

### Position Description | Te whakaturanga ō mahi

## Te Whatu Ora | Health New Zealand

<b>Title</b>	Allied Health Team Coordinator		
<b>Reports to</b>	Line Unit Manager – Operationally Professional Leader or Director of Allied Health - Professionally		
<b>Location</b>	Dunedin/Southland		
<b>Department</b>	Eye Department, Dunedin Hospital		
<b>Direct Reports</b>	0	<b>Total FTE</b>	0.50FTE
<b>Budget Size</b>	<b>Opex</b>	No	<b>Capex</b>
<b>Delegated Authority</b>	<b>HR</b>	No	<b>Finance</b>
<b>Date</b>	September 2023		
<b>Job band (indicative)</b>	Multi-Employer Collective Agreement ...		

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 (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. 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.

<b>Wairuatanga</b>	The ability to work with heart	<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>
<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<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>
<b>Whanaungatanga</b>	We are a team, and together a team of teams	<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>
<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

### Allied Health Scientific Technical Team Leader

#### About the role

The Allied Health Team Coordinator provides clinical leadership and operational support for the assigned team or service area. This role ensures the effective coordination of clinical activities, supports staff, and collaborates with multidisciplinary teams to maintain high-quality service delivery. The Coordinator may retain a clinical workload to meet the needs of the service and is integral to promoting efficient and patient-centered care pathways. While this role does not have budgetary responsibility, it may include some delegated staff management tasks.

#### Purpose of the role:

The Team Coordinator will provide day-to-day clinical leadership, operational management and planning to deliver a sustainable, high-quality service. They will actively support staff on-the-floor, lead the coordination of staff, and collaborate with others on the allocation of staff resources. This role requires a strong understanding of service specifications, legislation, clinical roles, protocols, and pathways.

The Team Coordinator will work together with the service leadership team to actively support and manage the staff on a day-to-day basis under the delegation of the Line/ Unit Manager. They will work in collaboration with professional leadership roles to identify workforce including recruitment, retention, succession planning and career development. They will develop, maintain, and manage a team to enable a responsive service which is flexible to the changing needs of the organisation.

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori</li> <li>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</li> <li>Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership</li> </ul>

Equity	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes</li> <li>• Demonstrates awareness of colonisation and power relationships</li> <li>• 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</li> <li>• Willingness to personally take a stand for equity</li> <li>• Supports Māori-led and Pacific-led responses</li> </ul>
Culture and People Leadership	<ul style="list-style-type: none"> <li>• Lead, nurture and develop our team to make them feel valued</li> <li>• 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</li> <li>• 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</li> <li>• Implement and maintain People &amp; 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</li> <li>• 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 &amp; strengthened</li> </ul>
Innovation & Improvement	<ul style="list-style-type: none"> <li>• 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</li> <li>• Model an agile approach –tries new approaches, learns quickly, adapts fast</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices</li> </ul>
Collaboration and Relationship Management	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>
Health & safety	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives</li> <li>• 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</li> <li>• Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture</li> </ul>
Compliance and Risk	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware</li> </ul>

**PILLARS OF PRACTICE:** As an Allied Health Professional you have opportunities for progression within the Te Waipounamu Allied and Public Health Career Framework / Te Anga Mahi Hauora Haumime Hauora-a-iwi. Your Te Whatu Ora Southern pillars of professional practice are described below. Figure 1 indicates the different amounts of time and focus are spent on the four pillars.

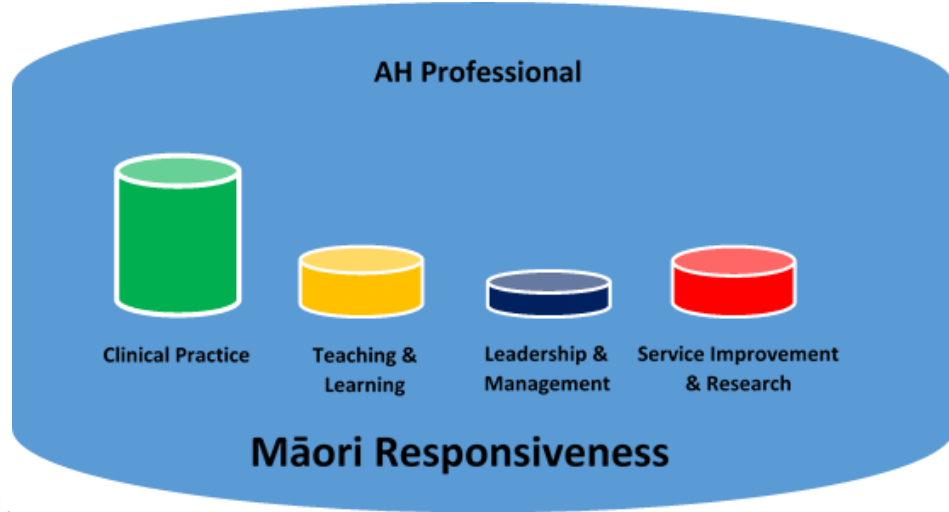
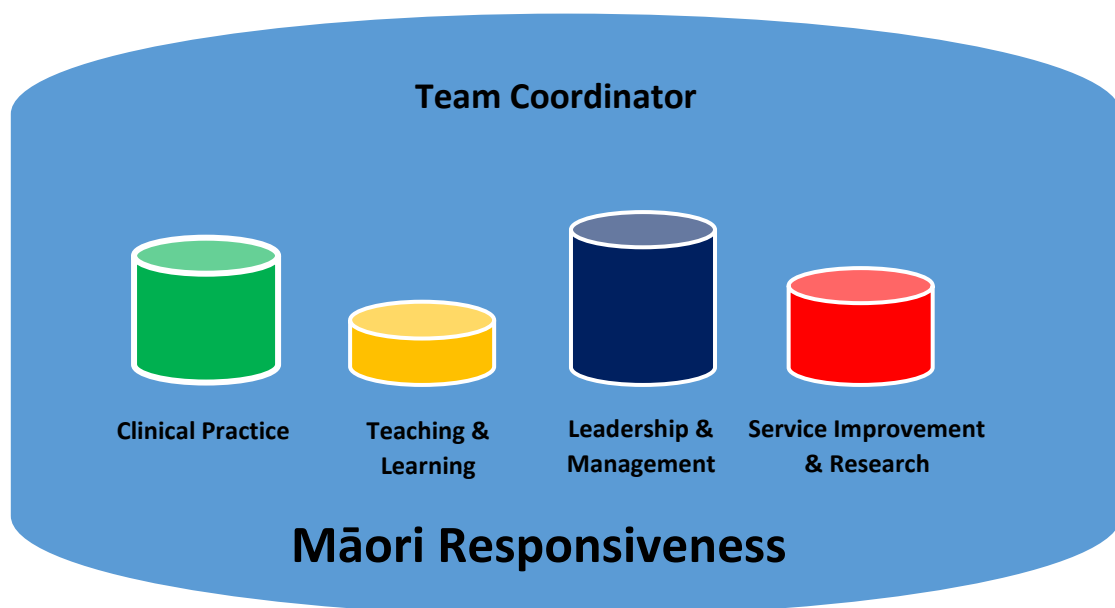


Figure 1.

**PILLARS OF PRACTICE:** Your Te Whatu Ora Southern pillars of professional practice are described below. Figure 1 indicates the different amounts of time and focus are spent of the four pillars.

Figure 1.



### KEY RESULT AREAS

<b>Leadership &amp; Management – Team Coordinator</b>	
<p>Provide oversight of the day to day running of the department, inclusive of rural clinic coverage if running.</p> <p>Utilise the appropriate computer systems to ensure that payroll and financial information is maintained.</p> <p><b>Communication</b></p> <p><b>Referral Management</b></p> <p><b>Leave Management</b></p> <p><b>Represents the team</b></p> <p><b>Performance</b></p> <p><b>Training &amp; Orientation</b></p>	<ul style="list-style-type: none"> <li>• Staff resource allocation, caseload management and delegation of tasks.</li> <li>• Completion and authorisation of timesheets</li> <li>• Listen to concerns of staff and resolve without the need to escalate to the Line/Unit Manager.</li> <li>• Participate in and contribute to the service leaders team meetings.</li> <li>• Communicates regularly with relevant leaders of associated teams.</li> <li>• Requests for services are appropriately responded to.</li> <li>• Approval of leave for staff working on-site while ensuring appropriate staffing levels</li> <li>• Represents the clinical team, and where requested, the service at relevant department, team, and organisational meetings.</li> <li>• Oversee departmental audit, including undertaking investigations into complaints and adverse events as appropriate.</li> <li>• Support investigation and reporting of incidents and complaints within the department and recommending corrective action as appropriate.</li> <li>• Escalate any clinical practice concerns that cannot be resolved to the Line /Unit Manager</li> <li>• In partnership with the Line/Unit Manager support remedial performance/competency improvement processes</li> <li>• Completion of annual staff performance reviews.</li> <li>• Facilitate training and orientation of new staff</li> <li>• Actively review training manuals and ensure competency based sign-off is up to date for AH staff.</li> </ul>

Clinical Practice/ Te Mahi Haumanu	
<p><b>Legislative requirements</b></p> <ul style="list-style-type: none"> <li>• Practise in accordance with relevant legislation, codes, policies etc. and upholds consumer rights</li> <li>• Uphold professional code of ethics</li> </ul> <p><b>Assessments and interventions (if appropriate to profession)</b></p> <ul style="list-style-type: none"> <li>• Undertake accurate and comprehensive assessments and evaluations</li> <li>• Plan and implement appropriate interventions</li> <li>• Provide relevant education - including any relevant alternative options - in a format that can be clearly understood</li> <li>• Collaborate with patients-populations to set realistic, person-centred outcomes</li> </ul> <p><b>Evidence-based practice and research</b></p> <ul style="list-style-type: none"> <li>• Consistently refer to and relate practice to literature and research</li> <li>• Critique, discuss and disseminate evidence based best practice</li> <li>• Reflect on and evaluate the effectiveness of own practice</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Maintain confidentiality of patient information and documentation</li> <li>• Adhere to Southern DHB's documentation standards</li> </ul>	<ul style="list-style-type: none"> <li>• You adhere to professional and legislative standards of practice</li> <li>• You work according to the scope of your Annual Practising Certificate</li> <li>• Your interventions are realistic and based on best practice</li> <li>• You use standard measurement tools and equipment as set down by departmental or professional protocols</li> <li>• Your documentation is timely, clear, concise and accurate</li> <li>• You assist others to gain appropriate support and representation which reflects their cultural needs and preferences.</li> <li>• You implement evidence-based best practice procedures and guidelines</li> <li>• You update your knowledge related to best practice guidelines and area of practice</li> <li>• You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements)</li> </ul>
Teaching & Learning // Ako Atu, Ako Mai	
<p><b>Of Self</b></p> <ul style="list-style-type: none"> <li>• Develop both personally and professionally to meet the changing needs of your career and profession</li> <li>• Reflect on and evaluate the effectiveness of own practice</li> <li>• Develop and maintain professional competency</li> <li>• Appraisal, peer review, observed practice or other professional audits as applicable</li> </ul> <p><b>Of Others</b></p> <p>Contribute to the support and education of colleagues and students to enhance development of the profession</p> <ul style="list-style-type: none"> <li>• Consistently refer to and relate practice to literature and research</li> </ul>	<ul style="list-style-type: none"> <li>• You have formal and informal systems in place for supporting colleagues</li> <li>• You maintain supervision records for students</li> <li>• You implement evidence-based best practice procedures and guidelines</li> <li>• You update your knowledge related to best practice guidelines and area of practice</li> <li>• You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements)</li> <li>• You hold current registration where applicable or as required</li> <li>• You maintain an up-to-date professional development plan</li> </ul>

<ul style="list-style-type: none"> <li>• Critique, discuss and disseminate evidence based best practice</li> <li>• Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams.</li> <li>• Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice.</li> <li>• Be involved in the induction and training of newly appointed staff as required.</li> <li>• Provides mentoring and clinical support and / or professional supervision where required.</li> </ul>	
<p><b>Leadership and Management/ Te Ārahi me te Whakahaere</b></p>	
<ul style="list-style-type: none"> <li>• Participate in and contribute to the functioning of the interprofessional team</li> <li>• Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested</li> <li>• Establish and maintain an effective working relationship with other staff</li> </ul> <p><b>Time management</b></p> <ul style="list-style-type: none"> <li>• Manage own time adopting a disciplined approach to establishing and following identified role-related priorities</li> </ul> <p><b>Skill Sharing</b></p> <ul style="list-style-type: none"> <li>• Share skills (as appropriate) with other health professionals and unregulated (assistant) workforces to enhance person centred outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• You have formal and informal systems in place for supporting colleagues</li> <li>• You maintain supervision records for students</li> <li>• You participate as a team member to ensure the best outcomes for patients/ people</li> </ul> <ul style="list-style-type: none"> <li>• Your tasks are scheduled and completed in a timely manner</li> </ul> <ul style="list-style-type: none"> <li>• You use recognised skill sharing processes such as the Calderdale framework to delegate parts of your practice to other team members</li> </ul>
<p><b>Service Improvement and Research / / Te Whakapai Ratonga me te Rangahau</b></p>	
<ul style="list-style-type: none"> <li>• Broadens research and development skills through participation in local audit and research projects as identified by team leaders, professional leaders or other AH professionals.</li> <li>• Participates in quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice etc.</li> <li>• Develops and /or participates in regional / sub regional professional networks as appropriate to area of work.</li> <li>• Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process.</li> <li>• Practises in a way that utilises resources in the most cost-effective manner, including inter-disciplinary and transdisciplinary practice</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation in department quality and service developments.</li> <li>• Establishes working partnerships with external organisations to promote integrated working</li> <li>• Participate in workforce redesign programmes e.g. Calderdale Framework</li> </ul>

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"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with SDHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> </ul>
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>

### Relationships

External	Internal
<ul style="list-style-type: none"> <li>National/ Local Optometrists</li> <li>National/ Local Orthoptists</li> <li>Low Vision agencies</li> <li>General practitioners</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Director of Allied Health</li> <li>Service Manager/ Unit manger</li> <li>Ophthalmologists</li> <li>Nurses</li> <li>Administration</li> <li>Other DHB Staff</li> <li></li> </ul>

### About you – to succeed in this role

#### You will have

#### Essential:

- Experience in implementing Te Tiriti o Waitangi in action
- Minimum of 5 years' experience
- APC requirement
- Background in Ophthalmology
- High level of interpersonal and communication skills

#### Personal attributes

- Ability to work in a supportive and honest manner.
- Accept responsibility for own actions.
- Highly motivated, multitasker
- A friendly, polite and customer focussed approach.
- A professional manner where confidentiality is always maintained.
- Good interpersonal skills, including ability to work effectively with people at all levels of the health system including patients, public and contractors.



- Actively participate in, and contribute to, team effectiveness.
- Effective team member with a flexible approach and readily able to adapt to change.
- A high standard of personal presentation.

**Desired:**

- Current NZ Drivers Licence

**You will be able to**

**Essential:**

- **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**
- **Demonstrate computer literacy with a broad understanding of computer skills.**

**Desired:**

- **Demonstrate strong leadership skills.**

*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**

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Employee

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Date

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Manager

...

Date

