

MASH Trust is an innovative provider of health and disability support services in the lower North Island based in Palmerston North, supporting over 2000 people and whānau.

MASH TRUST MISSION

REPORTS TO	Quality Manager
DIRECT REPORTS	Nil
DELEGATIONS	Tier 4 In accordance with current delegations' policy
SALARY BAND	\$80 - \$100k dependent on experience
HOURS OF WORK	80 hours per fortnight
LOCATION	Palmerston North (with travel required to specific regional areas)
ROLE PURPOSE	To support the Quality Manager to develop and implement work actions plans, training and outcomes to enable MASH to fully operationalise and successfully integrate the Quality Framework and management of the Health & Safety services and into all of the work activities and outcomes of the Trust.
CHIEF PEOPLE OFFICER TEAM PURPOSE	As a member of the Chief People Officer you will ensure that strategically important enabling functions with an organisation-wide focus allow for visibility, support, and oversight from senior leadership. Ensuring better connectedness, organisational alignment, more robust reporting and embedding of organisation wide frameworks and programmes of work.

Working together to achieve great lives.

OUR VALUES

Relationships	build open relationships based on honesty and respect
Communication	communicate with an open mind and heart
Mana	recognise and promote the mana and strengths of the individual
Opportunities	take opportunities to learn and grow together
Believe	believe that together we will make a difference
Fun	make fun a goal.

KEY RELATIONSHIPS

Internal:

- ▶ senior managers
- ▶ other MASH managers and staff
- ▶ people we support.

External:

- ▶ Health New Zealand | Te Whatu Ora, Whaikaha Ministry of Disabled People, health professionals, and providers
- ▶ service and contract audit agencies (e.g., Ministry of Health providers, Te Kāhui Kāhu, Designated Auditing Agency, and Disability Support Services)
- ▶ community health teams
- ▶ family/whānau and tangata whenua
- ▶ contractors, suppliers, and other stakeholders supporting service delivery.

KEY RESULT AREAS

Key Accountabilities	Tasks	Performance Measures
<p>Business Partnering:</p>	<ul style="list-style-type: none"> • Develop a close working relationship with operational managers to foster an initiative-taking approach to safety. • Provide expert advice and support to our leaders to address and resolve Health, Safety & Compliance challenges. • Build business units’ knowledge in Health, Safety & Compliance requirements in daily operations. • Design and implement strategies to assist managers in injury and trauma management. • Oversee ACC systems and reports for all staff returning from injury or trauma. • Provide expert advice to People & Culture Business Partnership on the return-to-work process. 	
<p>Compliance Oversight:</p>	<ul style="list-style-type: none"> • Ensure all MASH operations comply with relevant health, safety, environmental and compliance legislation, and industry best practice. • Monitor and interpret health, safety, and environmental regulations. • Conduct quality evaluations. • Identifying critical Quality issues and mitigations. • Be the subject matter expert for internal and external audits. 	

Health and Safety Management:	<ul style="list-style-type: none"> • Develop, implement, and maintain health, safety, and environmental policies, procedures, and related training programmes. • Track health and safety metrics to report on performance and compliance. • Investigate workplace incidents and accidents, using root cause analysis. Provide corrective action plans. • Coach MASH’s Health & Safety representatives to deliver their role to standard. 	
Risk Management:	<ul style="list-style-type: none"> • Support the identification and mitigation of workplace hazards. • Promote a risk aware culture. • Conduct health and safety risk assessments and identify areas for improvement. • Contribute to the development and execution of emergency response plans and business continuity plans. • Oversee the coordination of individual site-specific emergency response plans to form the organisation Business Continuity Plan. • Report on the ongoing coordination of the Business Continuity Plan on behalf of MASH trust. • Provide ongoing monitoring and reporting to ensure health and safety standards are being met. 	
Policy and Procedure Management:	<ul style="list-style-type: none"> • Support managers and staff to develop knowledge of legislation, policies, and procedures. • Ensure all new policies and procedures are communicated clearly and effectively across the business. • Administer the Policy, Procedure and Forms Framework to ensure it is reviewed in accordance with cyclical review programmes. 	

Training and Development:	<ul style="list-style-type: none"> • Deliver training sessions on health, safety, and compliance topics to staff at all levels. • Collaborate with managers to promote health, safety, and compliance awareness and ensure adherence to best practices. • Promote a health, safety, and compliance culture through communication and awareness programmes. 	
Consumer and Whānau Relationships:	<ul style="list-style-type: none"> • Build strong, positive connections with the people we support and their whānau. Establish and foster engagement methods, channels and support systems that ensure their voice is heard and understood. • Use plain language in our documents, especially where informed consent is requested. • Develop forums with the people we support and measure their experience of our services. 	
Reporting and Documentation:	<ul style="list-style-type: none"> • Maintain accurate records of compliance activities, incidents, risk assessments, and audits/inspections. • Prepare reports on Health, Safety & Compliance performance for senior management and regulatory bodies. 	
Te Tiriti o Waitangi:	<ul style="list-style-type: none"> • Honour the Te Tiriti o Waitangi principles of Partnership, Participation, Protection. • Build reciprocal relationships and partnerships with Māori including the Kahu Whakaruru (internal Māori caucus) at the appropriate level. • Support the delivery of equitable access and outcomes for Māori and their whānau. 	

