

ROLE DESCRIPTION	
Position:	Quality Coordinator : MHAIDS
Hours of Work:	0.6 FTE
Reports to:	MHAIDS Quality and Risk Manager
Location:	Negotiable depending on operational considerations

The Vision, Mission Statements and Values of each of the three DHBs are highly congruent.

Wairarapa DHB Vision:	Well Wairarapa - Better health for all
Hutt Valley DHB 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.
Capital & Coast DHB Vision:	Better Health and Independence for People, Families and Communities.

Wairarapa DHB Mission:	To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.
Hutt Valley DHB Mission:	Working together for health and wellbeing Our mission demonstrates the Hutt Valley DHB's commitment to a cooperative way of working. This includes staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.
Capital & Coast DHB Mission:	Together, Improve the Health and Independence of the People of the District.
Wairarapa DHB Values:	Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.
Hutt Valley DHB Values:	'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.

Capital & Coast DHB Values:	Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency.
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CONTEXT

Wairarapa DHB

Wairarapa District Health Board (DHB) is located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital (2006) in Masterton, serving a population of around 44,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

Hutt Valley DHB

The Hutt Valley District Health Board (DHB) is a hospital and health provider in the Hutt Valley district, greater Wellington.

Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services along-side community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds. Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

Capital and Coast DHB

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Community Hospital.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

SERVICE PERSPECTIVE

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$140m.

MHAID Service 3DHB spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHBs - and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region, and the national youth forensic secure unit, while the intellectual disability services extend the length and breadth of the country, including five bases located in Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- ☐ The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga.
- ☐ Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review.
- ☐ Intellectual Disability High and Complex Framework
- ☐ Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

PURPOSE OF THE ROLE

The Quality Coordinator, led by the MHAIDS Quality and Risk Manager will facilitate continuous quality improvement and risk management activities across their areas of responsibility and support the wider quality improvement, patient safety priority's for MHAIDS

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
<p>1. Quality Improvement and co-ordination</p>	<ul style="list-style-type: none"> • Working under the direction of the Quality & Risk Manager and in consultation with the Operational Managers deliver the organisation's quality improvement and patient safety agenda • Support for services in the delivery of quality improvement and patient safety • Support role in cross service projects as directed by the Quality & Risk manager • Contribution to the development of MHAIDS wide quality planning • Integration of quality improvement and patient safety into business as usual activities • Participation in relevant MHAIDS clinical governance meetings and oversight of the development of the focused quality improvement and patient safety plans • Contribution to the centralised reporting systems, ensuring service needs are reflected • Support for accreditation and certification processes • Clinical quality and safety data analysis, monitoring and reporting • Proactive liaison with and collaboration with Operational Managers / Clinical Leaders • Support for staff education on clinical quality improvement and patient safety 	<ul style="list-style-type: none"> • Demonstrable consistency in quality initiative development and delivery • Quality Plan integrated into MHAIDS Strategic Plan • Annual quality improvement and patient safety initiatives are achieved • Processes to support quality and related policy reviews are in place • Quality improvement and patient safety initiatives are identified • Quality improvement and patient safety initiatives and corrective actions implemented within stated timeframes • Quality reporting and analysis to managers and staff demonstrating organisational consistency • Analysis of quality indicators and audit results • Support to accreditation and certification implemented • Staff participation in, and feedback on, clinical quality education and improvement initiatives / programmes • Compliance programme is implemented supporting the sectors to identify and undertake improvements • Priorities and processes to monitor progress towards achievement of quality improvement initiatives, is communicated and implemented • Monitor of timeframes related to quality improvement or patient safety initiatives is undertaken on a regular

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
	<ul style="list-style-type: none"> • Identification of areas for quality improvement and patient safety, based on a range of indicators that includes quality audits, incidents, complaints • Coordination of MHAIDS compliance programme • Supports the development of service policies, procedures and guidelines • Facilitation of reportable events and patient safety reviews as appropriate and dissemination of findings • Provide the linkage between the relevant clinical governance meetings in the sector and as appropriate across the MHAIDS services 	<p>basis and communicated to the sector as appropriate</p> <ul style="list-style-type: none"> • Contributes to the coordination and the development of policies, procedures and guidelines • Audits within are undertaken • Learnings from serious events, complaints, reviews, investigations are communicated to the sector • Staff are fully informed with regard to decisions made by the MHAIDS and Sector clinical governance forums
<p>2. Team work</p>	<ul style="list-style-type: none"> • Working with the Quality & Risk Manager, MHAIDS, Quality Coordinators, Patient Safety Coordinator in the development of consistent and organisation wide approaches, policies, programmes and action plans from high risk events / complaints • Proactive collaboration with other Quality Coordinators and support the ongoing development of the MHAIDS Quality Team 	<ul style="list-style-type: none"> • Engages in team discussion and decision making • Keeps MHAID Service Directors, Key Advisors, Quality Manager, Legal Services and others as indicated informed of patient safety issues
<p>3. Risk and Event Management</p>	<ul style="list-style-type: none"> • Support for services in the management of reportable serious events • Provision of advice related to serious complaints / Health and disability Commissioner investigations 	<ul style="list-style-type: none"> • Identified risks are communicated to the Quality & Risk manager, Operations Manager / Clinical Leader and relevant clinical governance meetings

