

POSITION DESCRIPTION: PROGRAMME CO-ORDINATOR

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities. This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.	
Primary Functions	The Programme Co-ordinator will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims. The purpose of this role is to: • Lead the onboarding and implementation of Specialist Providers of Brief Therapy (SPBT) • Establish and maintain relationships with SPBT • Provide education/training to Specialist Providers and lead liaison contacts • Oversight, effective management and auditing of SPBT referrals that come into the programmes • Lead contact for Te Pou and oversight and arrangement of Te Pou IPMHA training requirements for HIP • Contribute to internal and external reporting requirements related to the IPMHA Programme. • Lead the Cultural Workforce Development kaimahi training funding. • Provide effective administration oversight to the Te Ara Rau Access & Choice programme and develop systems and processes to support collaborative practice • Oversight and effective management of SPBT referrals that come into the programmes • Be a point of contact for patient referrals and provide exceptional whānau whaiora service	
Reports to	Te Ara Rau Access and Choice Manager	
Direct reports	Nil	
Functional Relationships	Internal • Clinical Quality • Integrated Support Team • Data and Digital • Strategy and Enablement Team • THINK Hauora multidisciplinary teams	External • Te Tihi o Ruahine • Primary Health Organisations (PHO's) • Ministry of Social Development • Mental Health Service providers • MidCentral District Health Board (MDHB) • General Practice Teams (GPTs) • Non-Governmental Organisations • Iwi and Māori Providers • Patients and whānau referred to THINK Hauora services
Primary Location	Based in the offices of THINK Hauora, 200 Broadway Avenue, Palmerston North with some travel within the THINK Hauora region.	
Salary Range	In accordance with the skills and experience to undertake the role competencies	

Nature of Position	Permanent, full time position
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday.
Status as described in the Children's Act 2014	In line with the Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Non-Core Worker position.
Health and Safety	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 THINK Hauora's health and safety policies and procedures. 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.

ORGANISATIONAL VISION, MISSION and VALUES	
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes Equity: Driving equity of outcomes through people, community voice and data Access: Ensuring access to health care is easy, available, cross-sectors Value: Creating value through teams, technology and performance Innovation: Activating innovation, engagement and delivery of excellence Networking: Enabling networking and relationships to achieve partnerships Growth: Driving sustainability through system and alignment focus
Our Values	Trust: Maintaining open and honest relationships Respect: Embracing diversity, uniqueness and ideas Unity: Valuing strengths and skills Accountability: Working in a transparent and responsible manner Courage: Participating with confidence and enjoyment
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.
Commitment to Te Tiriti o Waitangi:	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. - 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.

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
Specialist Providers of Brief Therapy (SPBT)	- Enlistment of providers and implementation, onboarding and education - Lead contact person - Development of processes/procedures - Collection and collation of reporting requirements - Evaluation and auditing of specialist providers	- SPBT will have comprehensive orientation and receive ongoing support - Effective and supportive communication - Continuous quality improvement - All monthly and quarterly requirements are met on time - Systems and processes developed to meet reporting requirements
IPMHA Training	- Lead in coordination of PREKURE training and Health Literacy training requirements - Contact and liaison with Te Pou - Support and educate kaimahi regarding educational needs.	- Identify and coordinate kaimahi training and accommodation needs - Effective communication with Te Pou and Health Literacy - Support kaimahi and educate regarding IPMHA training expectations
Reporting Requirements	- Liaison and gathering of data with internal and external providers - Education to providers to ensure data requirements are captured.	- All monthly and quarterly reporting requirements are met on time. - Develop systems/processes and resources to support internal and external providers to meet reporting requirements.
Administration & Referrals – Te Ara Rau Access & Choice	- Lead the SPBT component of IPMHA - Data entry - Liaising with clients, staff and providers - Lead the claiming and payment processes - Service trouble shooting	- Ensure all systems and processes related to referrals management are adhered to and followed correctly - Data entry is accurate - Patient liaison, appointment scheduling, claims and payment processing is consistent and timely - Adheres to the Privacy Act 2020
General Duties	Provide general administrative support to the Te Ara Rau Access & Choice team, including email management, diary coordination, meeting scheduling, preparing agendas, taking and distributing meeting minutes, and maintaining team documentation.	- Undertake tasks in a timely and accurate manner - Competently use technology to assist with service delivery
Team Work	- Highly effective working relationships with team members are established and maintained. - Work towards THINK Hauora objectives and team goals - Organises and assists with team initiatives	- Works in a positive manner to ensure the team environment is maintained and the values of the organisation are upheld - Supports and identifies opportunity to assist team members - Collaborative and participates

Communication	• Written and verbal communication is clear, concise and accurate • Language is culturally appropriate	• Adapts communication style to the targeted audience ensuring cultural competency • Seeks clarification and understanding to ensure accuracy
Service and Quality Improvement	• Maintains existing processes and continuously looks at ways to improve systems, processes and services being provided	• All organisational systems and processes related to work areas will be adhered to
Professional Development and Self-Development	• Lead the Workforce Cultural Development training module for TARAC kaimahi • Display a commitment to improving own learning and development, gaining the skills and knowledge required to competently undertake the assigned work activities	• Completes Annual Performance Development Review (PDR) and Professional Development Plan and associated activities. • Seeks information to extend service and industry knowledge
Improve Health Outcomes of Māori	• Works in partnership with Māori Health partners and alliances to strengthen Māori Health outcomes	• Undertake work in a culturally sensitive and responsive manner and actions will reflect this
Health and Safety	• Report and work to eliminate, isolate or minimise any hazards. • Participate in health and safety management practices for all employees	• Ensure that work is done in a safe environment. • Apply the organisation's health and safety policies and procedures.
PERSONAL SPECIFICATIONS		
Qualifications	• Administration experience preferably in a health-related role	
Essential	• Excellent written and verbal communication skills • Experience working in an environment that can involve competing priorities • Ability to flex from one activity to another without getting flustered • Emotional intelligence • Demonstrates resilience to high pressure situations and be able to maintain quality level in sometimes demanding situations • Drive, initiative and fantastic interpersonal skills • Proven administration skills and administrative experience • Proven relationship management skills • Works independently and maintains motivation • Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation • A commitment to continuing professional development • Proficient in the MS Office Suite • Seeks opportunities to encourage and support the team to find ways to work together	

Desirable	• Knowledge of NZ Primary Health Care Services and System • Experience in Patient Management Systems (PMS) • Applies the principles of the Te Tiriti o Waitangi • Experience working with diverse populations • Current, full Driver Licence
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EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: