

Te Whatu Ora Health New Zealand	POSITION TITLE	Hospital & Specialist Services Co-Ordinator		
	DIRECTORATE	Hospital & Specialist Services (H&SS)	DEPARTMENT	Hospital & Specialist Services (H&SS)
	REPORTING TO (operationally)	Executive Assistant to Interim Lead (H&SS)	REPORTING TO (professionally)	Executive Assistant to Interim Lead (H&SS)
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers Te Whatu Ora Health New Zealand, Te Matau a Māui Hawke’s Bay. Staff reporting - OFTE Direct report - OFTE Indirect reports			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ Through the provision of excellent customer focused co-ordination service, assist the office of the Interim Lead Hospital & Specialist Services (H&SS) to deliver the highest quality service ▪ Support the delivery of all plans and reports ▪ Support the effective management of internal project delivery and business case development 			
KEY DELIVERABLES	<p>To provide support to the office of the Interim Lead Hospital & Specialist Services (H&SS)</p> <ul style="list-style-type: none"> ▪ Support the delivery of high-quality plans across H&SS that align with local commissioning priorities ▪ Support the implement and running of effective processes and frameworks for operational management of planning, risk and performance that align to the local, regional and national systems and processes. ▪ Support the running of a benefits register and monitoring schedule on behalf of Health Services Executive Group (HSEG) ▪ Work with the office of the Interim Lead H&SS to streamline planning, risk and performance processes as part of continuous improvement ▪ Provide timely co-ordination support for effective management of internal project delivery ▪ Provide co-ordination services to support successful manager training on business skills and processes ▪ Support the embedding of a quality-focused culture – founded on responsiveness to patients and whaiora, and grounded in the six domains of quality ▪ Support an interdependent, team working culture – based on openness and candor – that fully aligns with the values and behaviours of Te Whatu Ora Te Matau a Māui Hawke’s Bay (Te Whatu Ora - Hawke’s Bay) <p>Clinical Governance and Professional Standards</p> <ul style="list-style-type: none"> ▪ Contribute to the establishment and strengthening of Te Whatu Ora - Hawke’s Bay - wide standards to maintain, monitor and improve care quality ▪ Processes and information gathering is completed to a very high standard 			
HEALTH & SAFETY RESPONSIBILITIES	Te Whatu Ora - Hawke’s Bay, is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm)			
KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> ▪ Health Services Executive Group (HSEG) ▪ Group Leadership Teams (GLTs) ▪ H&SS Operational Managers ▪ System Lead – Performance & Insights Planning, Funding & Performance ▪ Safety and Wellbeing Manager ▪ Patient Safety & Quality Manager ▪ Management Accountants ▪ Capital & Finance Accountant ▪ Procurement & Logistics Manager ▪ Capital Projects Manager ▪ Other managers & team leads within Te Whatu Ora - Hawke’s Bay 		EXTERNAL <ul style="list-style-type: none"> ▪ TBC 	

DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Operates within the scope of Te Whatu Ora - Hawke's Bay and accountable to the Executive Assistant to Interim Lead Hospital & Specialist Services (H&SS) central for achievement of agreed objectives ▪ Must be confident to make decisions or recommendations relating to designated responsibilities ▪ Encouraged to use initiative and problem-solving skills to develop innovative approaches to issues
HOURS OF WORK	80 per fortnight
EMPLOYMENT AGREEMENT & SALARY	In accordance with Te Whatu Ora Health New Zealand and PSA National Health Administration Collective Agreement
DATE	October 2023
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> ▪ None
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ This role will work across all HSS groups and internal business partners, providing co-ordination support for effective planning, monitoring and reporting.

ESSENTIAL CRITERIA

Qualifications

- Tertiary education (OR equivalent skills and knowledge acquired through health sector experience)

Experience

- 2-5 years' experience in the workforce
- A minimum of 1 years' experience in a health environment
- Effective planning and co-ordination experience

Business / Technical Skills

- Good IT skills
- Ability to execute processes and cycles to produce high- quality outputs
- Ability to build effective and positive relationships
- Demonstrates an understanding of continuous quality improvement

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Excellent customer service
- Self-motivated, innovative, flexible
- Ability to work autonomously or part of a team

Effectively Engaging with Māori

- Demonstrates the ability to engagement effectively with Māori
- Demonstrates the ability to apply Te Tiriti with practice and decision making
- Shows commitment to and demonstrates the shared value and behaviours of Te Whatu Ora - Hawke's Bay

Physical requirements for role:

- A high degree of mental concentration is required
- Hearing and speech sufficient to communicate with other people effectively both in person and by telephone
- Manual dexterity sufficient to drive and operate computer

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccinations

DESIRABLE CRITERIA

Experience

- An understanding and respect of kaupapa Māori and relationships within Te Ao Māori
- Experience in large and complex organisation/s
- Experience in a project environment

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills
- Process design



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.