

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Service Planning Advisor
Service & Directorate:	Planning & Funding
Location:	Dunedin (but district relationships are required, and travel may need to occur)
Reports to:	Planning & Accountability Manager (<i>line manager</i>) Service Planning Manager (<i>daily/operational guidance</i>)
DHB Delegation Level:	N/A
Number of direct reports:	NIL
Date:	April 2022

Our Vision

Better Health, Better Lives, Whānau Ora

Our Mission

We work in partnership with people and communities to achieve their optimum health and wellbeing

We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p>Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and

changes to the provision of services

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and

environmental responsibility

PURPOSE OF ROLE

To support services in the development of service and annual plans (at management and at service levels) for the delivery of health services in the hospital and the community. This includes supporting specific services in the development of their plans, providing advice and analytical skills, and liaison and assessment with services regarding the alignment with wider planning priorities and coordinating planning activities.

In this role you will build an understanding of the layers of different strategic and policy environments (Local, South Island, and National) to provide advice on alignment of service and annual planning activities. This is to ensure there is consistency between service plans and annual and strategic planning frameworks. Developing a comfort navigating these frameworks will be essential.

In parallel, your commitment to application of Te Tiriti o Waitangi and developing an equitable health system that achieves positive outcomes for all, will mean engaging with services on their plans and actions to develop practice to improve Māori Health.

As a natural relationship builder, you will be comfortable actively engaging with the clinical and non-clinical service leaders, Directorates, Finance, Information Systems, and Planning and Funding – ensuring evidence and data guides planning activities.

While extensive experience in data manipulation and processing isn't mandatory, you must be quantitatively savvy and inquisitive - seeking to understand different data sources that services use for planning and monitoring outputs and outcomes, and supporting the interpretation, application and communication of findings that are relevant for planning. Accordingly a degree of data manipulation and presentation (such as in Excel) will be required - bridging the "evidence" and the "planning" fronts.

Experience in Health would be an advantage but is not essential. Orientation to the health system will be provided for the incumbent to support getting up to speed if required.

This role reflects a unique opportunity for broad scope exposure to our Southern health system, the different local, regional and national planning priorities, and the scope of work underway to improve service delivery.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets firsthand 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
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
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.

Management Competencies

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 defuse even high-tension situations comfortably.
Process Management	Good at figuring out the process necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.

Problem Solving	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.
Planning	Accurately scopes out length and difficulty of task and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals, evaluates results.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Provider Arm GMs and Service Managers 	<ul style="list-style-type: none"> • Similar roles in other DHBs
<ul style="list-style-type: none"> • Directors of Nursing 	<ul style="list-style-type: none"> • Ministry of Health
<ul style="list-style-type: none"> • Directors of Allied, Scientific and Technical 	<ul style="list-style-type: none"> • South Island Alliance
<ul style="list-style-type: none"> • Māori Health Directorate and Leadership 	<ul style="list-style-type: none"> • WellSouth PHO
<ul style="list-style-type: none"> • Portfolio Managers 	<ul style="list-style-type: none"> • Primary care providers
<ul style="list-style-type: none"> • Service Managers and Charge Nurse/Unit Managers 	<ul style="list-style-type: none"> • External Providers
<ul style="list-style-type: none"> • Digital Reporting Team 	
<ul style="list-style-type: none"> • Medical Directors 	
<ul style="list-style-type: none"> • Planned Care Manager 	
<ul style="list-style-type: none"> • Funder Manager 	
<ul style="list-style-type: none"> • Quality Improvement Advisors 	
<ul style="list-style-type: none"> • Business Analysts 	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Bachelor's Degree in a relevant field (Health, Planning, Management, Indigenous Studies etc) 	<ul style="list-style-type: none"> • Master's degree in relevant field • Industry qualification in project or planning
Experience	<ul style="list-style-type: none"> • Planning, Policy, Project, Analytical or Quality Improvement Experience • Health, Government or Social Sector Experience OR equivalent experience in a planning/facilitation role in a large organisation • Experience Building relationships and working alongside multiple stakeholders to achieve project outcomes 	<ul style="list-style-type: none"> • At least 5 years' experience in the health and disability support services • Familiarity with Te Ao Māori or kaupapa Māori principles as they apply to health service planning and design
Knowledge and Skills	<ul style="list-style-type: none"> • A willingness to keep learning in the analytics space • An interest in working with numbers, analysis and interpretation - curiosity to identify trends and anomalies and implications • Commitment to development cultural competencies • Advanced computer skills – word processing, excel • An effective communicator and relationship builder, able to encourage development when other 	<ul style="list-style-type: none"> • Familiarity with project management techniques • Experience in the planning or contractual processes of government services • Knowledge and experience of clinical and process activities within a hospital or health setting

	<p>stakeholders have competing priorities</p> <ul style="list-style-type: none"> • Ability to successfully engage in multiple initiatives simultaneously is required. 	
Personal Qualities	<ul style="list-style-type: none"> • Ability to see the “big picture” in national and regional planning while also connecting local actions to this • An effective facilitator and relationship builder • Accuracy and diligence with their work outputs • A team player and effective communicator, both verbally and written • Proactively manage their time and responsibilities and achieve them independently. • Have a sense of ownership and effectively do what required to achieve the best outcome • Actively develop organizational relationships with various departments and colleagues to work collaboratively 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Development of Provider Arm Planning Documents	
<ul style="list-style-type: none"> • Support service managers and directorate leads with production of their service and directorate plans. • Provide advice and support on alignment of service and annual planning with strategic and management objectives • Work with sub-speciality departments on planning activities • Support the delivery of annual planning activities 	<ul style="list-style-type: none"> • Support the process for development of Service Plans and Provider Arm Patient Services Plan. • Effective relationships with services established • Provide advice, demonstrating knowledge and application of health strategies at a national, regional and local level • Annual Planning activities are complete in line with deadlines.
Monitoring and Reporting	
<ul style="list-style-type: none"> • Provide frameworks for Directorate staff to monitor and report effectively on their service and directorate plans • Provide updates of status of service planning across services 	<ul style="list-style-type: none"> • Stakeholders have clear understanding of progress and state of planning cycle
Analytical and support activities	
<ul style="list-style-type: none"> • Perform analysis on datasets in different formats and from various platforms as required to support planning activities • Provide data analysis and reporting on an ad hoc basis • Engage with senior colleagues on approaches for analysis when complexity warrants expanded input 	<ul style="list-style-type: none"> • Acting as a liaison between services and IT groups – supporting the generation of data and insights. • Service and annual planning activities are informed by evidence
Management of relationships with key stakeholders	
<ul style="list-style-type: none"> • Support Directorate Senior Leadership Team and Directorate staff with service and annual planning • Support consultation and consolidation of Directorate Plans and Provider Arm Patient Service Plan • Develop and maintain effective working relationships with Planning and Funding in respect of service planning and annual planning • Develop and maintain effective working relationships with Finance and Business Analysts in respect of service and annual planning and reporting 	<ul style="list-style-type: none"> • Professional relationships are effective and positive

Actively contribute to supporting the wider Planning & Funding team	
<ul style="list-style-type: none"> • Maintain awareness of the team’s workplan/activity • Work as a member of the wider team by actively supporting and contributing to the overall workplan as required 	<ul style="list-style-type: none"> • Attends regular team meetings • Works within projects for the wider team as required
Living Southern DHB Values	
Proactively demonstrating Southern DHB values in all aspects of the role.	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

For Job Evaluation Purposes: (As per the current Southern DHB Delegation of Authority Policy)

Number of direct reports: : NIL
Southern DHB Delegation of authority (level 1 – 5) : N/A

Staff Authority

Authority to engage, promote, discipline and dismiss staff

No authority:

Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern DHB

- Limited: No
- Long term \$1.5 to \$3 million No
- Long term in excess \$3 to \$7.5 million No

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

Examples:

- *Understanding the strategic planning environment of the health system including national, regional and local priorities*
- *Assessing the strategic alignment of proposed operational planning activities*
- *Facilitating and supporting services to develop their plans – including guidance on the planning environment above*
- *Coordinating the annual planning cycle and reporting on delivery*

Freedom To Act

Must understand planning environment sufficiently to act autonomously to engage with service leads, clinical staff, general managers and directors.

Financial Responsibilities

- Controls a budget No
- Maximum that may be spent without reference to manager N/A
- Jobholder can spend unbudgeted capital. N/A
- Jobholder is responsible for committing the organisation to long-term contracts No
- Jobholder signs correspondence for Company No

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

Manager

Date