

## Position Description

<b>Position</b>	<b>Quality Advisor</b>
<b>Service / Directorate</b>	Quality & Patient Safety Team
<b>Directorate</b>	Centre of Clinical Excellence
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Manager, Quality & Patient Safety
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from multiple locations across the district

## Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kāpiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

**Vision:** Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

**Mission:** Working together for health and wellbeing.

**Ō mātou uara - Values:** Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast:

**Vision:** Keeping our community healthy and well

**Mission:** Together, Improve the Health and Independence of the People of the District

**Values:** Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

### Unit Perspective

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The Centre of Clinical Excellence (CoCE) provides leadership and direction in all aspects of quality and risk management via the clinical governance structure. Its priorities include:

- Communicating District Health Board's quality vision, philosophy and activities.
- Providing leadership, advice, support and coordination in quality improvement and risk management across the whole organisation.
- In conjunction with the Directorates, is responsible for identifying 2DHB's quality, audit and risk strategies, priorities and processes.
- Facilitates, directs and collates quality improvement activity, makes meaningful information available across the organisation, and is responsible and accountable for the implementation of identified quality improvement initiatives.

- Ensures effective quality and risk systems (includes policies and procedures, document control, consumer complaints and compliments, reportable events, patient satisfaction, accreditation and certification and clinical effectiveness activities).
- In partnership with the 2DHB's management/leadership, ensures that quality improvement becomes part of 2DHB's culture and is meaningful to staff, management, executive and the Board alike.

## Purpose of the role

To facilitate the successful delivery of the organisational quality agenda across the service, whilst providing support to the directorate's Quality Manager.

Managed by the directorate's Quality Manager, the Quality Advisor supports The Centre of Clinical Excellence in the delivery of the quality agenda, the development of quality improvement and risk management capability in services, the provision of timely data, reporting and coordination services as appropriate.

The building and maintaining of effective working relationships between management and clinicians is key to achieving quality outcomes for patients and the efficient functioning of services and the delivery of this role.

Key to the success of this role is the ability to build and maintain effective working relationships between management and clinicians in achieving quality outcomes for patients and the efficient functioning of services.

## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>Quality Management</b>	<ul style="list-style-type: none"> <li>▪ Provide support to the Quality Manager, enabling the delivery of the organisations quality agenda</li> <li>▪ Support the delivery of the quality agenda by contributing to cross service projects as directed</li> <li>▪ Support the integration of quality into business as usual activities</li> <li>▪ Consistently delivering the quality agenda as led by the Quality Managers' group and the Quality Improvement and Patient safety Directorate.</li> <li>▪ Contribution to centralised reporting systems, ensuring service needs are reflected</li> <li>▪ Providing administrative support for the accreditation and certification processes for the service</li> <li>▪ Clinical quality and safety data analysis and reporting</li> <li>▪ Proactive liaison and collaboration with other Quality Managers, facilitators, Quality Improvement and Patient Safety team.</li> <li>▪ Provision of support in developing staff education programmes on clinical quality and service improvement</li> </ul>

<b>Risk and Event Management</b>	<ul style="list-style-type: none"> <li>▪ Facilitation of reportable events and patient safety review meetings and investigations</li> <li>▪ Contribution to the collation and analysis of quality focused data showing trends and patterns, informing future initiatives</li> <li>▪ Coordination of service complaints and Health &amp; Disability Commissioner investigations</li> <li>▪ Provision of support for complaints facilitators to ensure that services receive feedback from consumers through the complaints process and specific feedback mechanisms</li> <li>▪ Supporting the identification and delivery of service risk training needs</li> </ul>
<b>Clinical Service Redesign</b>	<ul style="list-style-type: none"> <li>▪ Supporting the delivery of multidisciplinary projects to develop integrated approaches to care</li> <li>▪ Providing support for the development of evidence-based guidelines and clinical pathways</li> <li>▪ Coordinating the consultation of new and revised documentation ensuring that all team members and stakeholders have a real voice in the development process</li> <li>▪ Supporting the delivery and analysis of service led audit data</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Ongoing professional development which supports performance and career development</li> <li>▪ Provision of cover support for the Quality Manager</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## Key Relationships & Authorities

Reports to:

- Quality Team Leader





## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Process Management</b>	<ul style="list-style-type: none"> <li>▪ Good at figuring out the processes necessary to get things done</li> <li>▪ Knows how to organise people and activities</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Knows what to measure and how to measure it</li> <li>▪ Can see opportunities for synergy and integration where others can't</li> <li>▪ Can simplify complex processes</li> <li>▪ Gets more out of fewer resources</li> </ul>
<b>Drive for Results</b>	<ul style="list-style-type: none"> <li>▪ Can be counted on to exceed goals successfully</li> <li>▪ Is constantly and consistently one of the top performers</li> <li>▪ Very bottom-line oriented</li> <li>▪ Steadfastly pushes self and others for results</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner</li> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Does not misrepresent her / himself for personal gain</li> </ul>

Competency	Behaviours
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectations and requirements of internal and external customers</li> <li>Gets first-hand customer information and uses it for improvements in products and services</li> <li>Acts with customers in mind</li> <li>Establishes and maintains effective relationships with customers and gains their trust and respect</li> </ul>
<b>Time Management</b>	<ul style="list-style-type: none"> <li>Uses time effectively and efficiently</li> <li>Values time</li> <li>Concentrates efforts on the more important priorities</li> <li>Gets more done in less time than others</li> <li>Can attend to a broad range of activities</li> </ul>
<b>Partnership with Māori</b>	<ul style="list-style-type: none"> <li>Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision</li> <li>Applies the notion of partnership and participation with Māori within the workplace and the wider community</li> <li>Promotes and participates in targeting Māori health initiatives by which Māori health gains can be achieved</li> <li>Implements strategies that are responsive to the needs of Māori</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### Knowledge, Skills & Experience:

- Qualification relating to Quality Management is desirable
- Relevant Health Qualification is essential
- Knowledge of New Zealand Health legislation
- Understanding of customer service, quality and service improvement.
- Knowledge and / or experience of risk management principals
- Demonstrated competency in computer skills using a range of Microsoft packages including Word and Excel

### Someone well-suited to the role will place a high value on the following:

- Excellent verbal communication skills
- Ability to relate to all workers at all levels
- Calm, tactful and equitable
- Teamwork
- Commitment to a culture of quality improvement

### Other relevant requirements:

- Flexible approach to working hours and locations (Wellington, Kenepuru, Kāpiti and Hutt Valley campuses)
- Ability and commitment to improving safety culture

**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.