

## Position Description

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<b>Position</b>	<b>Coordinator Transition to Home Grade 2</b>
<b>Team / Service</b>	Advancing Wellness at Home Initiative
<b>Directorate</b>	Community, Allied Health and Older Adults Group (CAHOA)
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader AWHI Hutt Valley

**Children's Act 2014** This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years

**Location** This position is expected to work from the Hutt Campus and other locations across the district as required for the Coordinator role

## Te Whatu Ora

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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

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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. Kapiti 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 Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti 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.

## Te Mauri o Rongo – The New Zealand Health Charter

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

- Wairuatanga** Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.
- Rangatiratanga** As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.
- Whanaungatanga** We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.
- Te Korowai Āhuru** A cloak which seeks to provide safety and comfort to the workforce.

## 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.

### Group Perspective

Community, Allied Health and Older Adults Group (CAHOA) provides services to people of all ages in outpatient, community and inpatient settings across Capital, Coast and Hutt Valley District. Wellington Hospital is one of five major tertiary hospitals in New Zealand and provides a comprehensive range of specialist secondary and tertiary services.

Hutt Hospital also provides a range of specialist secondary and tertiary services. Older Person Rehabilitation Service (OPRS) is the Health of Older People Service based at Hutt Hospital and provides assessment, treatment and rehabilitation in Community Older Persons, Rehabilitation and Allied Health (Community ORA), inpatient and outpatient settings. Kenepuru Hospital provides health of the older person, rehabilitation, outpatient, accident and medical, a medical day ward and some elective surgical services. There are Community Health bases at Wellington, Hutt, Kenepuru and Kapiti campuses that provide a variety of community services across C,C &HV. The Community ORA service is part of the CAHOA Group.

CAHOA group is currently undertaking an enhancement project that intends to review its services and align them as much as possible across the District to optimise and promote patient centred, equity focused care.

## Team/Service Perspective

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The AWHI team offers a range of intervention options to people of all ages, (who meet the eligibility criteria), with the objective of optimising quality of life, social and physical function of patients within the community. The team works closely with the inpatient teams to help facilitate discharge of patients from the hospital in order to provide supports and further interventions, as possible, within their homes. There is a significant focus on interdisciplinary work, with single discipline interventions provided as appropriate.

Using funding from the DHB, ACC, and the Ministry of Health the service offers a range of interventions options including;

- Early Supported Discharge and Rapid Response to prevent avoidable admissions
- Comprehensive Geriatric Assessment
- Outcome focussed rehabilitation
- Assessment and appropriate support for people with disabilities, long-term conditions and life limiting illnesses
- Consultancy and support to colleagues in the Residential Care sector, Home and Community Support Services, Primary care and other community agencies.

## Purpose of the role

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The **coordinator** provides support to the line manager by taking on delegated leadership and operational tasks for the team along with a component of direct clinical care. This role may have some delegated staff management tasks, though does not have budgetary responsibility.

The primary focus of this position is supporting the development and implementation of Residential care located Transitional recovery. The Coordinator will oversee HSS service delivery and assist AWHI teams to deliver this model in partnership with Residential providers.

- Maintaining a global overview of Residential vacancies, admissions and flow through the Transitional beds
- Maintaining a visual whiteboard of patients whereabouts
- Liaising with AWHI staff re progress towards EDD/CCDs
- Ensuring supports required for a return home are well understood and implemented
- Responding to queries from AWHI/Residential care or other staff, escalating as required
- Participating in PDSA cycles, reviews and improvements

Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

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## Key Accountabilities

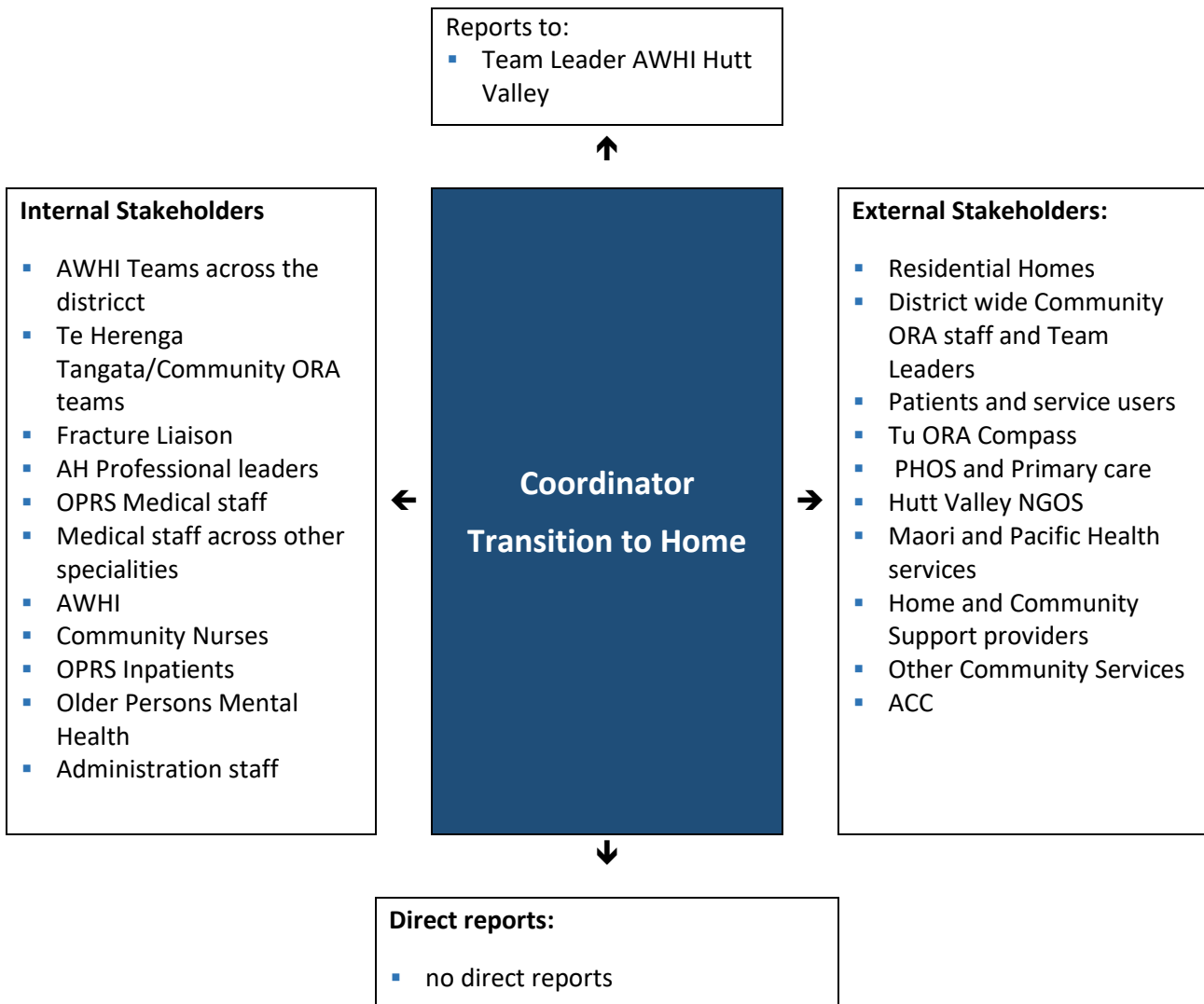
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Clinical Practice	<ul style="list-style-type: none"> <li>▪ Where the role has a clinical component, be able to demonstrate practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater.</li> <li>▪ Assists clinical staff to plan patient/client flow and optimise case load management to match capacity with demand.</li> <li>▪ Demonstrates provision of and supports others with culturally safe / bicultural practice with patients / clients and their whānau.</li> <li>▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for patients/clients and/or whānau.</li> <li>▪ Completes documentation consistent with legal and organisational requirements.</li> </ul>
2. Teaching & Learning	<ul style="list-style-type: none"> <li>▪ Maintains competency to practice through identification of learning needs and continuing professional development activities. This should comply with professional body requirements.</li> <li>▪ Leads and fosters a learning environment for staff including teaching process and quality improvement</li> <li>▪ Promotes awareness of current developments in the service area.</li> <li>▪ Develops clinical and leadership skills of others by supporting and providing learning opportunities.</li> <li>▪ Completes core training as applicable for the role.</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities.</li> <li>▪ Contributes to the training needs analysis for the team / service / profession.</li> <li>▪ Participates in professional supervision in line with the organisations requirements and/or professional body.</li> <li>▪ Provides mentoring and clinical support and / or professional supervision</li> </ul>
3. Leadership & Management	<ul style="list-style-type: none"> <li>▪ Provides day to day clinical leadership and coordination of the Transition to Home pilot within AWHI. This includes effective and equitable allocation of resources, referral management and provision of clinical advice, support and guidance to others.</li> <li>▪ Works in partnership with referrers to clearly communicate the role of the team/service and set expectations and boundaries from first referral.</li> <li>▪ Completes tasks delegated by their line manager such as recruitment &amp; induction, staff performance reviews, performance management, clinical assurance and complaint management.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Establishes and maintains active working partnerships with local services and organisations to promote integrated working that improves the outcomes and experience of patient/clients.</li> <li>▪ Directs and delegates day to day deployment of staff as required in the role, ensuring that delegated tasks, documentation and communication are carried out.</li> <li>▪ Represents the service at relevant department, clinical and team meetings, leading and facilitating such meetings as required.</li> <li>▪ Carries out or support others with assessment and management of risks for example, clinical, financial, reputational etc.</li> <li>▪ Demonstrates negotiation and conflict management skills within the workplace.</li> <li>▪ Provides reports to managers in relation to team/service area.</li> <li>▪ Fosters and develops an environment of team work with positive working relationships and dynamics.</li> <li>▪ Applies an understanding of local, sub-regional, regional and national context in relation to provision of health and social care and the impact on service provision.</li> </ul>
<p>4. Service Improvement and Research</p>	<ul style="list-style-type: none"> <li>▪ Promotes professional practice that is based on best practice and research that supports organisational strategic aims.</li> <li>▪ Takes the lead responsibility for local audit and research projects as required.</li> <li>▪ Takes the lead on development of quality improvement activities for service delivery. This may include referral pathways, care pathways / treatment protocols, standards of practice etc.</li> <li>▪ Promotes and supports shared learning across services and sub regionally, where shared learning and standardisation in systems / processes would be beneficial for patients / clients.</li> <li>▪ Actively participates in working groups / clinical networks beyond the team, to identify and implement service improvements as appropriate.</li> <li>▪ Contributes to DHB annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process.</li> <li>▪ Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.</li> <li>▪ Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children’s Act 2014, Health &amp; Safety at Work Act 2015, ACC service specifications etc.)</li> </ul>

