

## Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	<b>Associate Māori Health Strategy &amp; Improvement Officer – Primary / Community</b>
Service & Directorate:	Māori Health Service
Location:	Dunedin/Invercargill
Reports to:	Chief Māori Strategy & Improvement Officer
DHB Delegation Level:	Tier 4
Number of direct reports:	Nil
Date:	June 2018

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

## PURPOSE OF ROLE

The Associate Māori Health Strategy & Improvement Officer – Primary / Community Care will be tasked with supporting the Chief Māori Health Strategy & Improvement Officer in driving strategy and improvement initiatives to support gains in Māori health status, through working across the Southern Health System but with a particular focus on Primary / Community care settings. The role will have a combination of providing leadership, influencing others to drive change forward, and leading change initiatives as appropriate. The role will also support the Associate Māori Health Strategy & Improvement Officer – Secondary / Tertiary Care to ensure that integrated solutions are developed and implemented across the Southern Health System. The role will ensure the appropriate funding and investment in support of Kaupapa Māori Health.

Key accountabilities include:

- Provide leadership to SDHB and WellSouth on strategy, initiatives and services that ensure sustainable gains in Māori health status
- Supporting the development and implementation of initiatives which enhance the health and wellbeing of Māori across the Southern Health System to improve Māori Health Status in our population
- Supporting the Māori Health system to ensure that leaders across the Southern Health System take collective responsibility for enhancing the Māori Health Status in our population
- Support the Iwi Governance Committee to ensure the principles of relationship agreement is honoured, and that the work programme is met
- Ensuring that services are accessible, timely and culturally appropriate for Māori across our district
- Supporting Iwi, runaka, family / whanau are actively engaged in health and social service planning, design and deliver as appropriate, and take personal responsibility for championing change

### Area/Role specific requirements:

- Contribute to the development of long range regional strategies and business plans across the Southern Health System
- Develop, support the implementation, monitor and advice on district and regional policies, objectives, plans and activities in accordance with IGC values and objectives relating to Māori and Māori Health.
- Support the development of appropriate outcome measures are identified and monitored for sustained health gains with respect to Māori Health across the Southern Health System, with a particular emphasis on services impacted by Primary / Community care, including improved equity of access to services for Māori
- Support the Māori Health Service in developing and maintaining strong linkages and relationships with Iwi, Runaka and Matawaka leaders across the Southern Health System to ensure health and social services are aligned for the best possible outcomes
- Contribute to the development of strong effective leadership across social agencies related to influencing Māori Health Status improvement

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

### Organisational Competencies

<b>Customer/Patient Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers and patients; gets first-hand customer/patient information and uses it for improvements in products and services; acts with customers/patients in mind; establishes and maintains effective relationships with customers/patients and gains their trust and respect.
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line and outcomes oriented; steadfastly pushes self and others for results.
<b>Management Competencies</b>	
<b>Decision Quality</b>	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
<b>Organisational Agility</b>	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
<b>Business Acumen</b>	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology; and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.
<b>Relationship Skills</b>	Adept at building strong and trusted relationships across all key stakeholders with the purpose of being able to influence change and motivate people across the Southern Health System to take responsibility for enhancing innovative services for Māori targeted at improving Māori Health Status

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern Health System</b>	<b>External to Southern Health System</b>
• Chief Executive Officer's (CEO)	• Ministry of Health
• Commissioner Team / PHO Board	• Ngāi Tahu
• Executive Leadership Teams (ELT)	• Iwi / Runaka leaders
• Iwi Governance Committee	• Ministry of Social Development
• Chief Māori Health Strategy & Improvement Officer	• Ministry of Education
• General Managers & Clinical Leaders	• Police / Justice
• Māori Health Staff	• Oranga Tamariki
• Staff of PHO & DHB	• Te Puni Kokiri
• Kaupapa Māori Providers	• Te Putahitanga o Te Waiponamu
• Rural Health Trusts	• Local Authorities
• Southern Alliance	• South Island Alliance
• General practices and primary care health providers	• Other South Island DHBs / PHOs
	• Tumu Whakarae

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Recognised health or management Diploma or Bachelor qualification.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience and knowledge of the Health and Disability sectors at a middle management level.</li> <li>Experience in planning a broad range of Māori services, related to Primary / Community care</li> <li>Experience in planning, organisation, financial experience and/or business development.</li> <li>Demonstrable experience in enhancing Māori Health Status through improving the way health care services are delivered in a Primary / Community setting</li> </ul>	<ul style="list-style-type: none"> <li>Experience in working for Māori Health gain outside of the direct DHB sector</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of current health sector requirements and unplanned changes.</li> <li>Experience in delivering health outcomes.</li> <li>Solid understanding of the structures and interrelationships in the health sector of the DHBs, regionally, nationally and internationally.</li> <li>To be competent in Tikanga kawa ā-iwi and Mana whenua.</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to develop Te Reo competencies</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Demonstrable commitment to achievement of improved Māori Health outcomes.</li> <li>Demonstrated leadership ability.</li> <li>Managerial courage to challenge the status quo and providing solutions in pursuit of continuous improvement and better outcomes for Māori Health..</li> <li>Performance driven and outcome focused, with the ability to recognise the critical and key success factors and act on them.</li> <li>Well-developed interpersonal skills with the ability to develop effective relationships both internally and externally.</li> <li>Accept responsibility and accountability for the attainment of performance goals.</li> <li>Ability to think strategically while managing functional responsibilities on a daily basis.</li> <li>Excellent communication skills, with the ability to project a credible and dependable image.</li> <li>Understanding Treaty of Waitangi and the ability to demonstrate the key principles.</li> <li>Ability to develop rapport with others and to work effectively with multi-disciplinary teams.</li> <li>Ability to build a longer term vision, deliver to it and to inspire others to follow it.</li> <li>Actions and behaviour aligned with our organisation values as amended over time to suit our environment.</li> </ul>	

**KEY RESULT AREAS:**

Key Accountabilities:	Examples of successful delivery of duties and responsibilities:
<p><b>Strategic Leadership</b></p>	
<p>Contribute to and strongly influence the development and implementation of strategies and plans for the Southern Health System that align with legislative imperatives, organisational strategic and operational plans and deliver on the required outputs.</p>	
<ul style="list-style-type: none"> <li>• Contribute to the development of strategies and business plans that will enable the achievement of the Southern DHB and Southern PHOs objectives and vision for their communities.</li> <li>• Contribute to the development, advocacy and implementation of innovative and forward-looking policies, objectives, plans and activities in accordance with legislative imperatives and agreed values and strategies.</li> <li>• Contribute to the development of strategic and annual planning cycles.</li> <li>• Support the Iwi Governance Committee to achieve the objectives established, particularly as they relate to Primary / Community care</li> <li>• Support inter-sectoral relationships and stakeholder expectations.</li> </ul>	<ul style="list-style-type: none"> <li>• Active contribution to the successful development and implementation of strategies and business plans</li> <li>• Contribution to the development of the key documents, including but not limited to the Annual Plan and Strategic Plan.</li> <li>• Participation in the preparation of the Statement of Intent.</li> <li>• Organisational buy-in to financial constraints and financial limits within the Annual Plan.</li> <li>• Support to the Iwi Governance Committee work programme developed and implemented</li> <li>• .</li> </ul>
<p><b>Strategy and Planning</b></p>	
<p>Plan for the improvement of service access for all constituents through the implementation and delivery of identified key strategic health initiatives.</p>	
<ul style="list-style-type: none"> <li>• Contribute to the development of the Southern DHB, and Well South PHN’s Annual Plans ensuring that they address Māori Health in a manner which contributes to the objectives set out in the strategic directions</li> <li>• Support the development of the Statement of Intent (SOI), Annual Report and other accountability documents.</li> <li>• Contribute to the determination of the priorities for the development of services (particularly Primary / Community) that result in improvements to access for Māori and improved health status</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Plans of the DHB and PHO have initiatives which will contribute directly to improving the health and wellbeing of Māori in our community</li> <li>• Southern Alliance work programme contributes to improving equity across the Southern Health System</li> <li>• Positive feedback received on the process for key community consultation initiatives.</li> <li>• Submission deadlines for strategic and accountability documents met.</li> </ul>
<p><b>Relationship Management</b></p>	
<p>Ensure that all relationships are managed in such a way as will promote the desired image of the Southern DHB and positively support the activities of funding and planning.</p>	
<ul style="list-style-type: none"> <li>• Develop effective relationships with key staff across the Southern Health System with the emphasis of supporting the development of appropriate services to enhance Māori Health Outcomes, with a particular emphasis on Primary / Community care</li> <li>• In partnership with members of the Māori Health Service liaise with community, agencies, service groups, organisations and individuals who have associations with the DHBs to keep up to date with trends and identify new service and activity opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective networks established.</li> <li>• Effective representation of the interests of Southern DHB and WellSouth PHN.</li> <li>• Effective relationship maintained at all levels within Iwi.</li> <li>• Tangible enhancements in the way services are delivered for Māori across Primary / Community care</li> </ul>

<ul style="list-style-type: none"> <li>• Develop and maintain effective local and regional networks and affiliations.</li> <li>• Represent the DHB and WellSouth and foster their interests by participating in discussions with individuals, sector forums, community groups and business organisations on matters of mutual interest.</li> <li>• Ensure the DHB's and WellSouth's views are sought and heard clearly in relation to Māori health management matters.</li> </ul>	
<b>Quality and Performance</b>	
<ul style="list-style-type: none"> <li>• Maintain professional and organisational quality standards.</li> <li>• Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</li> <li>• Continuously identify improvement opportunities to perform job in most effective manner.</li> <li>• Investigate opportunities to achieve goals in a more efficient way.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance is in alignment with organisational requirements, and professional standards.</li> </ul>
<b>Planning and Funding Management</b>	
<ul style="list-style-type: none"> <li>• In partnership with the Chief Māori Health Strategy and Improvement officer manage strategic planning and funding of services.</li> <li>• Manage relationship and contracts of service providers in a collaborative and coordinated manner</li> <li>• Manager funding budget for services, within national, South Island and local frameworks.</li> <li>• Monitor compliance to quality and performance standards and contractual obligations.</li> <li>• Contribution to the management of relationships with a diverse and complex range of stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Constructive and effective relationships</li> <li>• Positive feedback on contribution, advice and support provided to clients.</li> <li>• Programme and project reporting is delivered to DHB standards</li> <li>• Budgeting and financial information provided which is timely and accurate.</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annual with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li>• <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li>• <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li>• <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

.....  
Manager

.....  
Date