



Position Description

Position Title:	Practice Systems Support Coordinator
FTE:	0.6
Term	Permanent
Reports To:	GM Digital & Data
Functional Area:	Digital & Data Hub
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 • Locality Community Leaders • 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

The purpose of this role is to support General Practices and health Providers in primary care by demystifying the complex integrations within our health system. By streamlining processes and fostering seamless collaboration between our primary care partners and Mahitahi Hauora, we aim to create a more efficient and effective healthcare environment. Working hand-in-hand with our practice facilitators, this role will delve into the digital and data challenges faced by our providers, enabling us to enhance those systems within our control or advocate on their behalf for those outside of our control.

Key functions include:

- Assist in standardizing digital processes across Mahitahi Hauora's Health Providers, including:
 - Advanced Forms
 - Claiming Codes
- Create and maintain "How To" support documentation on our Partner Portals.
- Provide feedback to Mahitahi Hauora on potential system improvements.
- Identify and manage practice-wide digital and data issues to resolution.
- Train staff on using digital tools to deliver primary care and meet health program targets.
- Develop and maintain relationships with key third-party vendors.
- Review the tools used by practices provided by Mahitahi Hauora services.

Key Responsibilities

Supporting General Practice	<p>Provide support to Mahitahi Hauora Health Providers, Systems and processes including but not limited to the following:</p> <ul style="list-style-type: none"> • Identify and resolve inconsistencies in digital processes and templates. • Manage practice-wide digital and data issues, including creating and maintaining an issues register. • Provide regular feedback on potential system improvements and opportunities to broaden services. • Collaborate with Practice Facilitators to understand and address digital and data challenges.
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	<ul style="list-style-type: none"> • Ensure all interactions add value to practices and their teams. • Ensure a quality and privacy focus is maintained across all data and relevant information.
Digital Resources & Tools Training & Support	<p>Support practices in the use of Mahitahi Hauora provided digital tools and resources including:</p> <ul style="list-style-type: none"> • Train Practice/Mahitahi staff on using digital tools to deliver primary care and meet health program targets. • Develop and implement training material for practice and provider staff. • Identify gaps in resources and additional training needs to support primary care in meeting health program targets. • Create and maintain "How to" guides for the Partner Portal system.
Digital & Data Support	<p>Support the Digital & Data team to successfully deliver services both internally and externally including but not limited to the following:</p> <ul style="list-style-type: none"> • Assist in standardising digital processes across Mahitahi Hauora's Health Providers • Review the Digital & Data resources/tools provided by Mahitahi Hauora and provide provider feedback to the team to help improve these systems.
Relationships, Networks & Links	<ul style="list-style-type: none"> • Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora. • Develop and Maintain relationships with key third party vendors • Work in collaboration with Mahitahi Hauora Practice Facilitators to ensure preservation of all relationships and shared knowledge and support. • Where required, support the GM Digital & Data and Team in an advocacy approach for improvement in systems.
Reporting	<ul style="list-style-type: none"> • Provide a monthly report on interactions with practices identifying trends, issues, and opportunities for improvement.
Organisational	<ul style="list-style-type: none"> • Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora. • Maintain client confidentiality at all times, clients' rights, privacy and confidential information are safeguarded. • Understands the principles of the Privacy Act 2020, and Health

	<p>Information privacy Code (1994).</p> <ul style="list-style-type: none"> • 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.
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Person Specification

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

Customer Focus	Problem Solving	Integrity & Trust
Interpersonal Savvy	Listening	Process Management

Key Qualifications, Experience, Skills and Knowledge

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> Relevant tertiary qualification or training/experience equivalent. Advanced Computer literacy skills, e.g. Microsoft Office 365, Sharepoint. Current and un-encumbered Drivers Licence 	Any qualifications related to Medtech, EVO, My Practice, Indici

Experience	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> 3 -5 years experience in software/program systems and process support for multiple organisations Experience in analysis and interpretation of data An understanding of the wider Digital Health ecosystem and the connections between these disparate systems Experience in developing and managing relationships, including health professionals A confident communicator with excellent spoken and written English and a confident telephone manner 	<ul style="list-style-type: none"> 3 -5 years experience in primary/community health care Experience in the use of a Practice management system (Medtech EVO, My Practice or other primary care PMS) Experience in the day to day operations and management of a healthcare practice
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. 	Personal Attributes: <ul style="list-style-type: none"> Ability to work as a team and be a valued team

<ul style="list-style-type: none"> • 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 organisation used only for the purpose originally collected. • 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>	<p>member.</p> <ul style="list-style-type: none"> • 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.
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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:.....