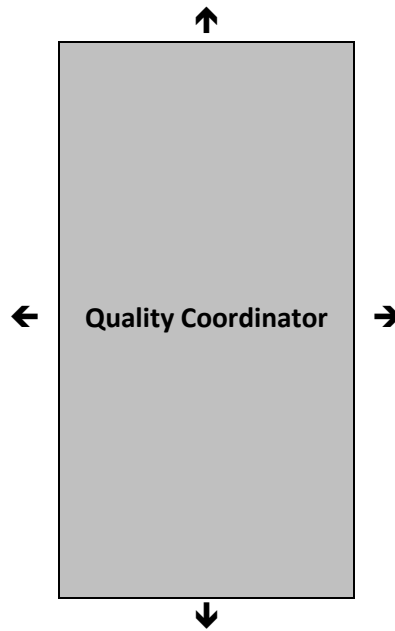
Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
	<ul style="list-style-type: none"> • Oversight and support for the identification and management of service risk • Identification of training needs bringing these to the attention of the Operations Managers / Clinical Leader 	
4. Professional Development	<ul style="list-style-type: none"> • Ongoing professional development which supports performance and career development 	<ul style="list-style-type: none"> • Current personal development plan in place agreed by the MHAIDS Quality & Risk Manager
5. Occupational Health and Safety	<ul style="list-style-type: none"> • Safety Management 	<ul style="list-style-type: none"> • Has read and understood the Health and safety policy and procedures for the 3 DHBs. • Evidence of support and compliance with health and safety policy and procedures, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury. • Health & Safety objectives are set as part of the service planning cycle and reviewed annually in consultation with staff

KEY RELATIONSHIPS AND AUTHORITIES

Reports to:
Quality & Risk Manager,
MHAID Service

**Key relationships within MHAID
Service 3 DHB:**

- MHAID's Quality Coordinators
- Directors: Operations, Nursing, Allied Health, Medical
- Operations Managers
- Professional Leaders
- Clinical Leaders
- Learning & Development Manager
- Legal Counsel
- Consumer/Family/Cultural Advisors



**Key relationships
outside MHAID Service
3DHB:**

- Privacy Officers
- Auditors
- HR Leads at 3 DHBs for MHAID Service
- CCDHB Quality Team
- HVDHB Quality Team
- WDHB Quality Team

**Has these direct
reports:**

- Nil

CAPABILITY PROFILE

Competencies

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

Competency	Behaviours
Strategic Agility	<ul style="list-style-type: none">• Sees ahead clearly• Can anticipate future consequences and trends accurately• Has broad knowledge and perspective• Is future oriented• Can articulately paint credible pictures and visions of possibilities and likelihoods• Can create competitive and breakthrough strategies and plans
Process Management	<ul style="list-style-type: none">• Good at figuring out the processes necessary to get things done• Knows how to organise people and activities• Understands how to separate and combine tasks into efficient work flow• Knows what to measure and how to measure it• Can see opportunities for synergy and integration where others can't• Can simplify complex processes• Gets more out of fewer resources
Organising	<ul style="list-style-type: none">• Can marshal resources (people, funding, material, support) to get things done• Can orchestrate multiple activities at once to accomplish a goal• Uses resources effectively and efficiently• Arranges information and files in a useful manner
Drive for Results	<ul style="list-style-type: none">• Can be counted on to exceed goals successfully• Is constantly and consistently one of the top performers• Steadfastly pushes self and others for results• Steadfastly pushes self and others for results
Interpersonal Savvy	<ul style="list-style-type: none">• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation• Builds appropriate rapport• Builds constructive and effective relationships• Uses diplomacy and tact• Can diffuse even high-tension situations comfortably

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

a. Knowledge and Experience:

- Knowledge of New Zealand Health Legislation
- Understanding of customer service, quality and service improvement
- Knowledge and/or experience of risk management principles
- Knowledge of risk management processes and planning approaches
- Demonstrated competency in computer skills using a range of Microsoft packages including Word, Excel, and Power Point
- A sound understanding of performance and reporting frameworks

b. Professional Qualifications / Accreditations / Registrations:

- A relevant health qualification or experience is desirable
- A tertiary level qualification (or working towards)

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

- Improving care and outcomes for patients/consumers
- Teamwork
- Perseverance and commitment
- Commitment to reducing duplication across the service

The 3 District Health Boards 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.

The 3 District Health Boards are 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 Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.