

<b>POSITION DESCRIPTION: PASIFIKA COMMUNITY CLINICAL NURSE</b>			
<b>Background</b>	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>		
<b>Primary Functions</b>	<p><b>The Pasifika Community Clinical Nurse</b> will work holistically with the Pacific client and their fanau, in partnership with the General Practice Teams and secondary care specialists, to help them manage any health and well-being issues. The incumbent will link them to self-management programmes and ensure that the support and services they require are put in place and delivered in an integrated and culturally appropriate manner.</p> <p>The purpose of this role is to:</p> <p>Integrate care:</p> <ul style="list-style-type: none"> <li>• Involves treating the person holistically, assisting and promoting health and wellbeing as well as the prevention of disease. Involves fanau support alongside the individual.</li> <li>• Employs an interdisciplinary team approach guided by consensus building, mutual respect, and a shared vision of health care that permits each practitioner and the client to contribute their particular knowledge and skills within the context of a shared, synergistically charged plan of care; and</li> <li>• Involves primary and specialist (secondary) services health professionals working together and with a range of other family and community support networks, in a collaborative way, to deliver the best possible programme across the health continuum.</li> </ul> <p>To achieve this, the Pasifika Community Clinical Nurse will:</p> <ul style="list-style-type: none"> <li>• Utilise a Whānau Ora approach when undertaking a Comprehensive Health Assessment and Care Planning processes, in partnership with client/fānau and relevant health care providers.</li> <li>• Provide integrated, client-centred care within a comprehensive, case management framework.</li> <li>• Provide individual and group self-management and self-management support.</li> <li>• Contribute to the development and enhancement of Pasifika capability within the region, the general practice teams, peers, and communities.</li> <li>• Contribute to the implementation of collaborative clinical pathways for people requiring support with any health and wellbeing issues.</li> </ul> <p>The Pasifika CCN will be supported to undertake the relevant Interdisciplinary Knowledge and Skills Program (IKSP). The IKSP defines and describes the knowledge and skills that the Community Clinical Nurse will need to apply in their work to deliver quality services. In addition to providing the specific role competencies, the IKSP will provide the basis for ongoing performance review and development.</p>		
<b>Reports to</b>	Team Lead – Pasifika Health Team		
<b>Direct reports</b>	Nil		
<b>Functional Relationships</b>	<table border="0"> <tr> <td style="vertical-align: top;"> <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Think Hauora staff and their networks across the district.</li> </ul> </td> <td style="vertical-align: top;"> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• PPCT (Papaioea Pasifika Community Trust)</li> <li>• Niuvaka Trust</li> <li>• Fale Pasefika</li> </ul> </td> </tr> </table>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Think Hauora staff and their networks across the district.</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• PPCT (Papaioea Pasifika Community Trust)</li> <li>• Niuvaka Trust</li> <li>• Fale Pasefika</li> </ul>
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	<ul style="list-style-type: none"> <li>• Think Hauora Clinical Manager and General Manager</li> <li>• General Practice Teams</li> </ul>	<ul style="list-style-type: none"> <li>• Pacific communities including church groups.</li> <li>• Te Whatu Ora services and secondary care</li> <li>• Community organisations</li> <li>• NGOs</li> <li>• Iwi/Māori Health services</li> <li>• Manawatu, Horowhenua, Tararua. Diabetes Trust, Sport Manawatu</li> <li>• Home Support services</li> </ul>
<b>Primary Location</b>	Based in the offices of THINK Hauora, (200 Broadway), with travel within the Te Whatu Ora Midcentral region.	
<b>Salary Range</b>	In line with the NZNO Collective Agreement dependent on experience.	
<b>Nature of Position</b>	Permanent, full-time position.	
<b>Hours</b>	Forty (40) hours per week (1.0 FTE), Monday to Friday (normal hours), must be willing and available to work outside normal hours if requested, for community events and outreach programs that the Pasifika service team has agreed to support.	
<b>Status as described in the Vulnerable Children’s Act 2014</b>	In line with the Vulnerable Children Act 2014 and our service agreement with Te Whatu Ora-Mid-Central, this position has been identified as a <b>Core Worker</b> position.	
<b>Health and Safety</b>	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, report, and work to eliminate, isolate or minimise any hazards, and apply THINK Hauora’s health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</p>	
<b>ORGANISATIONAL VISION, MISSION and VALUES</b>		
<b>Our Vision</b>	<b>Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing</b>	
<b>Our Strategic Aims WEAVING</b>	<p><b>Whānau Ora:</b> Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p><b>Equity:</b> Driving equity of outcomes through people, community voice and data</p> <p><b>Access:</b> Ensuring access to health care is easy, available, and cross-sectors</p> <p><b>Value:</b> Creating value through teams, technology, and performance</p> <p><b>Innovation:</b> Activating innovation, engagement, and delivery of excellence</p> <p><b>Networking:</b> Enabling networking and relationships to achieve partnerships</p> <p><b>Growth:</b> Driving sustainability through system and alignment focused.</p>	
<b>Our Values</b>	<p><b>Trust:</b> Maintaining open and honest relationships</p> <p><b>Respect:</b> Embracing diversity, uniqueness, and ideas</p> <p><b>Unity:</b> Valuing strengths and skills</p> <p><b>Accountability:</b> Working in a transparent and responsible manner</p> <p><b>Courage:</b> Participating with confidence and enjoyment</p>	

<b>Equity</b>	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop, and deliver services that create and maintain equitable environments to effect change and ensure that whanau flourish.
<b>Commitment to Te Tiriti o Waitangi:</b>	<p>We are committed to Te Tiriti o Waitangi (The Treaty of Waitangi), recognising, and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partners, Tino Rangatiratanga – the right to be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values and aspirations of Māori.</p> <ul style="list-style-type: none"> <li>• Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services.</li> <li>• Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy.</li> <li>• Being responsive to Māori interests and ensuring these are protected.</li> </ul>

## KEY RESPONSIBILITIES

Key Competency	Activities	Expectations
<b>Management of Nursing Care</b>	<ul style="list-style-type: none"> <li>• Applies in-depth knowledge and understanding of the presentation, progression, pathophysiology, and prognosis of common health conditions to Pacific client care.</li> <li>• Applies in-depth knowledge and understanding of therapeutic interventions, including relevant pharmacology and medicines management to Pacific client care</li> <li>• Aware of the wider determinants of health and the impact that these have on wellness and people’s situations.</li> <li>• Undertakes comprehensive health assessment in partnership with Pacific client/fanau and relevant health care providers.</li> <li>• Provides nursing care in a safe and culturally responsive way that encourages patient and fanau participation and collaboration.</li> <li>• Nursing care is provided by the Pasifika CCN in the patient’s own Pacific language if necessary and/or language support services are provided at all patient appointments.</li> <li>• Develops and documents a comprehensive plan of care in partnership with Pacific client/fānau and relevant health care providers.</li> <li>• Provides evidence-based nursing care to people with health problems/ issues within the overall philosophy of enabling and promoting independence, dignity, and choice.</li> </ul>	<ul style="list-style-type: none"> <li>• All clients have a standardised comprehensive Assessment and Care Plan</li> <li>• Evidence of client consent</li> <li>• Evidence of a copy of the plan given to the client</li> <li>• Evidence of collaboration with providers in the development of assessment and care plan</li> <li>• Evidence of review and evaluation of assessment and care plans within agreed timeframes</li> <li>• Each consultation is fully documented in the patient portal if applicable and indicated.</li> <li>• Audits of assessment and care plan completed, and recommendations actioned.</li> <li>• All referrals actioned appropriately and per the Ministry of Health and NZ Guidelines Group’s document Evidence-Based Best Practice (link on: <a href="http://www.nzgg.org.nz">www.nzgg.org.nz</a>)</li> </ul>

	<ul style="list-style-type: none"> <li>• Implements effective community-based primary prevention, secondary prevention and rehabilitation strategies that will decrease the risk factors of those experiencing long-term conditions.</li> <li>• Works with people with any health conditions and their whanua in planning for the future and supporting access to resources for making informed decisions about end-of-life care (if applicable).</li> <li>• Able to recognize deterioration in mental well-being, referring to an appropriate service and coordinating and supporting the delivery of the appropriate care.</li> <li>• Plan and implement transfer of care and/or discharge of the person with a health issue as per consent and agreed protocols.</li> <li>• Aware of cross-cultural communication strategies and applies these understandings to enhance therapeutic and professional relationships.</li> <li>• Ensures that the service identifies and addresses issues of equity and access for people with any health conditions.</li> </ul>	
<p><b>Provides Care Coordination for Moderate-Complex Pacific clients through Case Management</b></p>	<ul style="list-style-type: none"> <li>• Work with General Practice Teams to identify and confirm the health and wellbeing needs of Pacific clients through Practice Profile/Disease Registers and referrals from healthcare providers (for further detail, see Appendix 2)</li> <li>• Actively supports the General Practice Team to analyse and interpret data in defined chronic condition populations.</li> <li>• Ensure processes are established with other providers for identifying those people with moderately complex health conditions; to assess, plan and coordinate their care.</li> <li>• Apply in-depth knowledge and understanding of, and ability to manage inter-professional and interagency working.</li> <li>• Coordinate and organise plans of care for complex Pacific clients, ensuring an integrated approach to service delivery.</li> <li>• Monitor the care provided for Pacific clients with long-term conditions as well as other health issues, which may result in hospital admission and readmission.</li> <li>• Apply in-depth knowledge of relevant legal and ethical issues related to caring for people with health issues.</li> <li>• Recognize the impact of socio-economic and personal circumstances on people with</li> </ul>	<ul style="list-style-type: none"> <li>• Applies Case Management Process for Pacific clients with specific complex chronic care needs.</li> <li>• Record keeping and report writing identify methods and systems to promote effective communication and engagement.</li> <li>• Pacific Clients are seen according to the Think Hauora entry/exit criteria:</li> <li>• Aware of Pacific client complaints process and Client Code of Rights</li> </ul>

	health conditions and advise on relevant support services.	
<b>Supports self-care, self-management and enabling independence in partnership with the Pacific client and fānau and interdisciplinary team members</b>	<ul style="list-style-type: none"> <li>Promote effective Pacific client self-management and self-management support (individual and group) to address specific health and well-being needs</li> <li>Considering readiness to change, self-efficacy and advocacy, support the Pacific client and their fānau with collaborative problem definition.</li> <li>Target the issues that are a priority to the Pacific client/fānau, help set realistic goals, and together with the fanau, develop a personalised plan of care.</li> <li>Incorporates motivational interviewing techniques into self-management support</li> <li>Provide active and sustained follow-up at regular intervals to ensure improved health outcome is achieved.</li> <li>Provide positive comments and understanding even when goals are not being met.</li> <li>Awareness of cultural responsiveness to others, always defer to parents when dealing with young children.</li> <li>Incorporates Whānau Ora principles into care delivery when appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of the Chronic Care Model (CCM) and its role in improving services</li> <li>Evidence of delivering Pacific client/group self-management support training</li> <li>Evidence of collaborative working</li> <li>Auditing of Pacific client satisfaction survey</li> <li>Application of Pacific cultural principles and values.</li> </ul>
<b>Professional Practice and Leadership</b>	<ul style="list-style-type: none"> <li>Acts as a role model and a resource person for other nurses and health practitioners</li> <li>Demonstrates clinical leadership, taking responsibility for the continuing development of self and others through: <ul style="list-style-type: none"> <li>Personal and professional development</li> <li>appraisal, supervision, and support</li> <li>professional accountability</li> <li>reflective practice</li> <li>team working and development</li> <li>educational programmes, coaching</li> <li>communication skills within the team and other services/agencies</li> </ul> </li> <li>Demonstrate an understanding of the issues relating to personal and professional competence</li> <li>Demonstrate understanding of current policy, strategy and guidelines related to Pasifika health and wellbeing.</li> <li>Assist in the development of relevant clinical policies and procedures related to Pasifika health.</li> <li>Contributes to clinical governance, networks, and collaborative clinical pathways development, implementation, and review.</li> </ul>	<ul style="list-style-type: none"> <li>Works in a consultative/collaborative manner within the team</li> <li>Develops organisation policy and practice</li> <li>Provides professional peer support to other team members</li> <li>Participation and completion of a professional development programme as per the attached schedule (Appendix 1)</li> <li>Evidence of engagement with professional organisations</li> <li>Completion of Performance Appraisal annually</li> <li>Completion of Professional Development Plan (PDR) annually</li> <li>Role-specific IKSP competencies of the Community Clinical Nurse – Long Term Conditions are achieved within agreed timeframes</li> </ul>

<b>Interagency and Partnership Working</b>	<ul style="list-style-type: none"> <li>• Apply in-depth knowledge and understanding of collaborative and interagency working</li> <li>• Work across organisation and professional boundaries to enable patient-centred care is delivered in a culturally appropriate manner.</li> <li>• Contribute to the review of the current system and assist in the development of any future systems to improve care received by Pacific clients.</li> <li>• Support primary health care providers to ensure that referrals to other health practitioners and services are effective and timely.</li> <li>• Maintain liaison with primary health care providers by developing systems to ensure outcome/letters are sent to general practice teams (GPT's) and other Health Professionals as appropriate</li> <li>• Plan and deliver specific training programmes for primary health care providers, peers and colleagues involved in the care of Pasifika people with health issues</li> <li>• Knowledge and understanding of MOH population health targets and their relevance in the primary health sector</li> <li>• Demonstrate conflict and dispute management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Annual practice profile complete</li> <li>• Case management population identified and allocated to appropriate provider</li> <li>• Evidence of exchange of information between primary health care providers and other members of the multidisciplinary team</li> <li>• Annual review monitoring for Pacific clients is completed (if applicable)</li> <li>• Referrals are stored in the Patient Management System (PMS) at THINK Hauora Indici and/or the practice</li> <li>• Number of provider training sessions provided</li> </ul>
<b>Service Development &amp; Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Aware of Service and Quality improvement tools and processes</li> <li>• Demonstrate understanding of organisational development and change management</li> <li>• Contribute to service development initiatives for people with long-term conditions in multiple settings with multiple stakeholders, as agreed with the Line Manager</li> <li>• Develop and implement quality improvement activities appropriate to the service</li> <li>• Participate in the development and implementation of standardised, best practice-based systems and processes.</li> <li>• Skilled in managing clinical events, including risk assessment and appropriate management of risk</li> <li>• Act as an agent of change for the improvement of service delivery</li> <li>• Awareness of effective significant event management (SEM)</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical audits completed as appropriate</li> <li>• Improvements implemented from Pacific client and provider satisfaction surveys or audits</li> <li>• Aware of contracts as relevant to the role</li> <li>• Structured approach to Service and Quality improvement evident</li> <li>• Accurate completion of SEM forms</li> </ul>
<b>Improve Health Outcomes of</b>	<ul style="list-style-type: none"> <li>• Work in a culturally responsive manner to enhance and enable optimal health outcomes for Pasifika populations</li> </ul>	<ul style="list-style-type: none"> <li>• Fluent in at least one Pacific language and it's cultural protocols and expectations.</li> <li>• Is culturally aware of the diversity of the Pacific ethnic groups and how one's</li> </ul>

<b>Pasifika Populations</b>	<ul style="list-style-type: none"> <li>Engage and further develop relationships with Pasifika populations, community services, groups, and allied health providers.</li> <li>Assist in building an effective culturally competent and responsive workforce that adequately supports Pasifika population requirements.</li> <li>Facilitates family-centred decision-making through effective use of coaching and motivational skills.</li> <li>Identifies and uses opportunities to support health literacy, offer relevant information and raise awareness of healthy lifestyle choices.</li> <li>Clinically assess pregnant women, children, and other family members, identifying health issues as they arise and effectively coordinating their care through referrals to appropriate services, advocacy, support and by facilitating culturally appropriate family-centred goals.</li> </ul>	<p>culture can impact people’s perspective on health.</p> <ul style="list-style-type: none"> <li>Understands the importance of a family-centred approach when caring for a Pacific family, to provide holistic and culturally appropriate care.</li> <li>Innovative and dynamic in approach to providing care to Pacific whanau, using different ways to engage effectively with the whanau and the community as a whole.</li> </ul>
<b>Pasifika Team Engagement</b>	<ul style="list-style-type: none"> <li>Works as part of the Pasifika Health Team</li> <li>Works collaboratively with other members of the Pasifika team to maximise skills and knowledge to improve outcomes for patients and their families.</li> </ul>	<ul style="list-style-type: none"> <li>Contributes to team goals and attends the regular Pasifika team meetings as requested.</li> <li>Discuss with the team about all planned programs and initiatives before engagement with the community.</li> <li>Evidence of working with Pacific communities and other professionals to support Pacific wellbeing.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Ensure that work is done in a safe environment</li> <li>Report and work to eliminate, isolate or minimise any hazards</li> <li>Participate in health and safety management practices for all employees</li> <li>Apply the organisation’s health and safety policies and procedure</li> </ul>	<ul style="list-style-type: none"> <li>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation.</li> <li>Be able to demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</li> </ul>
<b>PERSONAL SPECIFICATIONS</b>		
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Registered Nurse Scope of Practice with no restrictions</li> <li>Post Graduate Nursing qualification or commitment to working towards achieving the same.</li> </ul>	

<b>Essential</b>	<ul style="list-style-type: none"> <li>Registered Nurse with a current Annual Practicing Certificate, with no restrictions</li> <li>A minimum of two years post registration clinical practice</li> <li>Minimum of a Competent PDRP or equivalent</li> <li>Fluent in at least one Pacific language and identifies with Pacific culture.</li> <li>Demonstrated experience in working with Pacific clients, families, communities and health professionals.</li> <li>Level 4 Resuscitation for Healthcare Professionals</li> <li>Clean current full driver's license</li> <li>Computer skills: especially Microsoft Office packages</li> <li>Resilience and ability to manage many demands in a professional manner</li> <li>Excellent interpersonal skills</li> <li>Able to work independently and show initiative and accountability for own actions.</li> <li>Effective team player</li> <li>Desire to develop excellence in self and others</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Excellent understanding of Primary/Secondary Health Care and population health particularly aligned to Pacific population health.</li> <li>Commitment to providing health services that meet the needs of the Pasifika community and are of high quality.</li> <li>Understand the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation.</li> <li>Postgraduate qualification (or working towards one) in a specialty relevant to the application.</li> <li>Experience in service development and presentation</li> <li>Experience in promoting self-management/self-management support for people and groups with health issues as well as long-term conditions.</li> <li>Experience in the development of written resource materials, regarding health literacy</li> <li>Experience in Patient Management Systems, e.g., Indici, MedTech, etc</li> </ul>

<b>SKILLS AND KNOWLEDGE</b>		
<p>The following levels of Knowledge and Skills are required for the role. These are grouped under the Core, Information and Knowledge and Leadership and Management dimensions of the THINK Hauora Interdisciplinary Knowledge and Skills Framework (IKSF). You must be at, or working towards, the level identified in each area (see levels below).</p> <p>Level 1: Beginner                      Level 2: Competent                      Level 3: Proficient                      Level 4: Expert</p>		
<b>DIMENSION 1: CORE KNOWLEDGE AND SKILLS (MANDATORY)</b>		
<b>C1</b> Teamwork	L2	Collaborates with interdisciplinary team members, sharing knowledge, skills, and expertise
<b>C2</b> Communication	L2	Communicates effectively with clients and members of the team
<b>C3</b> Ethical Practice	L2	Complies with ethical codes, principles, and legislation, encouraging others to do so.
<b>C4</b> Māori Cultural Responsiveness	L2	Demonstrate an understanding and application of Māori Health, Treaty of Waitangi and Cultural safety in your work and encourage others to do so
<b>C5</b> Health, Safety and Risk Management	L2	Monitors and maintains health, safety and security of self and others



<b>C6</b> Service Improvement	L2	Contribute to the improvement of services
<b>C7</b> Quality Improvement	L2	Maintains quality in own work and encourages others to do so
<b>C8</b> Personal Development	L2	Develops own knowledge and skills and provides information to others to help their development
<b>DIMENSION 2: HEALTH AND WELLBEING (FOR CLINICIANS)</b>		
<b>HWB1</b> Promotion of health and wellbeing and prevention of adverse effects on health and wellbeing	L3	Plan, develop and implement programs to promote health and wellbeing and prevent adverse effects on health and wellbeing
<b>HWB2</b> Assessment and health and wellness planning to meet health and wellbeing needs	L3	Assess health and wellbeing needs and develop, monitor, and review care plans to meet specific needs
<b>HWB3</b> Provision of care to meet health and wellbeing needs	L3	Plan, deliver and evaluate care to meet health and wellbeing needs of people with a greater degree of dependency
<b>HWB4</b> Self-management and self-management support to meet health and wellbeing needs	L3	Enable people to address specific needs in relation to health and wellbeing
<b>HWB5/HE</b> Health Educations and Health Literacy	L3	Provide health education and promotion to enhance patient health literacy skills
<b>HWB6/LS</b> Lifestyle: Physical Activity	L3	Facilitate referral of patients and their families to PAE services as part of their health journey
<b>HWB6/LS</b> Lifestyle: Smoking Cessation (Generic)	L3	Provide brief smoking cessation intervention to clients referred to the service and support patients to access quit smoking services, e.g. TOAM
<b>DIMENSION 3:</b> <b>CLINICAL SPECIFIC (CHILD HEALTH /YOUTH/LONG-TERM CONDITIONS/OLDER ADULT/ GENERAL PRACTICE)</b>		
Child health, long term conditions, maternal health, cancer support,	L2/3	Proficiency in either cardiac, respiratory, diabetes, and competent level in others
Case management	L3	Completion of the Clinical Specific Case Management Module will gain transferable credit to certain Dimensions
<b>DIMENSION 4: INFORMATION AND KNOWLEDGE (IK)</b>		
<b>IK1: Data Collection</b>	L2	Finds on-line data and information from multiple sources
<b>IK2: Data Analysis</b>	L2	Identifies, interprets, and disseminates data and information relevant to an issue

<b>IK3:</b> Using data to drive service improvement	L2	Maintains, protects, and preserves information by complying with relevant legislation and policies
<b>DIMENSION 5: TRANSFORMATIONAL LEADERSHIP AND MANAGEMENT</b>		
<b>TLM1</b> Managing self and personal skills	L3	Finds online data and information from multiple reliable sources that are reputable.
<b>TLM2</b> Providing Direction: Strategic and Operational Planning	L2	Clearly and enthusiastically communicates the organization's vision, objectives, and operational plans
<b>TLM3</b> Leading and managing change	L2	Defines and initiates change, identifying leverage points for change in processes and work habits
<b>TLM4</b> Leading and building interdisciplinary teams: working with people	L2	Allocates and monitors the progress and quality of work around responsibility.
<b>TLM6</b> Performance and service improvement	L3	Critically evaluate to identify where services can be improved, working individually or as part of a team
<b>TLM7</b> Service and Project management	L2	Organize specific aspects of services and/or projects.
<b>TLM8:</b> Public relations and marketing	L3	Market and promote a service/organization.

**EMPLOYEE ACCEPTANCE**

This Position Description has been agreed between:

\_\_\_\_\_ Date:

Management Representative (print then sign)

and

\_\_\_\_\_ Date:

Employee (print then sign)