

POSITION DESCRIPTION: CLINICAL PROGRAMMES 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 function of the position and is refreshed periodically. The PD is supported by an annual work programme.</p>	
Primary Functions	<p>The Clinical Programmes Manager role is:</p> <ul style="list-style-type: none"> Designed for a registered nurse leader who will oversee the clinical delivery and accountability for clinical programmes, ensuring their impact and outcomes are effectively managed. Responsible for driving quality improvement initiatives, enhancing efficiencies, and delivering high-calibre programmes that meet the needs of patients and the community. The Clinical Programmes Manager will work closely with various healthcare professionals to ensure that clinical programmes are implemented successfully, fostering collaboration and communication across different sectors. By focusing on continuous improvement and maintaining high standards, this role will play a crucial part in enhancing patient care and achieving positive health outcomes. 	
Reports to	General Manager Clinical and Network Services	
Direct reports	10	
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> Chief Executive Officer Principal Medical Advisor General Manager Strategy and Enablement Clinical Quality Manager Integrated Support Manager Primary Health Network Manager 	<p>External</p> <ul style="list-style-type: none"> General Practice Network Te Whatu Ora Kaupapa Hauora providers Community providers Local Council
Primary Location	Based in the offices of THINK Hauora, 200 Broadway Avenue, with occasional 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 (1.0 FTE)	
Status as described in the Vulnerable Children's Act 2014	In line with the Vulnerable Children Act 2014 and our service agreement with Health New Zealand – Te Whatu Ora, this position has been identified as a Core 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.
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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 hāpori 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>
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:	<p>THINK Hauora is committed to Te Tiriti o Waitangi and aspires to be an exemplar Te Tiriti Partner whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p>Tino Rangatiratanga Self-determination Mana Taurite Equity Whakamarumarutia Active Protection Kōwhiringa Options Pātuitanga Partnership</p> <p>Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment).</p>

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations

Clinical Programme Management	<ul style="list-style-type: none"> • Oversee the clinical delivery and accountability for multiple clinical programmes, ensuring their impact and outcomes are effectively managed. This includes recognising the interconnectedness of all aspects of health and well-being, and ensuring that programmes are holistic and culturally responsive • Ensure compliance with regulatory requirements and industry standards, while also adhering to the principles of Te Tiriti o Waitangi (The Treaty of Waitangi) and promoting equity for Māori • Collaborate with Primary Health Network Manager, Integrated Support Manager, fostering relationships that are built on trust, respect, and mutual understanding • Manage programme delivery, budgets, and resource allocation, ensuring that resources are used efficiently and effectively to achieve positive health outcomes • Deliver high-calibre programmes that meet the needs of patients, the community and aligns with the clinical relationship between THINK Hauora and Te Whatu Ora 	<ul style="list-style-type: none"> • Ensure that programmes are holistic and culturally responsive, recognizing the interconnectedness of all aspects of health and well-being. • Monitor and evaluate the effectiveness of clinical programmes to ensure they meet desired outcomes. • Stay informed about relevant regulations and industry standards to ensure compliance. • Promote and uphold the principles of Te Tiriti o Waitangi in all clinical programmes. • Ensure that programmes are designed and implemented to promote equity for Māori. • Engage in regular communication and collaboration with the Primary Health Network Manager and Integrated Support Manager. • Build and maintain strong relationships based on trust, respect, and mutual understanding. • Develop and manage budgets for clinical programmes. • Allocate resources efficiently to ensure the successful delivery of programmes. • Monitor and adjust resource allocation as needed to achieve positive health outcomes. • Ensure that programmes are designed and delivered to meet the needs of patients and the community. • Align programmes with the clinical relationship between THINK Hauora and Te Whatu Ora. • Continuously evaluate and improve programmes to ensure they meet high standards of quality and effectiveness.
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Relationship Management	<ul style="list-style-type: none"> • Schedule regular meetings with key stakeholders (Te Whatu Ora, General practice, and Network and Clinical services team) and provide updates to ensure alignment on goals and objectives, fostering a collaborative environment and maintaining open lines of communication. • Engage in joint projects and initiatives that require input and cooperation from various teams, promoting teamwork and shared responsibility. • Implement feedback loops to gather insights and suggestions, ensuring continuous improvement and responsiveness to the needs of all stakeholders. • Offer training and development opportunities to enhance the skills and knowledge of team members, demonstrating commitment to their growth and strengthening relationships. • Facilitate integration activities that bring together individuals from different sectors, building a cohesive and collaborative team environment. • Establish shared goals and objectives that align with the overall kaupapa, ensuring everyone is working towards common outcomes. • Develop support systems that provide resources and assistance needed for success, including access to data, analytics, and administrative support. • Recognise and appreciate the contributions of team members, fostering a positive and motivating work environment. • Encourage cross-functional collaboration between different departments, ensuring seamless integration of patient care and administrative functions. • Maintain effective communication channels to keep all members informed and engaged, including regular updates and meetings. • Ensure access to necessary resources and tools to enhance efficiency and productivity 	<ul style="list-style-type: none"> • Schedule and ensure attendance at regular stakeholder meetings. • Provide clear updates during meetings to keep everyone informed. • Foster open communication and active participation. • Initiate and manage cross-team collaborative projects. • Promote teamwork and shared responsibility. • Establish feedback mechanisms to gather stakeholder insights and implement changes for continuous improvement. • Identify and address training and development needs, providing access to relevant programs. • Organise activities to promote integration and collaboration. • Define and communicate shared goals and objectives, ensuring team commitment. • Provide necessary resources and support systems, including data, analytics, and administrative support. • Acknowledge and appreciate team members' contributions, creating a positive work environment. • Promote collaboration between different departments and facilitate communication. • Maintain open and effective communication channels, providing regular updates. • Monitor resource usage for efficiency and productivity, adjusting allocation as needed.
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Quality Improvement	<ul style="list-style-type: none"> • Drive quality improvement initiatives and enhance efficiencies within clinical programmes. This involves identifying inefficiencies, reducing errors, and optimising patient outcomes • Focus on continuous improvement and maintain high standards to achieve positive health outcomes. This includes leveraging evidence-based practices and collaboration among the multi disciplinary Teams. • Develop and implement clinical programme strategies that are patient-centered and meaningful to patients • Monitor programme progress and performance, using quality measure benchmarks to track improvement • Identify and mitigate risks associated with clinical programmes, ensuring compliance with regulatory requirements and industry standards • Ensure quality control and adherence to clinical protocols, standardising processes and structures to reduce variation and achieve predictable results • Enhance patient experiences by improving access to care, ensuring timely communication, and providing self-management support • Promote accountability and innovation within the Clinical programmes team, fostering a culture of continuous refinement of processes and standards 	<ul style="list-style-type: none"> • Identify inefficiencies, reduce errors, and optimise patient outcomes to drive quality improvement initiatives and enhance efficiencies within clinical programmes. • Focus on continuous improvement and maintain high standards to achieve positive health outcomes by leveraging evidence-based practices and collaborating with multi-disciplinary teams. • Develop and implement clinical programme strategies that are patient-centered and meaningful to patients. • Monitor programme progress and performance using quality measure benchmarks to track improvement. • Identify and mitigate risks associated with clinical programmes, ensuring compliance with regulatory requirements and industry standards. • Ensure quality control and adherence to clinical protocols by standardising processes and structures to reduce variation and achieve predictable results. • Enhance patient experiences by improving access to care, ensuring timely communication, and providing self-management support. • Promote accountability and innovation within the Clinical programmes team, fostering a culture of continuous refinement of processes and standards.
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Reporting and Fiscal Management	<ul style="list-style-type: none"> • Maintain effective communication channels with stakeholders to provide updates on programme performance and gather feedback for continuous improvement • Monitor contract performance, ensuring adherence to terms and conditions. • Prepare and submit reports detailing performance metrics and outcomes. • Implement feedback mechanisms and conduct compliance audits. • Track expenses, monitor budget allocations, and prepare financial reports. • Ensure all financial activities comply with THINK Hauora policies and relevant regulations. 	<ul style="list-style-type: none"> • Schedule regular updates and meetings with stakeholders. • Provide clear and concise updates on programme performance. • Actively gather and incorporate feedback from stakeholders to drive continuous improvement. • Regularly review contract terms and conditions. • Track performance metrics to ensure compliance with contract requirements. • Address any issues or discrepancies promptly to maintain adherence. • Collect and analyse relevant data to track performance metrics. • Prepare detailed reports that clearly outline performance outcomes. • Submit reports in a timely manner to relevant stakeholders. • Establish regular feedback loops to gather insights from stakeholders. • Conduct compliance audits to ensure adherence to policies and regulations. • Implement changes based on feedback and audit findings to improve processes. • Regularly monitor and track expenses to ensure they align with the budget. • Identify and address any discrepancies in budget allocations. • Prepare detailed financial reports that provide insights into budget performance. • Stay informed about THINK Hauora policies and relevant regulations. • Ensure all financial activities are conducted in compliance with these policies and regulations. • Regularly review and update financial practices to maintain compliance.
Communication	<ul style="list-style-type: none"> • Expresses ideas and relays information in a manner that captures the listener's attention, helping them to understand and act on the communication 	

Respects Others & Builds Trust	<ul style="list-style-type: none"> • Demonstrates respect for others and builds trust through consistent behaviour; demonstrates integrity in all actions 	
Technical and Professional Knowledge & Skills	<ul style="list-style-type: none"> • Has the required level of technical and professional skill or knowledge in position-related areas 	
Health & Safety	<ul style="list-style-type: none"> • Ensure that work is completed in a safe environment, and report and work to eliminate, isolate or minimise any hazards • Participate in health and safety management practices for all employees, and apply the organisation's health and safety policies and procedures • Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe. 	<ul style="list-style-type: none"> • The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.
Other Duties	<ul style="list-style-type: none"> • Carry out other duties as requested by the Chief Executive Officer 	<ul style="list-style-type: none"> • Readily performs activities that contribute to the role and the THINK Hauora strategy as requested and required.
PERSONAL SPECIFICATIONS		
Qualifications	<ul style="list-style-type: none"> • Registered Nurse with a Practising Certificate • Post Graduate qualification preferred 	
Essential	<ul style="list-style-type: none"> • Proven experience in clinical programme management. • Strong leadership and team collaboration skills. • Excellent communication and interpersonal skills. • Ability to drive quality improvement initiatives and enhance efficiencies. • Commitment to maintaining high standards and achieving positive health outcomes 	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: