

<b>POSITION DESCRIPTION: INTEGRATED SUPPORT MANAGER</b>		
<b>Background</b>	<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>	
<b>Primary Functions</b>	<ul style="list-style-type: none"> <li>The purpose of this role is to enable and lead a team that coordinates referrals, reporting, data and analytics, health pathways, quality and operational logistics.</li> <li>This role provides essential business support to General Practitioners (GPs), the Primary Health Network Manager, and the Clinical Programmes Manager.</li> <li>The Integrated Support Manager will ensure that all aspects of patient care and administrative functions are seamlessly integrated, fostering collaboration and communication across various sectors.</li> <li>Managing the logistics of delivery, reporting, business support, and quality assurance, this role will enhance the efficiency and effectiveness of healthcare services.</li> <li>The Integrated Support Manager will play a pivotal role in creating a cohesive and adaptive team structure that responds to the evolving needs of the community, ensuring equitable access to services and improving health outcomes</li> <li>The technical and business expertise will improve decision making, enhance efficiency and productivity, innovation and adaptability of the service.</li> <li>This role is pivotal at creating an ecosystem with Clinical and Network services</li> </ul>	
<b>Reports to</b>	General Manager Clinical and Network Services	
<b>Direct reports</b>	Seven	
<b>Functional Relationships</b>	<b>Internal</b> <ul style="list-style-type: none"> <li>Chief Executive Officer</li> <li>Principal Medical Advisor</li> <li>General Manager Strategy and Enablement</li> <li>Quality Manager</li> <li>Primary Health Network Manager</li> <li>Clinical Programmes Manager</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>General Practices Network</li> <li>Te Whatu Ora</li> <li>Kaupapa Hauora providers</li> <li>Community providers</li> <li>Local Council</li> </ul>
<b>Primary Location</b>	Based in the offices of THINK Hauora, 200 Broadway Avenue, with occasional travel within the THINK Hauora region.	
<b>Salary Range</b>	In accordance with the skills and experience to undertake the role competencies	
<b>Nature of Position</b>	Permanent, Full-time (1.0 FTE)	

<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 Health New Zealand – Te Whatu Ora, this position has been identified as a Core Worker 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, reports and works to eliminate, isolate or minimise any hazards, and applies 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 situation that are specific to the workplace and are designed to keep individuals safe.</p>

<b>ORGANISATIONAL VISION, MISSION and VALUES</b>	
<b>Our Strategy</b>	<b>THINK Hauora 2019-2025 Strategy</b> supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
<b>Our Vision</b>	<b>Tūhonotia te hāpori ki te Ora – Connecting Communities for Wellbeing</b>
<b>Our Strategic Aims</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, 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 focus</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 whānau flourish.
<b>Commitment to Te Tiriti o Waitangi:</b>	<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><b>Tino Rangatiratanga</b>   Self-determination</p> <p><b>Mana Taurite</b>   Equity</p> <p><b>Whakamarumarutia</b>   Active Protection</p> <p><b>Kōwhiringa</b>   Options</p> <p><b>Pātuitanga</b>   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
<b>Strategic Planning</b>	<ul style="list-style-type: none"> <li>Develop and implement operational plans that align with THINK Hauora's strategic goals and Te Tiriti o Waitangi principles. This involves setting clear objectives, identifying key performance indicators, and ensuring that all activities contribute to the overall kaupapa of THINK Hauora. Strategic planning also includes anticipating future challenges and opportunities, and adapting plans to address changes</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement operational plans that align with THINK Hauora's strategic goals and Te Tiriti o Waitangi principles.</li> <li>Set clear objectives for the operational plans.</li> <li>Identify key performance indicators (KPIs) to measure progress.</li> <li>Ensure that all activities contribute to the overall kaupapa of THINK Hauora.</li> <li>Anticipate future challenges and opportunities.</li> <li>Adapt plans to address changes in the healthcare landscape, regulatory environment, and emerging trends.</li> </ul>
<b>Support General Practices</b>	<ul style="list-style-type: none"> <li>Provide technical, data, and sector updates to General Practices to inform business decisions and guide their direction. This includes analysing health data, sharing best practices, and offering guidance on industry developments.</li> <li>Support General Practices to ensure that they have the information and resources needed to deliver high-quality care</li> <li>Provide the technical leadership required to onboard new practices, make changes to fee structures and support change that aligns to general practice needs</li> </ul>	<ul style="list-style-type: none"> <li>Provide technical, data, and sector updates to General Practices to inform business decisions and guide their direction.</li> <li>Analyse health data, share best practices, and offer guidance on industry developments.</li> <li>Support General Practices to ensure that they have the information and resources needed to deliver high-quality care.</li> <li>Provide the technical leadership required to onboard new practices, make changes to fee structures, and support change that aligns with general practice needs.</li> </ul>

<b>Resource allocation</b>	<ul style="list-style-type: none"> <li>• Gather and manage resources to support various projects and initiatives. This includes budgeting, forecasting, and ensuring that resources are used efficiently.</li> <li>• Identify gaps in resources and find solutions to address them, ensuring that all teams have the tools and support they need to succeed</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and manage budgets for various projects and initiatives.</li> <li>• Conduct forecasting to anticipate resource needs and allocate them accordingly.</li> <li>• Ensure efficient use of resources to maximise productivity and minimise waste.</li> <li>• Identify gaps in resources and develop strategies to address them.</li> <li>• Provide teams with the necessary tools and support to achieve their goals.</li> <li>• Monitor and adjust resource allocation as needed to respond to changing project requirements.</li> </ul>
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<b>Team Coordination</b>	<ul style="list-style-type: none"> <li>• Mobilise and lead teams to execute plans and achieve objectives.</li> <li>• Foster a collaborative work environment, providing clear direction, and supporting Clinical and Network managers.</li> <li>• Ensures that all members are working towards common goals and that their efforts are aligned with the organisation's and services' strategic plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and communicate clear action plans and timelines to team members.</li> <li>• Assign tasks and responsibilities based on team members' strengths and expertise.</li> <li>• Monitor progress and provide regular updates to ensure that objectives are being met.</li> <li>• Address any obstacles or challenges that arise and adjust plans as necessary.</li> <li>• Encourage open communication and collaboration among team members.</li> <li>• Provide clear and consistent direction to ensure that everyone understands their roles and responsibilities.</li> <li>• Offer support and guidance to Clinical and Network managers to help them achieve their goals.</li> <li>• Recognise and celebrate team achievements to maintain motivation and morale.</li> <li>• Align team objectives with the overall strategic goals of the organization.</li> <li>• Ensure that all activities and initiatives contribute to the broader mission and vision of THINK Hauora.</li> <li>• Regularly review and adjust team goals to ensure they remain relevant and aligned with organisational priorities.</li> <li>• Foster a sense of shared purpose and commitment to achieving common goals.</li> </ul>
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<b>Marketing and Promotion</b>	<ul style="list-style-type: none"> <li>• Create and facilitate marketing materials and strategies to promote THINK Hauora's services.</li> <li>• Develop campaigns, alongside corporate marketing that helps engagement with the community to raise awareness about the organisation's services.</li> <li>• Marketing and promotion efforts should be tailored to the needs of the local population and reflect the values of THINK Hauora</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and implement marketing materials and strategies to effectively promote THINK Hauora's services.</li> <li>• Collaborate with corporate marketing to create campaigns that engage the community and raise awareness about the organisation's services.</li> <li>• Tailor marketing and promotion efforts to meet the needs of the local population and reflect the values of THINK Hauora.</li> <li>• Analyse the effectiveness of marketing campaigns and adjust strategies as needed to ensure maximum impact.</li> <li>• Ensure that all marketing materials are consistent with THINK Hauora's brand and messaging.</li> <li>• Stay informed about industry trends and best practices to continuously improve marketing efforts.</li> <li>• Provide regular updates and reports on marketing activities and their outcomes to relevant stakeholders.</li> </ul>
<b>Performance Monitoring</b>	<ul style="list-style-type: none"> <li>• Assist the Primary Health Network Manager and the Clinical Programmes Manager in monitoring clinical programs, provide relevant health data to General Practices, and inform business decisions regarding necessary changes.</li> <li>• Ensure all contractual obligations are fulfilled by maintaining quality accountability oversight and promoting a culture of continuous improvement. Monitor contracts for adherence to terms, review performance regularly, and deliver timely reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist the Primary Health Network Manager and the Clinical Programmes Manager in monitoring clinical programs.</li> <li>• Provide relevant health data to General Practices to inform business decisions and guide necessary changes.</li> <li>• Ensure all contractual obligations are fulfilled by maintaining quality accountability oversight.</li> <li>• Promote a culture of continuous improvement within the organisation.</li> <li>• Monitor contracts for adherence to terms and conditions.</li> <li>• Regularly review performance to ensure compliance and effectiveness.</li> <li>• Deliver timely and accurate reports on contract performance and adherence.</li> </ul>

