

POSITION DESCRIPTION: PRIMARY HEALTH NETWORK MANAGER DRAFT

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 Primary Health Network Manager plays a crucial role in managing relationships with General Practices, ensuring the effective delivery of long-term conditions management, and adopting a localities approach utilising a multidisciplinary team (MDT) approach.</p> <p>This role involves fostering strong partnerships with General Practices to enhance collaboration and streamline patient care. The manager is responsible for overseeing the implementation of long-term conditions management programs, ensuring that patients receive comprehensive and coordinated care. By taking a localities approach, the manager ensures that services are tailored to the specific needs of different communities, promoting equitable access to healthcare. Utilising an MDT approach, the manager brings together various healthcare professionals to work collaboratively, improving health outcomes and providing holistic care to patients.</p> <p>The role supports General Practices to thrive by providing strategic support and oversight of financial and resources management. This involves enabling practices to meet health targets through effective planning and implementation of health initiatives. A key aspect of this role is supplying GPs with relevant health data to inform business decisions and guide their direction. By maximising resourcing, the leader ensures that practices have the necessary tools and support to deliver high-quality care. Additionally, providing quality accountability oversight ensures that standards are met and maintained, fostering a culture of continuous improvement and excellence in patient care. This comprehensive support helps GP Practices not only meet their goals but also excel in delivering primary health services.</p>	
Reports to	General Manager Clinical and Network Services	
Direct reports	14	
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Chief Executive Officer • General Manager Clinical and Network Services • Principal Medical Advisor • General Manager Strategy and Enablement • Quality Manager • Integrated Support Manager • Clinical Programmes Manager • Clinical and Network Services Kaimahi 	<p>External</p> <ul style="list-style-type: none"> • General Practices 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 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 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>

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>
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</p> <p>Mana Taurite Equity</p>

	Whakamarumarutia Active Protection Kōwhiringa Options Pātuitanga Partnership 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).
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KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
Managing Relationships with General Practices	<ul style="list-style-type: none"> • This role is integral to establishing robust partnerships with General Practices to enhance collaboration and optimise patient care. • Keeping your word and delivering on what is agreed in a timely manner • Understanding the demand and complexity of general Practices being respectful of competing interests • Supporting the development of clinical programmes and practice's ability to meet desired outcomes • Collaborative problem-solving Working together to address challenges and find solutions fosters a sense of partnership and mutual support 	<ul style="list-style-type: none"> • Establishing strong relationships through regular engagement, both in person, online and in group environments • Being responsive to emails and phone calls, and following up on commitments • Understanding General Practice Business needs, capabilities and performance to provide meaningful feedback and direction
Strategic Support and Oversight	<ul style="list-style-type: none"> • Support the development of programmes of work that create strong measurable impacts and outcomes across the network • Provide strategic support and oversight of financial and resources management, enabling practices to meet health targets through effective planning and implementation of health initiatives • Developing and implementing operational plans for the primary health Network teams to achieve the objectives set out in the organisations strategic plan. 	<ul style="list-style-type: none"> • Understanding the sector changes, providing insight and adjusting programmes to meet changes and demand • Understanding and adapting programmes to align with contractual responsibilities, patient needs and available resources • Implementation of operational work streams that align to the strategic plan

Long Term Condition Management	<ul style="list-style-type: none"> • Providing leadership and support to Primary Health Team Leads to plan and deliver a high calibre programme of work • Develop, plan, review and implement a programme of work that meets the needs of patients, providing an equity lens to population care. • Ensure oversight of outputs, monitoring activities and reporting on metrics against contractual obligations • Provide safe and high quality programmes of work • Creates and monitors the MDT approach to care delivery 	<ul style="list-style-type: none"> • Leading and facilitating team workshops to assess, plan, deliver and evaluate programmes against outcomes • Provide reports and evaluations of programmes to General Manager Network and clinical services, Board, Te Whatu Ora, CDCG & other bodies as required
Line Management	<ul style="list-style-type: none"> • Coaching Team Leaders for team and individual success. • Ensure that the THINK Hauora clinical workforce is adequately prepared and possesses the requisite knowledge and skills to perform their duties in collaboration with the Clinical Lead. • Ensure that THINK Hauora clinical teams comply with all organisational, legislative, and professional obligations. • Exemplify the values, professional conduct, and clinical behaviours expected by THINK Hauora. • Ensure the implementation of annual performance reviews and professional development plans for all direct reports • Setting expectations against strategy and outcomes and managing performance 	<ul style="list-style-type: none"> • Provide regular feedback, ensuring access to necessary resources or training, and maintaining open channels of communication. Encouraging collaboration and recognising achievements contributes to an environment where team leaders and members are empowered to pursue and accomplish their objectives effectively. • Ensure that the clinical teams adhere to all relevant regulations and standards • Demonstrate the values and professional behaviours that are expected within the organisation • Conduct regular performance evaluations and create development plans for team members • Align team goals with the overall strategy and outcomes of the organisation and managing performance accordingly
Communication	<ul style="list-style-type: none"> • Expresses ideas and relays information in a manner that captures the listeners' 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. 	<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"> • Health-related Qualification, preferably postgraduate • Registered to a regulatory organisation 	
Essential	<ul style="list-style-type: none"> • Tier three leadership experience • Operational leadership of similar scale and complexity • Primary health care experience, including clinical, technical, and business operations in general practice and within a Primary Health Organisation • Change management leadership experience 	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: