagues to ensure quality, validity, accuracy and consistency * encourage analysis and writing from a Te Tiriti o Waitangi, an equity and a Māori Health Outcomes perspective, drawing on available knowledge, tools, frameworks and expertise |
| **Support a joined-up approach to strategy, policy and accountability** | * implement and promote the vision and values of the Commission in all activities, including policy, strategy and accountability * participate as an active member of the Commission team * advise other teams on opportunities for progressing improving the quality of policy processes * build the capability of Commission groups/teams in relation to policy |
| **Lead / contribute to projects with ranging complexity** | * lead and/or undertake projects as required by the director, He Hoa Tiaki | Partners in Care |
| **Promote business improvement** | * have a focus on continuous improvement and working as efficiently and effectively as possible * maintain an awareness of budget and expenditure and how improvements might be made |
| **People Management** | * provide leadership in a manner that inspires team, and public confidence * manage staff consistent with the Commission’s human resource management policies and procedures and agreed delegations * lead by example, model positive behaviour and inspire staff in a way that gets commitment and motivates them to get the required results * manage and support direct reports, fostering high standards in the quality of outputs, and promoting excellence in our service focus and delivery * exercise human resource delegations assigned to the position * assume responsibility for initiative and thought leadership for areas of expertise and responsibility |
| **Cultural Competency** | * apply the principles of cultural safety * demonstrating a commitment to Te Tiriti o Waitangi alive by demonstrating knowledge and experience of tikanga Māori, understanding of equity issues for Māori and the Commissions responsibilities under Te Tiriti o Waitangi   acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices |
| **Health and Safety** | * take responsibility for meeting the Commission’s obligations in workplace health and safety |

# Key selection criteria

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

# Essential experience, skills, and qualities

* A comprehensive understanding of what is important to consumer and whānau in engaging with health services.
* A good understanding of co-design principles and their application in the health and disability sector.
* A good understanding of health equity and how this can be integrated into policy and other advice to government.
* An understanding of qualitative and quantitative research skills
* An ability to develop appropriate networks for collaborative work
* Experience in policy development in previous policy roles, building from a relevant tertiary qualification, and a commitment to professional development
* Extensive experience in policy and report writing
* Highly developed written and verbal communication skills, including the ability to present information in a lucid, succinct, and coherent way (including in plain English) in a variety of communication settings and styles.
* Political savvy and an ability to think at a system level
* A high level of skill in problem solving, conceptual thinking, and distilling ideas into decision-making.
* An ability to effectively manage relationships at all levels, including to convey the Commission’s position on issues in a persuasive way cognisant of the views/perspectives of other stakeholders.
* Commitment to improving the equity, quality, and safety of services for New Zealanders
* An understanding of Te Tiriti o Waitangi and its application in the health and disability sector, and a commitment to enacting Te Tiriti o Waitangi and enabling mana motuhake
* Good judgement and the ability to recognise mistakes and learn from them
* An understanding of the need to scan the environment they work in
* The ability to generate new and innovative ideas and concepts to deal with quality and safety challenges and opportunities.

# Desirable experience, skills, and qualities

* Personal experience of health and disability services as a patient/consumer and a track record of using the experience to partner with services to bring about improvements.
* Understanding of the machinery of government and the New Zealand health and disability system.
* Understanding of the principles of health care quality including key international trends.
* Application of te reo and tikanga practices in health care organisations.