

POSITION DESCRIPTION: TE ARA RAU MANAGER					
Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, 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 reviewed from time to time as required and considered as part of the annual performance review process.</p>				
Primary Functions	<p>The Te Ara Rau Access and Choice Manger will work for THINK Hauora and its stakeholders to provide strategic relational leadership and service delivery and lead the</p> <ul style="list-style-type: none"> • Support the Te Ara Rau programmes and services to meet their contractual obligations in line with the organisational strategic outcomes and contractual requirements • Support the Te Ara Rau Team to be highly efficient and effective through workflow improvement and management. • Use data and information to drive and enhance service delivery and productivity and complete reporting requirements. • Work across sectors to identify and develop wellbeing, mental health & addiction programmes and services. • Use leadership skills to drive team culture, performance and effectiveness 				
Reports to	General Manager, Mental Health and Social Wellbeing				
Direct reports	Te Rau Rau Clinical Team Lead's, Programme Coordinator				
Functional Relationships	<table border="1"> <thead> <tr> <th>Internal</th> <th>External</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Mental Health and Social Wellbeing team • Clinical Quality Team • Integrated Support Team • Data and Digital Team • Strategy and Enablement Team • Clinical and Digital Committee • Social Investment Committee • Finance Audit, Risk and Health & Safety Committee • THINK Hauora Board • Senior Leadership Team </td> <td> <ul style="list-style-type: none"> • Te Whatu Ora National and MidCentral • Māori Leadership Team (Te Tihi) • Iwi and Māori Providers • External providers of Specialised Brief Therapy • Youth Group Providers • General Practice Teams (GPT's) • NGOs • NGO Leadership Team • IPMHA National Forum • Tāngata Whaiora </td> </tr> </tbody> </table>	Internal	External	<ul style="list-style-type: none"> • Mental Health and Social Wellbeing team • Clinical Quality Team • Integrated Support Team • Data and Digital Team • Strategy and Enablement Team • Clinical and Digital Committee • Social Investment Committee • Finance Audit, Risk and Health & Safety Committee • THINK Hauora Board • Senior Leadership Team 	<ul style="list-style-type: none"> • Te Whatu Ora National and MidCentral • Māori Leadership Team (Te Tihi) • Iwi and Māori Providers • External providers of Specialised Brief Therapy • Youth Group Providers • General Practice Teams (GPT's) • NGOs • NGO Leadership Team • IPMHA National Forum • Tāngata Whaiora
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Primary Location	Based in the offices of THINK Hauora, 200 Broadway Avenue, Palmerston North, with some travel required				
Salary Range	In accordance with the skills and experience to undertake the role competencies				
Nature of Position	Permanent, full-time (1.0 FTE)				
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday. Hours to be worked are generally between 7am and 6pm as agreed however some flexibility of hours will be required				

Status as described in the Children’s Act 2014	In line with the Children Act 2014 and our service agreement with Health New Zealand – Te Whatu Ora, this position has been identified as a Non-Core Worker position.
Health and Safety	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies the THINK Hauora 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 situation that are specific to the workplace and are designed to keep individuals safe.</p>

ORGANISATIONAL VISION, MISSION and VALUES	
Our Strategy	THINK Hauora 2019-2025 Strategy supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology and performance</p> <p>Innovation: Activating innovation, engagement and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Commitment to Te Tiriti o Waitangi:	<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"> • Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services. • Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy. • Being responsive to Māori interests and ensuring these are protected.
Equity	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 whānau flourish.

KEY RESPONSIBILITIES

Key Competency	Activities	Expectations
Operations and Process Management	<ul style="list-style-type: none"> ● Optimise Operations: Streamline day-to-day processes and workflows across all mental health portfolios to enhance efficiency, communication, and resource utilisation. ● Strategic Insight: Leverage community knowledge and insights to inform strategic decisions and process improvements across all mental health portfolios ● Alignment with Goals: Ensure that workflow and performance outcomes align with THINK Hauora’s strategic objectives and contractual requirements. ● Track Initiatives: Monitor and communicate progress on workflow initiatives. ● Adaptability: Demonstrate the ability to develop and implement efficient techniques and workflow processes. ● Accountability: Align IPMHA performance inline with Te Ara Rau Outcomes Framework and national frameworks outcome frameworks for IPMHA and Access and Choice, He Ara Oranga and He Ara Āwhina, Whānau Ora outcomes, and the Mental Health Inquiry’s ‘Realising W.A.I.O.R.A – A Collective Voice’ Program of Action. ● Service Coordination: Manage Te Ara Rau service delivery and prioritise initiatives that align with the services objectives. ● Contract Coordination: Align contract changes, program redesign, and project activities with the Te Ara Rau team, working closely with the Programme Coordinator, Administrators and Clinical Team Lead. ● Project Support: Provide support for project and program management initiatives. ● Innovation Driver: Foster innovation within the Te Ara Rau Team and across the rōhe. ● Technology Enhancement: Utilize 	<ul style="list-style-type: none"> ● Workflow reflects a model of clinical excellence ● Processes and procedures are clear and user friendly ● Efficiencies are identified and implemented ● Workflow outcomes are aligned with strategic goals ● Change is adopted to improve service delivery ● Workflow mapping is implemented to bring about change and efficiencies ● Priorities are identified for the TARAC Team and time management tools are put into practice ● Act as a source of subject matter expertise for all TARAC contracts ● Innovation supports change and efficiencies ● Health record tools are implemented in a timely manner

	<p>technology and change-management principles to enhance systems and processes, enabling effective workload management and productivity for the Te Ara Rau team.</p> <ul style="list-style-type: none">• Lead the development and implementation of reporting processes and procedures to ensure compliance with IPMHA requirements and other contractual reporting requirements across the Mental Health portfolio.• Electronic Health Records: Support Network Development in successfully implementing indic PMS and other shared electronic health record tools within the Te Ara Rau team.• Support the development of data tools to enhance and monitor performance across the Mental Health portfolio, including continuing the development of a Te Ara Rau Dashboard and Te Ara Rau Outcomes Framework (Monitoring and Evaluation Framework).	
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Leadership	<ul style="list-style-type: none"> • Coach and lead the team from the front fostering a respectful, diverse and inclusive workplace creating a shared vision for the success of THINK Hauora and the programmes we deliver • Drive change and be open to new information and opportunities aligned to delivery of the Te Ara Rau strategy and the development of positive health initiatives for the community • Adapt to changing conditions or unexpected challenges taking the Te Ara Rau team along the journey • Build team capability and expertise, encourage learning and development continuing to cultivate a positive environment. • Lead and manage team contribution and performance 	<ul style="list-style-type: none"> • Lead and bring about strategic change, both from within and outside the organisation, to meet organisational goals • Drive / encourage new ideas and innovation • Data and research utilisation brings about change and insight • Analyse setbacks and actively seek feedback to strive for improvement • Direct reports consistently meet role and performance expectations • Develop capability of direct reports to in turn deliver improved organisational and community performance • Annual appraisal and professional development plans are in place • Inspire a commitment to excellence and success through passionate personal commitment • Recognise & understand the value of diversity
Data Management	<ul style="list-style-type: none"> • Produce detailed monthly and quarterly reports for Mental Health portfolio within Te Ara Rau programme streams, focused on meeting contractual data requirements. Collaboration: Work closely with the Clinical Team Lead's and Administration Team to collect relevant data, ensuring accurate reporting and informed decision making. 	<ul style="list-style-type: none"> • Contractual and performance data is accurate and delivered in a timely manner • Contractual reporting is distributed as required
Information Delivery	<ul style="list-style-type: none"> • Drive Strategy Uptake: Promote the adoption of Ka Ao and Ka Awatea (Māori concepts related to positive change and growth) alongside other mental health strategies (Realising W.A.I.O.R.A. Support initiatives like Every Life Matters (Suicide prevention) and Tūramarama (localized response)). • Subject Matter Expertise: Conduct workshops and educational sessions on Te Ara Rau initiatives and other relevant strategic plans. Share insights with internal stakeholders. • Stakeholder Education: Keep stakeholders informed about Te Ara Rau service progress aligned with strategic plans 	<ul style="list-style-type: none"> • Wānanga's/community event participation is coordinated and prioritised to be responsive to community needs to drive and deliver to strategy as well as provide the community with knowledge and insight leadership.

Network Development	<ul style="list-style-type: none"> • Support Te Ara Rau service to grow internal and external network relationships and seek partnering opportunities. • Coordinate and manage the participation of Te Ara Rau in local and national research projects in conjunction with the THINK Hauora researchers 	<ul style="list-style-type: none"> • Partnering opportunities are identified and acted upon • Coordinate local and national activities that strengthen the project(s)
Stakeholder Management	<ul style="list-style-type: none"> • Increase positive interaction and partnership with GP practices and other external stakeholders. • Facilitate the growth and progression of the Te Ara Rau service. • Advocate the implementation, sustainability and development of wellbeing models into community and practice. 	<ul style="list-style-type: none"> • Participation is active, engaging and regular with all stakeholders. • Growth is visible and measurable within the TARAC service. • Delivery of wellbeing models into the community
Communications	<ul style="list-style-type: none"> • Design and lead innovative communication strategies in line with the IPMHA Service Specifications and in conjunction with the THINK Hauora Communications Team. • Keep all members of the Te Ara Rau Team regularly informed of operational updates, in conjunction with the Clinical Team Lead's • Initiate and maintain a regular local and district Te Ara Rau comms network in conjunction with THINK Hauora Communications. 	<ul style="list-style-type: none"> • Communication is clear and concise. • Communication strategies are innovative and delivery of clear messaging. • Innovative communication tools are used to capture attention and probe response and action
Other Duties	Carry out other duties as requested by your Manager	Readily performs activities that contribute to the role and the THINK Hauora strategy as requested and required
PERSONAL SPECIFICATIONS		
Qualifications	Relevant health professional qualification/experience	

Essential	<ul style="list-style-type: none"> ● Leadership experience within the health sector, including primary mental health. ● Up to date working knowledge of the Aotearoa primary health sector and Te Tiriti o Waitangi. ● Experience of the primary health care sector. ● Confident and capable of using, manipulating and interpreting data to provide information. ● Understands quality and project management methodology. ● Demonstrated success in coordinating changing priorities and manage time conflicting situations. ● Able to empower, coordinate and lead others, able to prioritise, set goals and achieve results ● Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation ● Experience with identifying risk and problem solving to implement suitable solutions. ● Confident and articulate in written and verbal delivery of information ● Ability to build and maintain relationships with various stakeholders. ● Experience in working with Māori and Iwi providers and across diverse populations. ● Demonstrable negotiation and influencing skills. ● Full, clean drivers license.
Desirable	<ul style="list-style-type: none"> ● Forward thinking. ● Resilience and the ability to cope with stressful or unexpected situations in a professional manner ● Can do attitude ● Comfortable in a fast pace rapidly changing environment ● Experience working in collaboration with others ● High level of knowledge of relevant health legislation.

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: