



## Position Description

<b>Position Title:</b>	<b>General Practice Liaison</b>
<b>FTE:</b>	1.0
<b>Reports To:</b>	General Practice Services Leader
<b>Functional Area:</b>	Partnership Services
<b>Position Location:</b>	Whangarei/Northland
<b>Direct Reports:</b>	Nil
<b>Delegated Authority:</b>	As per Delegated Authority or Nil
<b>Budget Responsibility:</b>	As per Delegated Authority or Nil
<b>Key Relationships:</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>• Network Enablement Services</li> <li>• Partnership Services Team</li> <li>• Executive Leadership Team &amp; Senior Leadership Team</li> <li>• Wider Mahitahi Staff</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>• General Practices and Māori Health Providers</li> <li>• Locality Community Leaders</li> <li>• Te Whatu Ora - Te Tai Tokerau</li> <li>• Manatū Hauora (MoH)</li> <li>• Ministry of Social Development</li> <li>• Other Partner Agencies related to project work</li> </ul>
<b>Key Commitments</b>	<p>Mahitahi Hauora has key commitments. Every position has foundational commitment to</p> <ul style="list-style-type: none"> <li>· Whanau Wellbeing and Equity</li> <li>· Te Tiriti o Waitangi</li> <li>· The New Zealand Health Strategy</li> <li>· He Korowai Oranga and Whakamaua: Maori Action Plan 2020 -2025</li> <li>· The Healthy Ageing Strategy</li> <li>· The UN convention on the Rights of Persons with Disabilities and the Disability Strategy</li> <li>· Ola Manuia: Pacific Health and Wellbeing Action Plan 2020-2025</li> </ul> <p>Whanau Wellbeing and Equity</p>

### Key Purpose

This position will be responsible for working with General Practices in primary healthcare in applying competent skills, knowledge and experience of improvement and change methodologies in facilitating solutions to system problems that enable quality, safety, productivity and efficiency. Working closely with general practices this role will encourage general practice to embed structure and core standards in practice and to enable delivery of people centered and equitable primary healthcare.

### Key functions include:

Providing improvement methodologies, change management and facilitation to enhance the delivery of primary healthcare services.

Engaging with General Practice, Māori Healthcare Providers and other provider partners to ensure sustainable models of care and ongoing capability development.

Support general practice to ensure quality standards are consistently met  
Interaction with Locality Networks and collaborative engagement with Multidisciplinary teams.

### Key Accountabilities

<p><b>Engage with General Practices, Māori Health providers and other partners across all primary care services</b></p>	<p>Engage with General Practices, NHH Providers, Māori Health providers and other partners across primary care services encouraging and enabling sustainable equitable healthcare services including the following:</p> <ul style="list-style-type: none"> <li>• Utilising improvement methodology and change management facilitation work closely with providers in delivery of equitable sustainable primary healthcare solutions for their population.</li> <li>• Proactively work alongside practice to develop approaches to population health that reduce health inequities.</li> <li>• Provide advice, practical help and coaching in the application of quality improvement tools, including where appropriate the NHH processes, and Pae Ora (healthy Futures) model of care.</li> <li>• Work with the identified NHH approved providers in the planning, establishment and implementation of the NHH components of care ensuring deadlines and outcomes progress appropriately and meet contractual obligations.</li> <li>• Enhance the practice by encouraging moving to the Pae Ora model of care. Introduce the Pae Ora model of care and encourage the practice to enhance this methodology.</li> <li>• Establish a close professional relationship with the identified Champion for the NHH provider to ensure ongoing engagement with the NHH model of care and change methodology. Where a Champion does not exist, work with the provider to establish a Champion.</li> <li>• Identify improvement opportunities within provider service delivery and work collaboratively with provider teams to enable process improvements.</li> <li>• Work with providers in the implementation of all primary care initiatives and programs, encouraging a multidisciplinary team and collaborative cross-provider approach to healthcare with a localities focus.</li> <li>• Report regularly to the GP Services Leader on issues that may arise and propose solutions for discussion and implementation.</li> <li>• Ensure all documentation relating to practice and providers is accurate, current and easily retrievable.</li> <li>• Create sustainable influential relationships with provider teams and individuals in achieving best and evidence-based practice in primary health improvement.</li> <li>• Facilitate providers in day to day implementation of national, and local/community-initiated health promotion and targeted programs.</li> <li>• Work with and enhance the ability of general practice teams in managing change, meeting performance targets, system level measures and achieving timely collection and reporting of information to meet requirements and encourage progress</li> <li>• Work with providers and key stakeholders to understand, analyse, and interpret results and performance. Identify improvement strategies and actions to improve outcomes and develop proactive approaches to reduce population health inequities.</li> <li>• Utilise proven and agreed quality improvement tools and approaches including but not limited to audit, PDSA cycles, SMART goals, risk stratification of high priority populations to enhance the capability of providers.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Support general practice teams to achieve and maintain Foundation Standards and or Cornerstone accreditation, and other important quality activities/requirements.</li> <li>• Work closely and collaboratively with the GP Services Leader of Mahitahi to ensure a high quality and continuous improvement focus is applied across all work, support and programs.</li> <li>• Support the development of General Practice annual plans as part of the Equity for Whanau agreements.</li> <li>• Meet regularly with practice leads to complete Equity for Whanau reporting requirements.</li> <li>• Ensure all time allocated to practices is documented, and easily transferrable and interpretable to other members of the team.</li> </ul>
Capability Development	<ul style="list-style-type: none"> <li>• Identify workforce gaps in core competencies/capabilities and facilitate direction to appropriate education resources or providers. (eg. Post Grad Education, Mahitahi supplied education)</li> <li>• Encourage and support the development of practice champions and key resource staff to lead and sustain quality improvements.</li> <li>• Assess practice staff skill with using IT systems, and, where appropriate, facilitate further training and coaching.</li> <li>• Prepare a workflow plan for review with the GP Services Leader, and provide a monthly report on activity, identifying future opportunities for growth in developing capability of practices.</li> </ul>
Networks & Links	<p>Work collaboratively with Internal &amp; External key stakeholders including:</p> <ul style="list-style-type: none"> <li>• Coordinating priority quality projects and other initiatives for the development of sustainable primary healthcare for the population</li> <li>• Support the facilitation of Practice Manager meetings regularly to foster collaboration and peer support across the network.</li> <li>• Work collaboratively with GP Liaison peers to ensure consistent approach across all providers.</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi.</li> <li>• Demonstrate approaches that meet the needs of Māori and other high priority populations in a culturally appropriate manner.</li> </ul>
Organisational	<ul style="list-style-type: none"> <li>• Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora.</li> <li>• Maintain client confidentiality at all times, clients' rights, privacy and confidential information are safeguarded.</li> <li>• Understands the principles of the Privacy Act 2020, and Health Information privacy Code (1994)(2020)</li> <li>• Recognise individual responsibility for workplace Health &amp; Safety under the Health and Safety at work Act 2015 (HSWA 2015).</li> <li>• Implements organisational policies and procedures, legislation and guidelines with their work.</li> </ul>

