

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Administrator, Primary Care		
Reports to	Manager, Primary Care		
Location	Wellington		
Department	National Commissioning		
Direct Reports	0		Total FTE 0
Budget Size	Opex	N/A	Capex N/A
Delegated Authority	HR	N/A	Finance N/A
Date	11 November 2022		
Job band (indicative)	12 SU		

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, 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	<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	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>
Whanaungatanga	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>
Te Korowai Manaaki	Seeks to embrace 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 Care Team sits in the Primary Community Rural Group (in the Commissioning Directorate).

Primary care is a government priority. A well-connected effective primary health care system that is equitable and meets Te Tiriti obligations, patient centred, supported by appropriate funding and contracting frameworks, underpinned by reliable data and technology; and includes strong relationships, is pivotal to improving patient health outcomes.

The primary purpose of the role is to provide the Primary Care team with high-quality and timely support to enable them to effectively deliver their work programmes. This requires:

- managing and prioritising a variety of tasks, including proof-reading and formatting Machinery of Government work and moving it through sign-out processes
- processing invoices, arranging accommodation and travel
- coordinating team meetings
- supporting the team manager with inbox and calendar items
- assisting with other administrative issues that arise.

The Administrator will use their excellent organisational and time management skills to ensure the teams work is delivered on time and to a high standard.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Te Tiriti and Equity	<ul style="list-style-type: none"> • Ensure all work reflects our responsibilities to the priority of equity and meeting Treaty obligations
Processes	<ul style="list-style-type: none"> • Manage written material processes for the team including set up, formatting, collation and distribution • Maintain up to date logs of all Machinery of Government work across the team, ensuring work is saved conveniently and effectively • Contribute to the improvement and development of administrative processes and systems • Co-ordinate meetings including inviting attendees, booking rooms, circulating material, taking minutes

	<ul style="list-style-type: none"> • Co-ordinate Primary Care team meetings, circulating agendas and sourcing guest speakers
	<ul style="list-style-type: none"> • Process invoices, arrange accommodation, travel and expenses.
Teamwork	<ul style="list-style-type: none"> • Build collaborative and positive working relationships with staff across the wider Te Whatu Ora, Te Aka Whai Ora and Manatū Hauora, as well as internal and external key stakeholders
	<ul style="list-style-type: none"> • Provide support to the Primary Care team Manager with general administration, booking meetings, managing calendar appointments, prioritising inbox items and anticipating needs, while maintaining confidentiality
	<ul style="list-style-type: none"> • Partner and collaborate with other Directorate support team members, providing support to others as required
	<ul style="list-style-type: none"> • Support the managers and staff in the use of business systems
Timeliness	<ul style="list-style-type: none"> • Deliver work to the agreed standards, manage time effectively and ensure all work is completed by the required timeframes
	<ul style="list-style-type: none"> • Follow standard policies and processes as required

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

Matters which must be referred to the Acting Manager of Primary Care

- [insert matters which must be referred]

Relationships

External	Internal
<ul style="list-style-type: none"> • Primary and community care sector • Te Aka Whai Ora • Manatū Hauora • Other health sector agencies and government agencies as required 	<ul style="list-style-type: none"> • Other Directorates/Groups/Teams in Te Whatu Ora

About you – to succeed in this role

You will have

Essential:

- Proven organisational skills with the ability to think ahead, use initiative, establish priorities and meet deadlines while preserving high levels of accuracy
- Intermediate knowledge and experience using Word and Excel

- Self-motivation and ability to multi-task while maintaining calm in a busy work environment
- Capability to plan well and operationalise details to ensure effective project delivery
- Ability to get people working together to achieve the task while ensuring that necessary resources are available
- Strong relationship management skills and ability to work efficiently and effectively with a range of stakeholders
- Experience in managing time efficiently and prioritising tasks as needed
- Clear oral and written communication skills to help facilitate cross-team and group collaboration

Desired:

- A relevant graduate and post-graduate qualification
- Experience in implementing Te Tiriti o Waitangi in action

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

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.