Role Summary

Senior Analyst / Trainer

<table>
<thead>
<tr>
<th>Team</th>
<th>Policy, Engagement and Processes</th>
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</thead>
<tbody>
<tr>
<td>Group</td>
<td>National Investigation and Tracing Centre</td>
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<tr>
<td>Directorate</td>
<td>COVID-19</td>
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<tr>
<td>Manager</td>
<td>Lead - Policy, Engagement and Process</td>
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<tr>
<td>Location</td>
<td>Wellington</td>
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<tr>
<td>Indicative Level</td>
<td>This role is considered to be the equivalent of a Senior Analyst level role (Salary Band 17)</td>
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<tr>
<td>Date</td>
<td>August 2020</td>
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About the COVID-19 Directorate

The COVID Directorate is a function that has been established within the Ministry to provide oversight of all activities contributing to the Ministry’s COVID-19 response. It is led by the Deputy Chief Executive COVID Directorate and is accountable for the Ministry’s COVID-19 plan.

The COVID Directorate comprises of the following key functions:

- Testing strategy
- Managed isolation & quarantine
- Border operations
- Contact tracing
- Response and coordination
- Programme management and planning
- Intelligence & data insights
- Science & Technical Advisory Group
- Government services
- Clinical expertise

These functions work in close collaboration with each other and across Directorates to ensure seamless delivery of the Ministry’s COVID-19 response. They also support the wider All of government response to COVID-19.

About the National Investigation and Tracing Centre

The National Investigation and Tracing Centre (NITC) team was established within the Ministry of Health on 24 March 2020 to support case investigation and close contact tracing. These functions are important existing practices performed by the twelve Public Health Units (PHUs) within New Zealand to manage infectious notifiable diseases.
The purpose of case investigation and contact tracing is to prevent potential onward transmission of COVID-19, raise awareness about the disease and its symptoms, and support early detection of suspected cases by ensuring the safe, effective and timely quarantining of 80% of close contacts within 24 hours of registration in the National Contact Tracing System. This is delivered through Ministry contracted providers and other agencies, and is supported by national policies and guidelines and clinical oversight. When required the Contact Tracing providers will operate a service for 16 hours a day, seven days a week to ensure close contacts of cases notified by the PHUs are called within 24 hours of registration. The team is also equipped to undertake case investigation supported through a delegation model with PHUs. The National Investigation and Tracing Centre team is responsible for ensuring that clear and effective communication is provided to individuals who are identified as close contacts by confirming that they understand isolation/quarantine requirements and gaining agreement to isolate/quarantine. The safe and timely isolation/quarantining of close contacts are supported by six operational principles:

- communication of isolation/quarantine requirements is consistent with clinically safe best practice
- ensuring equitable outcomes for Māori and Pasifika peoples
- providing people-centred, timely, consistent and high-quality communication
- ensuring privacy and security of information is maintained
- providing continuous improvement through effective monitoring and evaluation
- ensuring adherence to obligations under the Health Act 1956

**Position purpose**

As the Senior Analyst/Trainer in the Policy, Engagement and Process team you will be responsible for providing business support and training in relation to the National Investigation and Tracing Centre (NITC) and the Border Solution (BRDR) to both internal and external system user communities. The primary function will be the training of super users (including management of the NITC training materials and environment), advice on how to use NITC, management and coordination of business change messaging for any enhancements to the technology solutions which impact on the delivery of the overall service.

**What you’ll do**

- Provide high quality advice and support, oversight and direction as required on policies, standards and guidelines, with input from the Clinical Lead where required
- Lead the effective implementation of key pieces of work in a collaborative way across the team/Directorate/Ministry
- Coordination of the solution release notes into business change messaging to identify the impact to each of the user groups.
- Maintain training material in-line with solution deployments and impacts to user groups.
- Training for new users of the NITC/BRDR solution.
- Provide ongoing support to nominated super users.
- Provide leadership for projects and areas, working with others to ensure all work is well planned, using work planning tools and methods which includes taking strategic and tactical approaches to achieve results through high quality advice
• Enhance the capability of the team through guiding and mentoring of other team members during their day to day work
• Provide advice and up-date information to lead or assist in meeting all Ministerial obligations including ministerials, parliamentary questions, briefing to the Minister where required, and Official Information Act requests
• Build collaborative and positive relationships across the team, group Directorate, Ministry, the wider health sector, government and other external stakeholders
• Ensure all work reflects our responsibilities to the priority of equity and meeting Treaty of Waitangi obligations
• Prepare, assess and present all relevant papers, reports, letters and any other documentation within agreed timeframes
• Participate in the creation and maintenance of guidelines, standards, tools, policies and processes
• Contribute to the elimination of any health inequalities within the service

Leadership attributes
The COVID-19 Directorate is a fast-paced and changing environment. We need people who have a high degree of resilience and agility, can expertly connect and collaborate with key stakeholders across the broader Ministry and All of Government COVID-19 response, and manage a highly ambiguous and changing workload.

The relevant competencies within the State Services Leadership Success Profile (LSP) are outlined below.

<table>
<thead>
<tr>
<th>Leadership Competencies</th>
<th>Leadership Characters</th>
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<tbody>
<tr>
<td>Engaging others</td>
<td>Curious</td>
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<tr>
<td>Leading with influence</td>
<td>Honest and Courageous</td>
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<tr>
<td>Achieving ambitious goals</td>
<td>Resilient</td>
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<tr>
<td>Managing work priorities</td>
<td>Self-aware and agile</td>
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What you’ll bring to the role

• Tertiary qualification in a relevant field and or equivalent experience
• A commitment to ensuring your work reflects our responsibilities to the priority of equity and meeting Treaty of Waitangi obligations.
• Experience analysing and interpreting complex issues and information and the ability to present this in simple and clear ways to enable effective decisions
• Highly developed verbal communication skills, particularly the ability to translate complex technological language into a message that is suitable and engaging for wide range of audiences
• Demonstrated ability to make connections between various aspects of a piece of work and wider implications for stakeholders and decision makers
• Experience in influencing people and supporting successful delivery of work programmes
• Proven organisational skills with the ability to think ahead, use initiative, establish priorities and meet deadlines whilst preserving high levels of accuracy and confidentiality
• Initiative, flexibility and a drive to contribute positively to the whole team
• Demonstrated ability to both lead and contribute to projects across teams
• Excellent interpersonal skills with the ability to foster good stakeholder relationships and relate to a wide range of people
• Knowledge of the machinery of Government and an understanding of public health system functions would be an advantage.