



Position Description

Proposed Position Title:	GP Services Leader
FTE	1.0
Reports To:	Partnership Services Manager
Proposed Functional Area:	Partnership Services
Position Location:	Whangarei
Direct Reports:	4FTE (Practice Facilitators & Education Coordinator)
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 • 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 (Maori 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

Provide leadership and support in building strong relationships with general practice, ensuring general practice are aware of their obligations in meeting the requirements of the PHOSA, and other relevant primary care funding agreements. Work collaboratively with the wider Partnership Services team members to ensure comprehensive support is provided to practices across all programmes and initiatives.

Provide guidance and support to the Practice Facilitator team in enabling and supporting general practice:

- to deliver on change,
- to improve access to services,
- to have an equity focus across programmes
- to use data and intelligence to improve the ability to deliver services.

Lead implementation and management of the Neighbourhood Healthcare Homes (NHH) change programme across Te Tai Tokerau.

Key Responsibilities

Standards/Achievements

<p>Leadership and Management</p>	<p>Provide leadership in the continual development of general practice relations and in supporting the general practice facilitators and other key team members.</p> <p>Provide current information and feedback and assist with information distribution to enable operational engagement and participation in the national conversation of the PHOSA.</p> <p>Participate in the National Healthcare Home Collaborative representing Tai Tokerau and facilitate opportunities for wider engagement with HCH teams across the network.</p> <p>Working collaboratively with the Partnership Services Manager, lead an equity focus and lens to the general practice partnerships.</p>
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	<p>Working with the Education Coordinator, support the growth and quality of workforce capability and capacity through an education framework.</p> <p>Working closely with all members of the Partnership Services team including the RN Coordinators ensure comprehensive support is provided to practices across all programmes and initiatives.</p> <p>In collaboration and agreement with the Partnership Services Manager, identify other existing or new programmes of work for inclusion under your leadership and management.</p>
<p>Service Delivery and Development</p>	<p>Develop a clear understanding and knowledge in the business and delivery models of general practice across Tai Tokerau to enable credible engagement and management of mandates as required and general practice obligations.</p> <p>Lead the NHH programme across general practice, supporting the NHH Improvement Partners in the delivery of the Pae Ora framework.</p> <p>Manage the NHH tranche implementation across the NHH practices and support the development of quality improvements and initiatives to enhance the models of care.</p> <p>Ensure the Mahitahi Hauora GP offer remains of value and relevant to General Practice.</p> <p>Implement change methodology and quality initiatives that support enhanced service delivery to enrolled populations.</p> <p>Where required, support the Partnership Services Manager in relation to the GP After Hours service.</p> <p>Lead General Practice Foundation and Cornerstone Accreditation and auditing processes, seeking guidance and support through the Quality Improvement Coordinator (Clinical) where required to ensure general practice compliance.</p> <p>In collaboration with the Partnership Services Manager lead the development of an education plan to support improved capability across the general practice workforce.</p> <p>Liaise with the Quality Improvement Coordinator (Clinical) in relation to Clinical complaints across general practice, supporting with information as required.</p> <p>Support the General Practice understanding of the Equity 4 Whanau Agreement, and where required contribute to the determination of clinical indicators, monitoring and reporting.</p>

	<p>Lead the General Practice Managers monthly meetings and support complex queries.</p> <p>Support the POADMS programme and delivery of services where required.</p> <p>Provide support to general practice workforce in managing changes in models of practice and new programme roll outs required from a regional and national level. Includes but is not limited to Comprehensive Primary Community Teams (CPCT's), MDT's.</p> <p>Support deployment of Mahitahi Hauora clinicians where required in an emergency or pandemic response.</p>
Practice Facilitation	<p>Maintain direct support to a selection of General Practices (up to a maximum of 5) to ensure knowledge of general practice operations remains relevant, and to support training and development of practice facilitators in their roles.</p> <p>Direct support to practices includes practice visits and engagement.</p>
Team Management	<p>Provide clear guidance and management to support the Practice Facilitator team, and Education Coordinator to deliver on expectations and achieve required outcomes including:</p> <ul style="list-style-type: none"> - Maintaining Line Management relationships with team members - Providing clinical guidance and experience to support delivery of general practice services. - Undertaking regular 1:1 meetings with individual team members to support individuals to excel in their roles. - Conduct annual performance appraisals and identify training and development opportunities for individuals to enhance growth in their role. - Maintain exceptional communication with your team ensuring team members are kept well informed on relevant team and organisational matters.
Reporting and Planning	<p>Lead and support data analytics and intelligence in providing relevant and timely information to support the planning and reporting requirements and obligations under PHOSA agreements.</p> <p>Identify any potential risks and solutions to risks so that these may be addressed in a timely manner.</p> <p>Prepare reporting as requested to meet organisation reporting requirements (e.g. monthly contribution to board reporting and quarterly contract reporting to Te Whatu Ora).</p>
Relationship Management and Networking	<p>Build and maintain effective networks and relationships both within and beyond Mahitahi Hauora to promote our service offering,</p>

	support the achievement of our strategic focus and create project collaboration opportunities.
Stakeholder Engagement	Engage with key stakeholders to ensure their requirements are understood, expectations are managed and a project's progress and health is communicated.
Organisational	Understand and communicate the vision and strategic priorities of Mahitahi Hauora and as a contributing team member, meet confidentiality, privacy and health and safety commitments. Work in accordance with organisational policy and procedures, legislation and guidelines.

Person Specification

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

Interpersonal Savvy	Planning and Organising	Motivating Others
Dealing with Ambiguity	Problem Solving	Decision Quality
	Integrity & Trust	Negotiation

Key Qualifications, Experience, Skills and Knowledge:

Education and Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> Degree Level Nursing qualification with post grad study to Senior RN Level Current RN Annual Practicing Certificate Advanced Computer literacy skills, e.g. Microsoft Office programmes Current and un-encumbered Drivers Licence. 	<ul style="list-style-type: none"> Change Management Training or Qualification
Experience	
Essential	Desirable
<ul style="list-style-type: none"> Minimum of 5-10 years experience as a senior RN across secondary and primary care Experience in primary care general practice environment Demonstrable experience and ability to lead and support a team Demonstrable understanding of the primary healthcare sector models of care and programmes Experience in and demonstrable ability to develop community engagement and relationships across a diverse range of stakeholders. Ability to analyse and disseminate relevant data. Demonstrated project management and change management experience. Experience with Medtech or other Practice Management systems relevant to primary care. 	<ul style="list-style-type: none"> Experience in the health sector particularly, with government priorities and frameworks.
A commitment to the development in competency of	
Essential	Desirable
<ul style="list-style-type: none"> The Treaty of Waitangi and its' application to the health setting. Tikanga, Maori protocols and Te Reo Maori. The application of Whanau Ora Outcomes Framework within Primary Care settings Privacy Act (2020) 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 Knowledge

- Advanced communication and marketing skills
- Knowledge of and skills in change methodologies
- Proficiency with MS Office applications and project management software.
- Demonstrated knowledge of project management methods.
- Skilled in developing, piloting and implementing new organisational processes.
- Proven financial, risk, commercial, contractual and human resource management skills.
- Commercial awareness.
- Skilled in writing and presentation.

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 in consultation with you.

I understand and agree collectively with my Line Manager and the HR Manager to further co-design and finalise this position description enable this role to meet the strategic objectives and priorities of Mahitahi Hauora. This will include determining appropriate key performance indicators and expected outcomes for the functions of this role.

Employee Name:

Employee Signature: Date:.....

Manager Name: Sandra Wilkinson, Partnership Services Manager

Manager Signature: Date: