



## Position Description

<b>Position Title:</b>	<b>Primary Care Development Coordinator</b>
<b>FTE:</b>	1.0
<b>Term</b>	Permanent
<b>Reports To:</b>	Partnership Services Manager
<b>Functional Area:</b>	Partnership Services
<b>Position Location:</b>	Whangarei
<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>• Partnership Services</li> <li>• Support Services</li> <li>• Digital &amp; Data Hub</li> <li>• Project Hub</li> <li>• Mental Health Services</li> <li>• Network Enablement Services</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 (Health NZ)</li> <li>• Te Aka Whai Ora (Māori Health Authority)</li> <li>• Manatu 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>• Relevant NZ Health Strategies</li> </ul>

### Mahitahi Hauora Overview

Mahitahi Hauora is a primary health entity underpinned by Te Tiriti o Waitangi, our Kaupapa includes ensuring whānau and communities are able to achieve self-determined wellbeing, access to the services they determine they need, and to live a long and healthy life. We work collaboratively with community, primary healthcare providers and key partners to support general practices, Māori health providers and social sector agencies in achieving better health outcomes for our Tai Tokerau population.

<b>Central to the way we work are our Mahitahi Hauora's Values and Behaviours:</b>	
<b>Tika</b>	<b>To be honest, truthful and genuine</b> – we are honest, behave and treat others consistently, are transparent, are trustworthy, and have courage to do the right thing.
<b>Pono</b>	<b>Fairness and Integrity</b> – we work towards fairness and equity in all our mahi, we demonstrate integrity in our actions
<b>Aroha</b>	<b>We respect and care for each other</b> – we show appreciation, compassion, kindness and empathy for others
<b>Kotahitanga</b>	<b>Collaboration and Unity</b> – we are all in one 'waka' paddling consistently toward a common purpose
<b>Manaakitanga</b>	<b>Supporting and valuing others</b> – we are caring and supportive
<b>Whanaungatanga</b>	<b>Relationships, belonging and inclusion</b> – we value and honour relationships and engagement
<b>Whakamana Whanau</b>	<b>Empowering Whanau</b> – we are strengths-based and put whanau front and centre of everything we do
<b>Whakapapa</b>	<b>Connection and Heritage</b> – we connect with each other and our history

### Position Purpose

The Primary Care Development Coordinator, (clinician), works to support and manage specific primary care clinical programmes and initiatives such as Primary Options Acute Demand Management Service (POADMS), emerging priority responses, clinical capability development, and roll out of new projects. (Programmes may be delivered by Mahitahi directly or through providers).

Building relationships and collaborating with key stakeholders, the clinician acts as an educator, consultant, researcher, leader/change agent and coordinator in the pursuit of clinical excellence and equitable access to healthcare services and improved health outcomes.

### Position Functions

The Clinician provides professional advice and support to new and existing programmes and projects through a quality improvement lens with a clinical patient or whanau outcome focus.

Using their skills and knowledge the Clinician maintains flexibility across several priority programmes working with the General Practice Services team and the referral hub to achieve effective outcomes and whanau focussed interventions.

The Clinician does not manage a caseload or provide face to face patient care, unless deployed for short periods to support a specific healthcare response in emergency or pandemic situations.

### Key Responsibilities

Clinical and Professional Leadership	<p>As a Primary Care Development Coordinator:</p> <ul style="list-style-type: none"> <li>• Provide support to primary care to implement and respond to changes and opportunities emerging as part of the health reforms.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Provide advanced/specialised clinical leadership across the Mahitahi Hauora business both within the organisation and with partners including best practice advice and support to the wider clinical workforce.</li> <li>• Provide workforce development and support in general practice to assist in managing changes in models of practice and new programme roll-outs required from a regional or national level.</li> <li>• Support whānau centred and quality improvement focussed initiatives and the ongoing development of programmes.</li> <li>• Role model leadership that promotes Mahitahi Hauora culture and values-led behaviour.</li> <li>• Provide support as required to the GP Liaison team, understanding and supporting the following: <ul style="list-style-type: none"> <li>- Implementation of new clinical programmes in General Practice</li> <li>- Clinical queries</li> <li>- Equity for Whānau (E4W) work streams,</li> <li>- E4W Planning</li> <li>- Reporting</li> <li>- Model of care changes</li> </ul> </li> <li>• Support the management of the POADMS programme and delivery of services where required.</li> </ul>
<p>Coordination of Referral Pathways, MDT's</p>	<ul style="list-style-type: none"> <li>• Coordinate and support the development and expansion of referral pathways within the designated discipline workstream, working closely with the Coordination Hub, related Clinicians, Providers and locality networks.</li> <li>• Provide clinical advice to support the management of claims associated with various clinical contracts.</li> <li>• Coordinate and support MDTs across clinical services where appropriate ensuring the adoption of the MDT approach in all interactions that raises awareness and usage of MDT standards and to support their strong utilisation within the designated clinical workstream.</li> </ul>
<p>Specialty Service Delivery</p>	<p>Within your designated clinical speciality, work to key focus areas as defined in conjunction with the Partnership Services Manager that will achieve the following sustainable outcomes:</p>

