

POSITION DESCRIPTION: PRIMARY HEALTH NETWORK TEAM LEAD			
Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Taranaki. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering 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	<ul style="list-style-type: none"> The Primary Health Network Team Lead will oversee the daily operations of the multidisciplinary team, ensuring efficient, safe, and effective delivery of care. This involves leading and managing the team to deliver evidence-based, best practice care for Long Term Conditions, and fostering a culture of proactive thinking to address patient needs. The Lead will maintain strong relationships with general practices, acting as a liaison between practices, other healthcare providers, and THINK Hauora services to ensure seamless coordination of care. The role involves communicating patient updates from the long-term conditions team to General Practices, driving referrals from practices in a push-pull approach, and providing and receiving warm handovers to ensure continuity of care. The role will provide ongoing support and guidance to General Practices, offering clinical expertise and problem-solving assistance. They will advise on funding opportunities, claiming processes, and contractual obligations, whilst creating links into THINK Hauora support structures such as the Integrated Support Team, Clinical Programmes team, and Strategy and Enablement. 		
Reports to	General Manager Network and Clinical Services		
Direct reports	Eight		
Functional Relationships	<table border="0"> <tr> <td style="vertical-align: top;"> <p>Internal</p> <ul style="list-style-type: none"> Chief Executive Officer Principal Medical Advisor General Manager Strategy and Enablement Quality Manager Integrated Support Manager Clinical Programmes Manager Primary Health Network Manager </td> <td style="vertical-align: top;"> <p>External</p> <ul style="list-style-type: none"> General Practices Network Te Whatu Ora Kaupapa Hauora providers Community providers Social Services </td> </tr> </table>	<p>Internal</p> <ul style="list-style-type: none"> Chief Executive Officer Principal Medical Advisor General Manager Strategy and Enablement Quality Manager Integrated Support Manager Clinical Programmes Manager Primary Health Network Manager 	<p>External</p> <ul style="list-style-type: none"> General Practices Network Te Whatu Ora Kaupapa Hauora providers Community providers Social Services
<p>Internal</p> <ul style="list-style-type: none"> Chief Executive Officer Principal Medical Advisor General Manager Strategy and Enablement Quality Manager Integrated Support Manager Clinical Programmes Manager Primary Health Network Manager 	<p>External</p> <ul style="list-style-type: none"> General Practices Network Te Whatu Ora Kaupapa Hauora providers Community providers Social Services 		
Primary Location	Based in the offices of THINK Hauora, 200 Broadway Avenue, or the Horowhenua Office and requires significant local travel to support the team and General Practices		
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 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
Operational Leadership	<ul style="list-style-type: none"> • Oversee the daily operations of the multidisciplinary team, ensuring efficient and effective delivery of care, coordinating schedules, monitoring performance, and addressing operational issues promptly. • Implement and evaluate care plans for patients with long-term conditions, developing individualised plans, regularly reviewing and updating them, and ensuring consistent implementation across the team. • Develop and maintain strong relationships with general practices, acting as a liaison between practices and other healthcare providers, and ensuring seamless coordination of care. • Communicate patient updates from care delivered by the long-term conditions (LTC) team to general practices, driving referrals from practices in a push-pull approach, and providing and receiving warm handovers to ensure continuity of care. • Provide ongoing support and guidance to general practices, offering clinical expertise, problem-solving assistance, advising on funding opportunities, claiming processes, and contractual obligations, and creating links into THINK Hauora support structures 	<ul style="list-style-type: none"> • Ensure that daily operations run smoothly and efficiently. • Coordinate schedules to optimise team performance and patient care. • Monitor team performance and address any operational issues promptly to maintain high standards of care. • Oversee the develop of individualised care plans for patients with long-term conditions. • Regularly review and update care plans to ensure they meet patients' needs. • Ensure consistent implementation of care plans across the team. • Build and maintain strong relationships with general practices and other healthcare providers. • Act as a liaison to ensure seamless coordination of care between different providers. • Provide regular updates to general practices on patient care delivered by the LTC team. • Drive referrals from practices using a push-pull approach. • Ensure continuity of care by providing and receiving warm handovers. • Offer clinical expertise and problem-solving assistance to general practices. • Advise on funding opportunities, claiming processes, and contractual obligations. • Create links into THINK Hauora support structures to provide additional resources and support.

<p>Relationship Building</p>	<ul style="list-style-type: none"> • Develop and maintain strong relationships with general practices to support their clinical and business needs. • Act as a liaison between general practices and other healthcare providers to ensure seamless coordination of care • Communicate patient updates from care delivered by the long-term conditions team to general practices • Provide and receive warm handovers to ensure continuity of care and smooth transitions for patients • Drive referrals from practices in a push-pull approach to ensure patients receive appropriate care. 	<ul style="list-style-type: none"> • Regularly engage with general practices to understand their needs and provide necessary support. • Build trust and rapport with general practice staff to foster long-term relationships. • Ensure that the support provided aligns with both clinical and business objectives. • Facilitate communication and collaboration between general practices and other healthcare providers. • Ensure that patient care plans are coordinated and integrated across different providers. • Address any issues or barriers to coordination promptly. • Provide timely and accurate updates on patient care to general practices. • Ensure that updates are clear and actionable, enabling general practices to make informed decisions. • Maintain confidentiality and adhere to privacy regulations when sharing patient information. • Ensure that handovers are conducted in a manner that maintains continuity of care. • Provide comprehensive and clear information during handovers to facilitate smooth transitions. • Receive handovers from other providers and integrate the information into patient care plans. • Actively promote the referral process to general practices. • Ensure that the referral process is efficient and patient-centered. • Monitor and evaluate the effectiveness of the referral process and make improvements as needed.
-------------------------------------	--	---

