

POSITION DESCRIPTION

Position:	Primary Care & Medical – Kaihautū/Service Manager	
Team:	Te Waipuna Health	
Reporting to:	Mātaiawa - Priamry Care	
Staff Responsibility:	Primary Health & Medical Service staff including General Practitioners, Registered Nurses and Practice Administration staff, Community Nursing team, Te Tairanga Ora and Nga Taura Tuhono team.	
Job Purpose:	Lead the Primary Care and medical services for Te Waipuna Health to enhance health outcomes for both enrolled and non-enrolled whānau of Te Oranganui. Oversee the administrative and business functions of the health centres.	
Accepted by:	Employee Signature:	Date:

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The eight services are;

Te Waipuna	Medical Centre
Te Taihāhā	Disability Support
Waiora Hinengaro	Mental Health and Addictions
Toiora Whānau	Whānau & Community
Te Puawai Whānau	Tamariki & Whānau
Waiora Whānau	Health & Wellbeing
Te Taituarā	Business Unit

Vision Korowaitia te puna waiora, hei orange motuhake mō te iwi

Mission Statement To empower whānau into their future

Values

Tika	Whānau ability to attain wellbeing is a fundamental right.
Whānaungatanga	We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services.
Pono	Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori.
Kotahitanga	We are working for a common cause to effect positive change fir the whānau we serve

Key Result Area 1. To ensure that the Primary Care & Health Service provides high quality whānau focussed care to improve health outcomes

- 1.1 Work with the Mātaiawa Primary Care to implement the strategic direction of the organisation across Primary Care and health services.
- 1.2 Actively promote a Whānau Ora approach to all involved in the Primary Care and Health service
- 1.3 Use a Whānau Ora approach to work collaboratively with the other services of Te Oranganui in order to improve short and long term outcomes for Whānau;
- 1.4 Understand and implement the contractual obligations of the Primary Care & Health Service
- 1.5 Develop a planning process that addresses the outcomes of contracts. This should include reporting on performance and completion of contracts as required.
- 1.6 Monitor the implementation of plans and take corrective action where necessary. Participate in the Senior Management Team of the organisation and provide regular reports to the Mātaiawa Primary Care about the activities of the service.
- 1.7 Work with staff to consider the achievement of health targets within the service.
- 1.8 Ensure that the service obtains and maintains relevant accreditation status.
- 1.9 Work with the Mātaiawa Primary Care to consider the expansion of the range of services within the Health Centres.

Key Result Area 2. To manage the resources of Te Oranganui Primary Health & Health Centre services to ensure their services are sustainable economically

- 2.1 Submit draft budgets to the Mātaiawa Primary Care that adequately provides for the day-to-day operation of the clinics and its services.
- 2.2 Implement systems that ensure that cost recovery is efficient and effective.
- 2.3 Ensure that clinical and administration resources are provided.
- 2.4 Monitor and review the financial sustainability of Primary Care and health services.
- 2.5 Develop strategies to maximise any financial benefits where possible.

Key Result Area 3. To participate actively in the Clinical Governance Forums and ensure quality of service is delivered

- 3.1 Participate in the clinical governance forum within Te Oranganui to ensure that best practice is adopted through sound policies and practices
- 3.2 Participate in the periodic reviews of clinical policies and procedures and work collaboratively with the clinical staff to embed consistent practice across the service and organisation
- 3.3 Monitor the compliance with organisational policies and procedures and work within the service.
- 3.4 Participate in local and regional clinical forums to ensure that Te Oranganui participates, implements, drives and develops consistently with its communities.
- 3.5 Educate, promote and encourage the Whānau Ora approach through clinical governance
- 3.6 Work cooperatively and actively with the Whanganui Regional Health Network to ensure the health centre receives the services and benefits of being aligned to a Primary Health Organisation or any other fund holding body of a similar nature.

Key Result Area 4. To participate actively in all organisational Committees and represent Te Oranganui in relevant Health & Community and Hapu/Iwi forums

- 4.1 Ensure representation across all organisational committees e.g. Hapai Tikanga and Health & Safety etc.
- 4.2 Represent Te Oranganui at relevant health, community, and Hapu/Iwi forums related to the work of Primary Care and health clinics and associated services, supporting the Mātaiawa Primary Care in these efforts.

Key Result Area 5. People management

- 5.1 Develop a positive culture within the team that consistently reflects Te Oranganui's values and kaupapa
- 5.2 Manage the Primary Care & Health Centre team with clarity of purpose and support to ensure all staff understand and fulfil their clearly assigned roles and responsibilities;
- 5.3 Encourage and facilitate the pathway for clinical staff to work alongside Whānau ora kaimahi to provide case management in a Whānau centred way.
- 5.4 Support all staff to undertake training in Whānau Ora as a part of their professional development.
- 5.5 Ensure all staff engage in regular He Tangata Korero sessions and has an annual professional development plan.
- 5.6 Facilitate training and education opportunities that ensure all staff are qualified and skilled for the positions they hold.
- 5.7 Ensure that organisation policies are understood and upheld by all direct reports.

Key Result Area 6. Health, Safety, Wellbeing & Whānaungatanga

- Displays commitment through actively supporting all safety and wellbeing initiatives.
- Promotes a culture that supports and values health, safety & wellbeing in conjunction with Te Oranganui core values.
- Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.
- Reports all incidents/accidents, including near misses & recognition in a timely fashion.
- Is involved in health and safety through participation and consultation.

Key Performance Indicators

- Active reporting and recording of Health, Safety & Wellbeing activities
- Regular engagement with Health, Safety and Wellbeing rep &/ or discussions
- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, pōwhiri, karakia, whakawhānaungatanga, waiata sessions etc.
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Provide reception cover as and when necessary including (but not limited to) rest and meal breaks or to cover planned and unplanned leave.
- Comply with and support all health and safety policies, guidelines and initiatives.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed

PERSON SPECIFICATION

Qualifications

- Health related or business management qualification (Level 6 or higher) and,
- Working towards a Health related or business management qualification at a post graduate level

Experience

- A minimum of 5 years in a similar leadership role
- Experience of managing a team, including the development and training of staff
- Experience of reporting and monitoring to tight deadlines and within budget

Skills

- Ability to effectively manage and lead clinical and non-clinical staff to achieve outcomes
- Planning and implementation skills
- Excellent interpersonal skills and the ability to communicate with a wide range of stakeholders
- Sound judgement and analysis capable of modifying practice to achieve results and targets
- Excellent organisational skills with the ability to coordinate activities
- Excellent literacy, numeracy and IT skills
- Have a sound knowledge of kaupapa Māori organisations and Whānau Ora

Personal Attribute:

- Commitment to Whānau, Hapū and Iwi
- Ability to converse and understand Te Reo Māori me ōna tikanga
- Strong integrity and professionalism
- Excellent time management
- Ability to work autonomously and is driven to achieve results
- Able to simultaneously manage a diverse range of projects
- A friendly "Can Do" attitude

Other requirements:

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui's background check process