



Position Description

Position Title:	RN Practice Facilitator
FTE:	1.0 FTE
Term	Permanent
Reports To:	General Practice Services Leader
Functional Area:	Partnership Services
Position Location:	Whangarei
Direct Reports:	Nil
Delegated Authority:	As per Delegated Authority or Nil
Budget Responsibility:	As per Delegated Authority or Nil
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Partnership Services • Support Services • Digital & Data Hub • Project Hub • Mental Health Services • Network Enablement Services • Executive Leadership Team & Senior Leadership Team • Wider Mahitahi Staff <p>External:</p> <ul style="list-style-type: none"> • General Practices and Māori Health Providers • Te Whatu Ora (Health NZ) • Te Aka Whai Ora (Māori Health Authority) • Manatu Hauora (MoH) • Ministry of Social Development • Other Partner Agencies related to project work
Key Commitments:	<p>Mahitahi Hauora has key commitments. Every position has foundational commitment to:</p> <ul style="list-style-type: none"> • Whanau Wellbeing and Equity • Te Tiriti o Waitangi • Relevant NZ Health Strategies

Mahitahi Hauora Overview

Mahitahi Hauora is a primary health entity underpinned by Te Tiriti o Waitangi, our Kaupapa includes ensuring whanau 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.

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

Position Purpose

This position supports and works closely with General Practice in a multifaceted capacity providing clinical professional advice and support to existing and new programmes and projects and facilitating solutions to system and service problems. This role will encourage and support general practice to embed structure and core standards that enable delivery of people centered and equitable primary healthcare services with a focus on quality, safety, productivity and efficiency.

Utilising clinical skills and knowledge, you will manage and support emerging priority responses and clinical capability development.

Key Responsibilities

Facilitation of Primary Healthcare Service Delivery	<p>Working collaboratively with General Practices, Māori Health providers and other partners across primary care services facilitate and support the delivery of equitable healthcare services including the following:</p> <ul style="list-style-type: none"> • Proactively working alongside practice and providers to develop approaches to service delivery that reduce health inequities. • Facilitating General Practice understanding of the Pae Ora model of care, and support practice engagement and enhancement of this methodology. • Supporting providers in the implementation of all primary care initiatives and programs, encouraging a multidisciplinary team and collaborative cross-provider approach to healthcare • Facilitate providers in day-to-day implementation of national, and local/community-initiated health promotion and targeted programs. • Support practices and providers in meeting performance targets, system level measures and assisting in the timely provision and collection of information for regional and national reporting requirements.
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	<ul style="list-style-type: none"> Support general practice teams to achieve and maintain Foundation Standards and/or Cornerstone accreditation, and other important quality activities/requirements. <p>Equity for Whānau</p> <ul style="list-style-type: none"> Support the development of General Practice annual plans as part of the Equity for Whānau agreements. Meet regularly with practice leads to discuss progress with Equity for Whānau and to assist with meeting reporting requirements.
Quality Improvement and Change Management	<ul style="list-style-type: none"> Identify improvement opportunities within provider service delivery and work collaboratively with provider teams to enable process improvements. 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. 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. 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. Support whānau centred and quality improvement focussed initiatives and the ongoing development of programmes. Under the guidance of the GP Services leader, 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.
Clinical Capability Development	<p>Support the mapping of workforce capability skills across practices including the following:</p> <ul style="list-style-type: none"> Identify workforce gaps in core competencies/capabilities and facilitate direction to appropriate education resources or providers. (eg. Post Grad Education, Mahitahi supplied education)

	<ul style="list-style-type: none"> • Work with the GP Services Leader in supporting the development of workforce capability. • Encourage and support the development of practice champions and key resource staff to lead and sustain quality improvements. • Assess practice staff skill with using IT systems, and, where appropriate, facilitate further training and coaching. <p>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.</p>
RN Coordination	<p>Provide support to primary care to implement and respond to changes and opportunities emerging as part of the health reforms.</p> <ul style="list-style-type: none"> • Working within and under the guidance of the GP Services leader, provide support to the Practice Facilitation team, understanding and supporting the following: <ul style="list-style-type: none"> - Implementation of new clinical programmes in General Practice - Management of clinical queries within the wider team - Equity for Whanau (E4W) work streams, - E4W Planning - Model of care changes • Work with the RN Coordinator (POADMS) to gain a good level of understanding of the POADMS programme and delivery of services and when required undertake management of this programme to support continuity of service.
Support the GP Services Leader role	<p>Undertake the GP Services Leader role in their absence including:</p> <ul style="list-style-type: none"> • When required, provide team lead and operational support to the Practice Facilitation team to enable continuity of the service delivery. • Report to and liaise regularly with the Partnership Services Manager when undertaking the team lead role.
RN Coordination of Referral Pathways, MDT's and Supporting Service Delivery	<p>Provide support to the GP Services Leader in the Coordination of Referral Pathways and MDT's across Clinical Services including the following:</p>