<p>Fiscal and Contract Management</p>	<ul style="list-style-type: none"> • Advise General Practices on funding opportunities and assist with the claiming process. • Ensure practices are compliant with claiming obligations and advise on areas of improvement • Monitor financial performance of the LTC contract and provide recommendations to optimise resource allocation and cost-effectiveness. • Develop and implement policies and procedures to ensure fiscal responsibility and compliance against contractual responsibilities. • Support the Primary Health Network Manager to prepare financial, clinical, contractual and fiscal reports 	<ul style="list-style-type: none"> • Provide accurate and timely information on available funding opportunities. • Assist practices in navigating the claiming process efficiently. • Ensure that all claims are submitted correctly and on time. • Regularly review practices' claiming processes to ensure compliance. • Identify areas for improvement and provide actionable recommendations. • Offer training and support to help practices meet claiming obligations. • Track and analyse financial performance metrics related to the LTC contract. • Identify opportunities to optimise resource allocation and reduce costs. • Provide data-driven recommendations to improve financial performance. • Create and maintain policies and procedures that promote fiscal responsibility. • Ensure that all financial activities comply with contractual obligations. • Regularly review and update policies to reflect best practices and regulatory changes. • Assist in the collection and analysis of data for report preparation. • Ensure that reports are accurate, comprehensive, and submitted on time. • Provide insights and recommendations based on report findings. • Review and assess care plans to ensure they align with best practice guidelines. • Make recommendations for improvements to enhance patient outcomes. • Ensure that care plans are regularly updated and consistently implemented. • Track and evaluate team performance using relevant metrics. • Identify areas where improvements can be made and develop strategies to address them.
--	--	--

		<ul style="list-style-type: none">• Implement quality improvement initiatives to enhance clinical outcomes.• Perform regular audits to ensure compliance with clinical standards.• Conduct quality assurance checks to maintain high standards of care.• Address any issues identified during audits promptly.• Offer guidance and support to team members in their clinical roles.• Promote a culture of continuous learning and professional development.• Provide opportunities for training and skill enhancement.• Stay informed about changes in healthcare regulations and standards.• Ensure that the team is aware of and adheres to the latest clinical guidelines.• Implement changes to practices and procedures as needed to maintain compliance.
--	--	---

Clinical Quality	<ul style="list-style-type: none"> Evaluate care plans for patients with long-term conditions, ensuring they meet best practice guidelines. Monitor and report on the performance of the multidisciplinary team, identifying areas for improvement and implementing strategies to enhance clinical quality. Conduct regular audits and quality assurance checks to maintain high standards of care. Provide clinical leadership and support to team members, fostering a culture of continuous learning and professional development. Ensure compliance with relevant healthcare regulations and standards, staying informed about changes and ensuring the team is up-to-date with the latest clinical guidelines and best practices. 	<ul style="list-style-type: none"> Regularly review and assess care plans to ensure they align with current best practice guidelines. Make recommendations for improvements to enhance patient outcomes. Ensure that care plans are consistently implemented and updated as needed. Track and evaluate team performance using relevant metrics. Identify areas where improvements can be made and develop strategies to address them. Implement quality improvement initiatives to enhance clinical outcomes. Perform regular audits to ensure compliance with clinical standards. Conduct quality assurance checks to maintain high standards of care. Address any issues identified during audits promptly. Offer guidance and support to team members in their clinical roles. Promote a culture of continuous learning and professional development. Provide opportunities for training and skill enhancement. Stay informed about changes in healthcare regulations and standards. Ensure that the team is aware of and adheres to the latest clinical guidelines. Implement changes to practices and procedures as needed to maintain compliance.
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 	<ul style="list-style-type: none"> The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any

	<ul style="list-style-type: none"> • 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. 	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"> • Bachelor's degree in Nursing, with a current practicing certificate. A Prescribing qualification is preferred. • Independent vaccinator • Minimum 10 Years clinical experience Nursing experience in Primary Health, with Practice Management experience • Proven ability to lead and manage a multidisciplinary team. • Knowledge of healthcare regulations and standards, with a commitment to ensuring compliance and delivering high-quality care. 	
Essential	<ul style="list-style-type: none"> • Demonstrated ability to lead and inspire a team to achieve common goals. • Excellent verbal and written communication skills, with the ability to convey complex information clearly and concisely. • Strong analytical and problem-solving skills, with the ability to identify issues and implement effective solutions. • Experience in developing and maintaining strong relationships with general practices and other healthcare providers. • Ability to provide clinical leadership and support to team members, fostering a culture of continuous learning and professional development. • Knowledge of funding opportunities, claiming processes, and contractual obligations, with the ability to advise general practices on these matters. • Experience in creating links into support structures such as Integrated Support Teams, clinical programmes, corporate, data, and digital 	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: