

Position Description: Manager FOCUS

Team	FOCUS (Needs Assessment Service Coordination)
Reports to	Group Manager Community & Integration
Direct reports	FTE 15.5 (made up of full and part time employees)
Delegated Financial Authority	DHB financial delegation Level D (up to \$10,000). MoH delegated financial authority for Disability Support Services

Well Wairarapa – better health for all

At the Wairarapa District Health Board (WrDHB), we're passionate about improving the health and wellbeing of everyone in our region so people and communities can thrive. Our mission is to improve, promote and protect the health status of the people of the Wairarapa, and the independent living of this with disabilities, by support and encouraging healthy choices.

Our teams plan, fund and provide an extensive range of healthcare services for the community within our hospital, through our primary care partners and other health care providers.

We challenge ourselves to be innovative and bold, while always prioritising quality, safe and improved care to support the Wairarapa to be well.

Our Values

We live our values each day in the way we work, the decisions we make and the services we provide.



MANAAKITANGA **Respect**

We care for each other, showing kindness and empathy in all that we do.

AUAHA **Innovation**

We are committed to finding future focused solutions and take personal responsibility to be better every day.

KOTAHITANGA **Relationships**

Our diversity is our strength, we back each other and work together in partnership.

EKE TAUMATA **Equity**

We are committed to doing the right thing by ensuring equity and Hauora are at the heart of everything we do.

Together we
MAKE
a difference

We are committed to the principles of Te Tiriti o Waitangi: Partnership, participation and pro-active protection. We actively engage with our Iwi partners and Māori communities, and strive for equity of access to healthcare services and better wellbeing outcomes for all.

Purpose – why this position is important

To manage the planning and delivery of FOCUS services for Wairarapa clients and their whanau, to strive to ensure equitable outcomes for all and be able to demonstrate this on behalf of the Wairarapa DHB.

To provide management and leadership. This role is responsible for the management of resources both in terms of budgetary and human resources; provision of leadership to staff; the development of services to meet the needs of clients, their whānau and client groups. The role is also responsible for identifying trends that will impact on services and ensuring staff are equipped to meet these changes; monitoring indicators that impact on the community and/or client/patient outcomes and advocating for the best use of resources so that services deliver the appropriate model of care to best meet client/patient needs.

Key accountabilities – what you will be doing

The most important work of this position is to:

Accountability	Outcomes – what success looks like
Managing & Planning	Demonstrates ability to: <ul style="list-style-type: none"> • Plan and manage day to day operations of the service to deliver person centered outcomes. • Provide leadership for the FOCUS service in continuing to broaden and develop the interface between FOCUS, DHB inpatient and community services and primary care. • Provide leadership for the FOCUS service in continuing to strive for equitable outcomes for Māori and other minority groups. • Consult, plan, and deliver a service plan annually in collaboration with other DHB management and DHB Planning and Performance. • Represent the FOCUS service on a range of intersectoral fora and projects. • Develop and strengthen relationships with primary health care and hospital management.
Service Delivery	Demonstrates ability to: <ul style="list-style-type: none"> • Develop operational, quality and risk plans and set appropriate objectives and quality targets for service delivery. • Assist with the identification of opportunities for new business and initiate action to realise these. • Monitor performance against objectives and targets. • Monitor performance against contractual specifications. • Develop and maintain a process to review and evaluate initiatives to ensure optimum cost efficiencies and quality to ensure service outcomes are achieved.

	<ul style="list-style-type: none"> • Promote the rights of people accessing the service and respect and acknowledge them as experts in their own situations. • Apply a flexible approach to ensure equity of service delivery and escalate to Planning and Performance if a 'one off' solution is indicated. • Recognise the obligation to Māori under the Articles of the Treaty of Waitangi.
Financial Management	<p>Demonstrates ability to:</p> <ul style="list-style-type: none"> • Show a flexible utilisation of staff to reflect any variation in workload. • Identify opportunities to grow the services and initiate action to realise these. • Identify opportunities for cost reduction, implement any strategies developed and report savings. • Identify opportunities for eliminating wastage of resources within and beyond the FOCUS Service. • Develop and implement a maintenance, repair and replacement programme, including planning for additional equipment if required. • Prepare plans, budgets, and reports and submit by due date. • Monitor levels of resources available to meet service, standards, and contractual demands and escalate when there are concerns.
Human Resources	<p>Demonstrates ability to:</p> <ul style="list-style-type: none"> • Ensure high standards of conduct, cultural appropriateness and competence of staff and that these standards are set through the DHB Performance Planning and Development Framework. • Responsible for ensuring all staff have an annual performance development review, and that their skills are monitored and evaluated against the unit plan and individual objectives. • Acknowledge performance that is above expectation and address any performance issues, including the need for additional training • Establish effective working relationships with Maori providers, community nursing services and allied health, other home provider services, staff within the Planning and Funding Directorate, and other relevant staff within the DHB provider services. • Foster a team approach with staff to enable effective service delivery. • Integrate and coordinate all service functions to ensure the most economic, effective, and efficient use of resources. • Monitors staffing establishment figures and ensures optimum use of budgeted FTE.

	<ul style="list-style-type: none"> • Approves requests for replacement staff as per Wairarapa DHB policy. • Responsible for recruitment process working in conjunction with the People and Capability team. • Liaise with People & Capability FOCUS portfolio lead on workforce development and planning. • Liaise with the Māori Health Directorate on equity and Māori health development and planning. • Ensures a supportive working environment.
<p>Communication</p>	<p>Demonstrates ability to:</p> <ul style="list-style-type: none"> • Provide regular meetings with staff to update them on changes in services, policies and procedures, organisational performance against objectives and other topics of interest. • Make relevant information available to key stakeholders in a user friendly manner. • Enhance the delivery of the FOCUS Service through liaison and communication with other departments and organisations. • Complete documentation and statistical reports within the required timeframe and in accordance with protocols. • Participate in relevant DHB and MOH Disability Directorate meetings to keep current with changes in services, policies and procedures; organisations performance against objectives; and other topics of interest. • Inform Group Manager Community & Integration of any issue that may impact on current or future service delivery or good standing of Wairarapa District Health Board. • Relevant information for public/clients is available in a user friendly manner and meets accepted quality standards. • Effective linkages are maintained with key stakeholders and organisations both internal and external to Wairarapa District Health Board. • Represents Wairarapa District Health Board effectively and professionally in all settings.
<p>Professional Development</p>	<p>Demonstrates ability to:</p> <ul style="list-style-type: none"> • Develop in-service programmes to meet the training needs of individuals. • Encourage and support staff to attend conferences and seminars that are appropriate to their needs. • Ensure all staff engage with the Wairarapa DHB Treaty of Waitangi training at a minimum of every five years. Support staff to engage with culturally appropriate training to support their work with Māori communities in an appropriate and acceptable manner. • Present a professional image and be a positive role model. • Maintain and further develop own level of professionalism in management.

	<ul style="list-style-type: none"> • Relevant associations/committees are joined. • Attend relevant professional courses and maintain Continuing Professional Development.
Quality Safety and Risk	<ul style="list-style-type: none"> • Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision. • Ensures own and others safety at all times. • Complies with policies, procedures and safe systems of work. • Reports all incidents/accidents, including near misses, in a timely fashion. • Is involved in health and safety through participation and consultation. • Actively participates in the hazard management and identification process. • Escalates Risk as per the Risk Management Policy.
To act within legal boundaries and the Wairarapa DHB policies	<ul style="list-style-type: none"> • If the role holder has professional body registration, inform your Manager immediately upon notification from your registering body that your scope of practice has changed or of the suspension, cancellation or imposition of any conditions on your registration. • Ensure that all records are maintained accurately and in accordance with legislation and Wairarapa District Health Board policy. • Provide appropriate information in accordance with the Privacy Act and other relevant legislation and Wairarapa District Health Board policy. • Through practice and performance demonstrate knowledge and application of the principles of the Treaty of Waitangi. • Familiarise self with the requirements of the Approved Code of Practice for the Safe Use of Visual Display Units.
Honours Treaty of Waitangi obligations	<ul style="list-style-type: none"> • Demonstrates understanding of the principle of the Treaty of Waitangi partnership, participation and pro-active protection through practice and performance • Demonstrates an awareness and application of Kaupapa/Tikanga Māori
Compliance and Risk	<ul style="list-style-type: none"> • Legislative and regulatory compliance is adhered to in line with our policies and procedures to minimise risk to self, patients, Whanau and the organisation
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Safe practices are adhered to in line with our policies and procedures to minimise risk to self, patients, whanau and the organisation

In addition to the key accountabilities for your position, everyone at the WrDHB is expected to:

Accountability	Outcomes – what success looks like
Honors our Treaty of Waitangi Obligations	<ul style="list-style-type: none"> • Demonstrates an understanding and application of the principles of the Treaty of Waitangi - partnership, participation and pro-active protection in your work everyday • Demonstrates an awareness and application of Kaupapa/Tikanga Māori
Compliance and Risk	<ul style="list-style-type: none"> • Understands, reports and ensures legislative and regulatory compliance with our policies and procedures to minimise risk to self, patients, Whanau and the organisation
Champions Health, Safety and Wellbeing	<ul style="list-style-type: none"> • All our people have a responsibility for their own and others safety and wellbeing. This includes following all safety and wellbeing policies and procedures

Key Relationships

Within WrDHB	Outside WrDHB
<ul style="list-style-type: none"> • Group Manager Community & Integration 	<ul style="list-style-type: none"> • Wairarapa Community including people with disability support needs and their whanau
<ul style="list-style-type: none"> • DHB Planning & Performance 	<ul style="list-style-type: none"> • Maori providers and communities
<ul style="list-style-type: none"> • DHB Hospital Services 	<ul style="list-style-type: none"> • Hapu & Iwi
	<ul style="list-style-type: none"> • Pacific Communities
	<ul style="list-style-type: none"> • GP Practices, Primary Care and NGO Providers
	<ul style="list-style-type: none"> • Residential Care Facilities
	<ul style="list-style-type: none"> • Home Support Provider Agencies
	<ul style="list-style-type: none"> • Government Agencies
	<ul style="list-style-type: none"> • Other External Agencies
	<ul style="list-style-type: none"> • MOH Disability Directorate

Capabilities – what you bring to this position

The key qualifications, experience and knowledge required for this position are:

Qualifications	Essential
	<ul style="list-style-type: none"> • Relevant postgraduate qualification desirable. • Demonstrated evidence of continuing professional development.
	<p>Desirable</p> <ul style="list-style-type: none"> • Appropriate nursing or allied health qualification. • Registration with the relevant governing body.

	<ul style="list-style-type: none"> • Holds a current Annual Practicing Certificate in relevant discipline and membership of relevant professional association.
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience and understanding of the health sector and the disability sector. • Demonstrated leadership skills. • Experience of leading, motivating and developing others. • Demonstrated commitment to quality, safety and clinical governance. • Experience in managing projects across complex stakeholder groups.
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • A commitment and understand of the Treaty of Waitangi and application to health and disability, and the ability to work positively to improve health outcomes for Māori. • Awareness of equity issues across the sector, including but not limited to Māori health. • Thorough understanding of Needs Assessment Service Coordination function, and the challenges of these services. • Knows when further expertise / advice is required and how to access this. • Recognises and addresses impact of broader issues and trends on own area of responsibility. • Understands data and can interrogate and display result.
Skills	<ul style="list-style-type: none"> • Excellent relationship and interpersonal skills. Relates easily with a wide range of people from all backgrounds. • A team player, builds networks, cooperation and knowledge sharing. • Excellent written and oral communication, including confidence with public speaking and strong report writing capability. • Able to consult with iwi, community groups and /or public agencies. • Pro-actively shares information, ideas and experience with others. • Ability to develop actions and objectives related to strategic vision and priorities. • Able to analyse and address complex issues and options. • Intermediate level MS Office applications. • Current clean driver's license essential.

Attributes	<ul style="list-style-type: none"> • Focused on delivering high quality care for the client / whanau – consistently models a person centric approach. • Develops networks and builds alliances; collaborates across boundaries to build key relationships and achieve common goals. • Inspires and fosters team commitment, spirit, pride and trust. • Facilitates cooperation and motivates team members to accomplish group goals. • Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations and implements new or cutting edge programmes / processes. • Continual improvement focus.
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Competencies – your skills and attributes

The following key competencies, skills and attributes are needed to perform this position effectively.

Competency	What you will be doing
Hiring and Staffing	Has a nose for talent; hires the best people available from inside or outside; is not afraid of selecting strong people; assembles talented teams.
Managerial Courage	Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.
Building Effective Teams	Blends people into teams when needed; creates strong morale and spirit in their team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
Dealing with Ambiguity	Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
Customer/Patient Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Interpersonal Savvy	Relates well to all kinds of people– up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.