## Person Specification

**Key Competencies:** These competencies are specific to the position and reflect the key behaviours that directly support overall success in the position.

	Decision Quality	Problem Solving
	Improvement & Change	Interpersonal Savvy
	Process Management	Communication

## Key Qualifications, Experience, Skills and Knowledge:

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>NZ Registered Health Sector Professional</li> <li>Relevant tertiary qualification</li> <li>Computer literacy skills, e.g. Microsoft Office 365, Sharepoint.</li> <li>Current and un-encumbered Drivers Licence</li> </ul>	<ul style="list-style-type: none"> <li>Education in change management strategies, methodologies and/or frameworks</li> <li>Improvement methodology training</li> <li>RN or EN</li> </ul>

Experience	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>3-5 years experience in primary/community health care</li> <li>Proven and recent experience implementing change in an organisation</li> <li>Demonstrable knowledge of approaches to achieve equity in health outcomes</li> <li>Experience in developing and managing relationships with health professionals</li> <li>Demonstrable confident communicator with excellent spoken and written English and a confident telephone manner</li> </ul>	<ul style="list-style-type: none"> <li>Medtech and other primary care practice management systems and analytical tools</li> <li>Project management experience</li> <li>Knowledge/experience of training pathways to meet the demands of primary care</li> </ul>

A commitment to the development in competency of	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and our obligations in our day-to-day work</li> <li>Confidence in expressing and observing Tikanga, Māori protocols</li> <li>A good understanding of Pae Ora and He Korowai Oranga</li> <li>Privacy Act (1993)(2020) and Health Information Privacy Code (1994)(2020).</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety at Work Act 2015( HSWA)</li> <li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).</li> <li>New Zealand Council of Healthcare Standards.</li> <li>Understanding of the National Health Target and Screening Programmes</li> <li>Foundation Standards and/or Cornerstone</li> </ul>

Skills and Personal Attributes	
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>Strong communication skills, both written and verbal.</li> <li>Strong interpersonal and relationship building skills.</li> <li>Has the necessary skills to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding</li> </ul>	<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>Ability to work as a team and be a valued team member.</li> <li>Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy.</li> </ul>

<p>that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected.</p> <ul style="list-style-type: none"> <li>• Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure.</li> <li>• Strong decision making ability and ability to meet deadlines</li> <li>• Knowledge &amp; proven computer skills with Microsoft Office applications, particularly Word, Outlook, Excel and Office 365</li> </ul>	<ul style="list-style-type: none"> <li>• Attention to detail and accuracy.</li> <li>• Ability to exercise wisdom and initiative.</li> <li>• Punctuality and reliability.</li> <li>• Flexibility to cope with changing demands.</li> <li>• A professional attitude displaying personal integrity and honesty.</li> <li>• An ability to work with a range of teams and individuals; demonstrating tact; a calm and caring nature.</li> <li>• Open to learning opportunities and enhancing skills and knowledge relevant to the role.</li> </ul>
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**Variation of Duties**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed and agreed with you.

Employee Name: .....

Employee Signature: ..... Date:.....

Manager Name: .....

Manager Signature: ..... Date:.....