<b>Financial Oversight</b>	<ul style="list-style-type: none"> <li>Track expenses to ensure financial stability. This role enables independent monitoring support for greater accountability.</li> <li>This includes monitoring expenditures, identifying cost-saving opportunities, and ensuring that all financial activities are conducted in accordance with THINK Hauora's policies and procedures.</li> <li>Financial oversight is crucial for maintaining the organisation's fiscal health and ensuring that resources are used effectively</li> </ul>	<ul style="list-style-type: none"> <li>Track expenses to ensure financial stability.</li> <li>Enable independent monitoring support for greater accountability.</li> <li>Monitor expenditures regularly to ensure they align with the budget.</li> <li>Identify cost-saving opportunities and implement strategies to reduce expenses.</li> <li>Ensure that all financial activities are conducted in accordance with THINK Hauora's policies and procedures.</li> <li>Maintain accurate and up-to-date financial records.</li> <li>Provide regular financial reports to relevant stakeholders.</li> <li>Ensure financial oversight to maintain the organisation's fiscal health.</li> <li>Ensure that resources are used effectively and efficiently.</li> </ul>
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>Oversee daily operations of the integrated support team, resolve employee and client issues, and ensure compliance with regulations</li> <li>Manage workflows, addressing any operational challenges, and ensuring that all activities are conducted in accordance with organisational policies and legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Oversee daily operations of the integrated support team.</li> <li>Resolve employee and client issues promptly and effectively.</li> <li>Ensure compliance with regulations and organisational policies.</li> <li>Manage workflows to optimize efficiency and productivity.</li> <li>Address operational challenges as they arise.</li> <li>Ensure all activities are conducted in accordance with legal requirements.</li> <li>Monitor performance and make adjustments to improve outcomes.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Expresses ideas and relays information in a manner that captures the listeners' attention, helping them to understand and act on the communication</li> </ul>	
<b>Respects Others &amp; Builds Trust</b>	<ul style="list-style-type: none"> <li>Demonstrates respect for others and builds trust through consistent behaviour; demonstrates integrity in all actions</li> </ul>	
<b>Technical and Professional Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Has the required level of technical and professional skill or knowledge in position-related areas</li> </ul>	
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Ensure that work is completed in a safe environment, and report and work to eliminate, isolate or minimise any hazards</li> </ul>	<ul style="list-style-type: none"> <li>The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in health and safety management practices for all employees, and apply the organisation's health and safety policies and procedures</li> <li>• Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</li> </ul>	subsequent amendments or replacements legislation.
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Carry out other duties as requested by the Chief Executive Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Readily performs activities that contribute to the role and the THINK Hauora strategy as requested and required.</li> </ul>
<b>PERSONAL SPECIFICATIONS</b>		
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Business Administration, Healthcare Management, or a related field.</li> </ul>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Proven experience in business management, preferably in a healthcare setting.</li> <li>• Strong leadership and strategic planning skills.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Ability to manage multiple projects and priorities simultaneously.</li> <li>• Knowledge of healthcare regulations and compliance requirements.</li> <li>• Understanding and application of Te Ao Māori principles and Te Tiriti o Waitangi</li> </ul>	



## EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

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Management Representative (print then sign)

Date:

and

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Employee (print then sign)

Date: