

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Maternity Quality & Safety Programme Coordinator		
Reports to	Director of Midwifery		
Location	Dunedin or Invercargill (District wide travel will be required)		
Department	Maternity		
Direct Reports	Nil	Total FTE	0.8
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	January 2024		
Job band (indicative)	Designated Senior Midwife Grade 4 MERAS MECA		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart and spirit	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Identifying, supporting and establishing leaders at all levels to serve, guide and inspire	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team of teams working together, providing each other with a sense of belonging	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace, support and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

The key purpose of this role is to coordinate the maternity clinical quality and safety programme, ensure meaningful liaison with stakeholder groups, and striving to improve clinical outcomes for women/wahine/people and their babies/pēpi. The role is also responsible for fulfilling programme reporting requirements to the Ministry of Health. This is a district role and some travel will be required.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Manage the Maternity Quality & Safety Programme within Te Whatu Ora Southern	<ul style="list-style-type: none"> Ensure that the requirements of the national Maternity Quality and Safety Programme (MQSP) are fulfilled including the development of an annual workplan with demonstrated progress against the key deliverables
	<ul style="list-style-type: none"> Produce a district wide annual report on maternity services and outcomes and implement any identified changes
	<ul style="list-style-type: none"> Co-ordinate and support the operation of the Maternity Quality & Safety Programme Governance Group
	<ul style="list-style-type: none"> Provide support and coordination for MQSP quality improvement projects
	<ul style="list-style-type: none"> Provides expert assistance to staff participating in audit processes
	<ul style="list-style-type: none"> Work with local providers to develop sustainable mechanisms for engagement with maternity consumers to inform quality improvement and service provision
	<ul style="list-style-type: none"> Communicate to the sector about the MQSP outcomes and improvements
	<ul style="list-style-type: none"> Ensure National quality improvement projects are rolled out appropriately
	<ul style="list-style-type: none"> Ensure National guidelines are implemented
	Lead quality improvement and patient safety projects for Te Whatu Ora Southern
	<ul style="list-style-type: none"> Undertake analysis of national and local outcomes including by ethnicity and deprivation

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	<ul style="list-style-type: none"> • Delivery of tangible improvements in outcomes for women/wahine/people, babies/pēpi and family/Whānau
	<ul style="list-style-type: none"> • Track and monitor progress of quality improvement projects and report on the same
	<ul style="list-style-type: none"> • Learning and practice change opportunities are shared widely
Living Te Whatu Ora Southern Values	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best
	<ul style="list-style-type: none"> • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.
	<ul style="list-style-type: none"> • Contribute positively to team and other initiatives that seek to improve patient and whānau experiences and/or staff experience of working

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened

Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> • Lead Maternity Carers • Staff at Primary Maternity Facilities • General Practitioners / Primary Care Providers • Maternity consumers and consumer representatives • Maternal and infant health stakeholder groups • Ministry of Health • Health Quality and Safety Commission • Patients, families and Whānau • Other Te Whatu Ora Districts 	<ul style="list-style-type: none"> • Director of Midwifery • All Staff associated with maternity services at all levels (clinical & Management) • Māori Health Directorate staff

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification

- Experience in implementing Te Tiriti o Waitangi in action
- Experience with project management, quality improvement systems, audit and research
- The ability to both lead and work well as part of a team
- The ability to work independently, using initiative to achieve desired outcomes
- Excellent written and oral communication skills
- Computer literacy
- An understanding of continuous quality improvement principles
- Implementation skills
- In-depth knowledge of maternity sector, including practice standards and Ministry service specifications
- In-depth understanding of evidence informed practice
- Ability to interpret and communicate complex ideas and data
- Knowledge of co-design principles
- Time management skills

Desired:

- A change management qualification
- A quality improvement qualification

You will be able to

Essential:

- Understand the importance of reducing inequalities in health outcomes
- Understanding and have a commitment to the HDC Code of Health and Disability Services Consumers' Rights as it applies to maternity
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date