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## Key Relationships & Authorities



## 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>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Probes all fruitful sources for answers</li> <li>Can see hidden problems</li> <li>Is excellent at honest analysis</li> <li>Looks beyond the obvious and doesn't stop at first answers</li> </ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>Spends his/her time and the time of others on what's important</li> <li>Quickly zeroes in on the critical few and puts the trivial many aside</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>Can quickly sense what will help or hinder in accomplishing a goal</li> <li>Eliminates roadblocks</li> <li>Creates focus</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement.</li> <li>Most solutions and suggestions turn out to be correct and accurate judged over time.</li> <li>Sought out by others for advice and solutions.</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>Action Orientated</b>	<ul style="list-style-type: none"> <li>Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging.</li> <li>Not fearful of acting with a minimum of planning, seizes more opportunities than others.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Expectation of at least 5 years clinical practice.
- Clinical experience and knowledge of Rehabilitation
- Community experience including with Residential Homes
- Demonstrated experience in service, quality or process improvements

### B. Essential Professional Qualifications / Accreditations / Registrations:

- Relevant qualification in the profession (essential).
- Registered Nurse or Allied Health practitioner with current annual practicing certificate, or certification/membership of professional association if registration not applicable (essential).
- Member of Professional Association for professions with annual practicing certificates (desirable).
- Enable NZ Service Accreditation

**C. Someone well-suited to the role will place a high value on the following:**

- Focused on delivering high quality care for the patient/client/whānau.
- Continual improvement focus.
- Well coordinated, effective, efficient and planned service provision
- Health Equity

**D. Other:**

- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Current full NZ driver's licence with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites).
- Proficiency in using technology within the workplace.
- A high standard of written and spoken English.

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**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.