	<ul style="list-style-type: none"> • Provide clinical advice to support the management of claims associated with various clinical contracts. <p>In collaboration with the GP Services Lead, identify and support key focus areas to achieve the following:</p> <ul style="list-style-type: none"> • Whānau have better access to services. • 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. • Models of care are developed and supported across related primary healthcare services. • Support the implementation of clinical projects liaising with the key project staff and stakeholders ensuring milestones/deliverables are met.
Direct Clinical Response (Emergency Management)	<p>Where deployment of Mahitahi Hauora clinicians is required to support an emergency or pandemic response:</p> <ul style="list-style-type: none"> • Be prepared to provide within scope of practice, coordination, patient facing delivery of services, and support as part of a primary healthcare response. <p>Ensure APC requirements are maintained.</p>
Reporting & Documentation	<ul style="list-style-type: none"> • Report regularly to the GP Services Leader on issues and risk that may arise and propose solutions for discussion and implementation. • Ensure all documentation relating to practice and providers is accurate, current and easily retrievable.
Relationships Networks & Links	<p>Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora. including:</p> <p>Role model leadership that promotes Mahitahi Hauora culture and values-led behaviour.</p> <ul style="list-style-type: none"> • Support the facilitation of Practice Manager meetings regularly to foster collaboration and peer support across the network. • Work collaboratively with Facilitator peers to ensure consistent approach across all providers. • Create sustainable influential relationships with provider teams and individuals in achieving best and

	<p>evidence-based practice in primary health improvement.</p> <ul style="list-style-type: none"> Demonstrate approaches that meet the needs of Māori and other high priority populations in a culturally appropriate manner.
Organisational	<ul style="list-style-type: none"> Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora. Understands and maintains the principles of the Privacy Act 2020, and Health Information privacy Code (1994) ensuring client confidentiality at all times, clients' rights, privacy and confidential information are safeguarded. Recognise individual responsibility for workplace Health & Safety under the Health and Safety at work Act 2015 (HSWA 2015). Implements organisational policies and procedures, legislation and guidelines with their work.

Person Specification

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

Communication	Problem solving	Process management
Interpersonal Savvy	Improvement and change	

Key Qualifications, Experience, Skills and Knowledge

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> Registered Nurse with current practicing certificate Post grad studies in specialty or related field Proficient level or above on PDRP or evidenced by practice. Advanced Computer literacy skills, e.g. Microsoft Office 365, Sharepoint. Current and un-encumbered Drivers Licence 	<p>Commitment to ongoing professional development (formal or informal)</p>

Experience	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Three to five years plus post graduate experience as a Registered Nurse. • Primary care experience/knowledge • Experience in adult teaching, coaching or mentoring or facilitation. • Experience in, and/or knowledge of the National Screening Unit programmes. • Understanding of or experience in the application of equity strategies to achieve improved health outcomes. • 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). 	<ul style="list-style-type: none"> • Recent work experience in the NZ Primary Care Sector, with an understanding of Health Sector operations and issues. • Project Management and/or change management experience • Familiarity of the Pae Ora Healthy Futures Model • Experience in practice management systems (Medtech, Evolution, Predict, etc)
A commitment to the development in competency of	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Te Tiriti o Waitangi and our obligations in our day-to-day work • Confidence in expressing and observing Tikanga, Māori protocols • A good understanding of Pae Ora and He Korowai Oranga • Privacy Act (1993) and Health Information Privacy Code (1994). 	<ul style="list-style-type: none"> • Health and Safety at Work Act 2015(HSWA) • Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996). • New Zealand Council of Healthcare Standards.

Skills and Personal Attributes	
Skills: <ul style="list-style-type: none"> • Strong communication skills, both written and verbal. • Strong interpersonal and relationship building skills. • 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 	Personal Attributes: <ul style="list-style-type: none"> • Ability to work as a team and be a valued team member. • 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.

<p>organisation used only for the purpose originally collected.</p> <ul style="list-style-type: none"> • Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure. • Strong decision making ability and ability to meet deadlines. <p>Knowledge & proficiency with Microsoft Office applications, particularly Word, Outlook, Excel and Office 365</p>	<ul style="list-style-type: none"> • 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.
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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:.....