	<ul style="list-style-type: none"> <li>• Whānau have better access to services.</li> <li>• Providers and Clinicians are supported in their field of speciality to provide best practice, advice, whanau centred approaches to service delivery and quality improvement initiatives.</li> <li>• Providers and Clinicians are supported to improve capability in their field of speciality through programme initiatives, efficiencies and education opportunities.</li> <li>• Pae Ora and other models of care are embedded and supported across related primary healthcare services.</li> <li>• Development and implementation of key programmes and services that support a sustainable model of primary healthcare and achieve whanau focussed outcomes.</li> <li>• Support the implementation of clinical projects liaising with the key project staff and stakeholders ensuring milestones/deliverables are met.</li> <li>• Support sustainability in primary care by providing leadership across the wider primary and community workforce.</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Lead and provide input into the development and progression of projects, programmes and priorities including quality improvement initiatives as appropriate to the designated workstream.</li> <li>• Using research based best practice, ensure standards are identified and met. Assist the wider team in evaluating complex situations and encourage reflective practice. Identify training and upskilling needs within the workstream and work with key stakeholders to address these.</li> <li>• Provide reports as required to support ongoing delivery and quality outputs.</li> </ul>
Clinical Coordination & Support	<p>Where deployment of Mahitahi Hauora clinicians is required to support an emergency or pandemic response:</p> <ul style="list-style-type: none"> <li>• Be prepared to provide within scope of practice, coordination, patient facing delivery of services, and support as part of a primary healthcare response.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure APC requirements are maintained.</li> </ul>
Reporting, Data Analysis & Risk or Initiative identification	<ul style="list-style-type: none"> <li>• As required provide data analysis and reports to the Partnership Services Manager.</li> <li>• Identify any potential risks and solutions to risks so that these may be addressed in a timely manner.</li> <li>• Identify opportunities for initiatives that may support and enhance the delivery of programmes and services to community and whanau through the general practice and primary care teams.</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora.</li> <li>• Ensure you maintain relationships with the general practice teams, providers and other community primary healthcare stakeholders.</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).</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.

Planning and Organising	Interpersonal Saavy	Problem Solving
Innovation & management	Decision quality	Managing diversity
Customer focussed		

## Key Qualifications, Experience, Skills and Knowledge

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>Registered Nurse with current practicing Certificate</li> <li>Post graduate studies in speciality or related field</li> <li>Proficient level or above on PDRP</li> <li>Advanced 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>Commitment to ongoing professional development (formal or informal)</li> <li>Relevant post-graduate qualification or progress towards this.</li> <li>Senior PDRP (or similar)</li> <li>Project Management and/or change management experience</li> </ul>

Experience	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>Minimum of three to five years post grad experience as a Registered Nurse</li> <li>Experience in adult teaching, coaching or mentoring or facilitation.</li> <li>Experience in, and/or knowledge of the National Screening Unit programmes.</li> <li>Understanding of or experience in the application of equity strategies to achieve improved health outcomes.</li> <li>Understanding and application of Privacy Act (1993) and Health Information Privacy Code (1994) and Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).</li> </ul>	<ul style="list-style-type: none"> <li>Recent work experience in the Health Sector, with an understanding of Health Sector operations and issues.</li> <li>Project Management and/or change management experience</li> <li>Familiarity of Papa Tikanga and the Pae ora Healthy Futures Model</li> <li>Primary care experience/knowledge</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) and Health Information Privacy Code (1994).</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> </ul>

Skills and Personal Attributes
<p><b>Skills General:</b></p> <ul style="list-style-type: none"> <li>• Understanding of the environmental factors affecting primary health care services.</li> <li>• Understanding of special health needs of PHO's population respective to Māori and Pacific.</li> <li>• Advanced Computer literacy skills, e.g. Microsoft Office programmes.</li> <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 that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected.</li> <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> </ul>
<p><b>Skills Clinical:</b></p> <ul style="list-style-type: none"> <li>• Adult teaching, coaching, mentoring or facilitation skills</li> <li>• Understanding of the socioeconomic determinants of health.</li> <li>• Competent user of general practice information systems (Medtech, Dr Info, Predict) <i>(desirable)</i></li> </ul>

**Personal Attributes:**

- An analytical mind and inclination for problem solving
- Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy.
- Attention to detail and accuracy.
- Ability to exercise wisdom and initiative.
- Punctuality and reliability.
- Flexibility to cope with changing demands.
- A professional attitude displaying personal integrity and honesty.
- An ability to work with a range of teams and individuals; demonstrating tact; a calm and caring nature.
- Open to learning opportunities and enhancing skills and knowledge relevant to the role

**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:

A handwritten signature in blue ink, appearing to read "S. P. ...".

29 September 2023