Other Duties:	<ul style="list-style-type: none"> • Undertake duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. 	
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PERSON SPECIFICATION

The ideal applicant for this position will be able to fulfil the following criteria.

Required experience/qualifications:

Job specific knowledge and skills;

- ▶ cultural awareness
- ▶ people centred / partnership focus
- ▶ experience in networking and engaging with a variety of stakeholders
- ▶ strong communication skills
- ▶ team building and support skills
- ▶ strong organisational skills and time management
- ▶ proven problem-solving ability.

Job specific experience;

- ▶ strong Health & Safety and Compliance legislation and regulations
- ▶ significant working knowledge of current New Zealand health and safety environment, legislation, a practice, and/or compliance role
- ▶ people and management experience of a service in Health and Disability
- ▶ skills in risk identification, management, and mitigation
- ▶ an understanding of cultural issues, tikanga and Te Tiriti o Waitangi and its implications for MASH
- ▶ knowledge and understanding of the needs of people with a range of disabilities and mental health conditions, and an empathy for the communities in which MASH operates
- ▶ experience in presenting to and facilitating workshops
- ▶ well-developed project management skills
- ▶ well-developed analytical skills
- ▶ excellent co-ordination and administrative skills
- ▶ effective communication skills, both written and verbal.

Qualifications and other requirements;

- ▶ relevant tertiary qualification, or equivalent work experience in Occupational Health and Safety practice and/or Compliance
- ▶ experience with practical application of the Health and Safety at Work Act, Health and Disability Service Standard and other relevant legislation and regulations
- ▶ strong Communication skills
- ▶ flexibility – hours and working locations as needed
- ▶ report writing skills
- ▶ business planning and implementation of plans
- ▶ understanding of systems and processes
- ▶ ability to manage difficult conversations
- ▶ excellent time management
- ▶ working in an agile and flexible manner
- ▶ ability to travel throughout regions where our services are located
- ▶ an understanding of the Health and Safety of workers
- ▶ an understanding of Enabling Good Lives and Whānau Ora principles and their relationship with health, safety, and compliance.

Relationship building skills;

- ▶ able to build rapport with the people we support and their significant others
- ▶ relationships and working model based on shared values and organisational purpose.

Required competencies:

A successful Health, Safety and Compliance Business Partner at MASH Trust will demonstrate the following competencies;

THOUGHT	Decision quality	<ul style="list-style-type: none"> ▶ make sound decisions, even in the absence of complete information ▶ rely on a mixture of analysis, wisdom, experience, and judgment when making decisions ▶ consider all relevant factors and uses appropriate decision-making criteria and principles ▶ recognise when a quick 80% solution will suffice. Able to complete tasks by specified deadlines.
	Business insight	<ul style="list-style-type: none"> ▶ keep up with current and possible future policies, practices, and trends in the organisation, with the competition, and in the marketplace ▶ use knowledge of business drivers and how strategies and tactics play out in the market and guide actions.
	Customer focus	<ul style="list-style-type: none"> ▶ gain insight into customer needs ▶ identify opportunities that benefit the customer ▶ build and delivers solutions that meet customer expectations ▶ establish and maintains effective customer relationships.
RESULTS	Ensure accountability	<ul style="list-style-type: none"> ▶ follow through on commitments and makes sure others do the same ▶ act with a clear sense of ownership ▶ take personal responsibility for decisions, actions, and failures ▶ establish clear responsibilities and processes for monitoring work and measuring results .
PEOPLE	Build effective teams	<ul style="list-style-type: none"> ▶ form teams with appropriate and diverse mix of styles, perspectives, and experiences ▶ establish common objectives and a shared mindset ▶ create a feeling of belonging and strong team morale ▶ share wins and rewards team efforts ▶ foster open dialogue and collaboration among the team.
	Build networks	<ul style="list-style-type: none"> ▶ build strong formal and informal networks ▶ maintain relationships across a variety of functions and locations ▶ draw upon multiple relationships to exchange ideas, resources, and knowledge.

	Drive vision and purpose	<ul style="list-style-type: none"> ▶ talk about future possibilities in a positive way ▶ create milestones and symbols to rally support behind the vision ▶ articulate the vision in a way everyone can relate to ▶ create organisation-wide energy and optimism for the future ▶ show personal commitment to the vision.
	Communicate effectively	<ul style="list-style-type: none"> ▶ is effective in a variety of communication settings: one-on-one, small, and large groups, or among diverse styles and position levels. ▶ attentively listens to others. ▶ adjusts to fit the audience and the message. ▶ provides timely and helpful information to others across the organisation ▶ encourages the open expression of diverse ideas and opinions.
SELF	Instil trust	<ul style="list-style-type: none"> ▶ follows through on commitments. ▶ is seen as direct and truthful ▶ keeps confidences ▶ practices what is preached ▶ shows consistency between words and actions.
	Situational adaptability	<ul style="list-style-type: none"> ▶ notices situational cues and adjusts in the moment ▶ readily adapts personal, interpersonal, and leadership behaviour ▶ understands that different situations may call for different approaches ▶ can act differently depending on the circumstances.

AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

Employee

Date

Manager

Date