

## Position Description

Vacancy ID: 7079

<b>Position:</b>	<b>Clinical Dietitian - Allied Health Professional</b>
<b>Reports to:</b>	<b>Clinical Coordinator - Dietetics</b>
<b>Professional Accountability:</b>	<b>Professional Lead - Dietetics</b>
<b>Directly Supervising:</b>	<b>Students where applicable Supervision and Delegation to Allied Health Assistants</b>
<b>FTE:</b>	<b>1.0 FTE; Permanent</b>

Version 1.0

### Organisation Context

Te Whatu Ora | Health New Zealand leads the day to day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels. It weaves the functions of the 20 former District Health Boards into its regional divisions and district offices, ensuring continuity of services in the health system.

Te Pae Hauora o Ruahine o Tararua – MidCentral District (previously MidCentral District Health Board) provides healthcare services to over 180,000 people across the Manawatu, Horowhenua and Tararua regions. With a large hospital campus at Palmerston North, the health care provider also provides key health care and support services to neighbouring communities. We are one of the Manawatu's largest employers with over 2800 staff members.

### Description of Service

Clinical Dietitians work alongside a variety of healthcare professionals as part of multidisciplinary teams in a variety of settings such as inpatient care, outpatient clinics and home and community settings, to ensure consistent, comprehensive care and better health outcomes for individuals and their family/whanau.

### Role Relationships

Key functional relationships include: Multi-disciplinary teams, Other Allied Health teams, Service users and Disability Support Clients, Family, Whānau, carers, General Practice Teams, Community Healthcare Providers including home based community support services, Other regional health care providers.

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## Role Purpose

The role Clinical Dietitian Allied Health professional is to apply medical nutrition therapy and services in the provision of safe and high quality therapeutic diets. Incorporating the 'Nutrition Care Process' a detailed nutritional assessment, intervention, and plan to monitor and evaluate outcomes tailored to service users who are referred to the service for MidCentral inpatient, outpatient or community services.

The Clinical Dietitians work within the Multi-Disciplinary Teams (MDTs) and in partnership with individuals, whanau, and communities in states of health and disease to support optimal health and well-being. The position integrates with other specialty services in hospital inpatient wards, specialist outpatient clinics and community services inclusive of paediatrics, diabetes, renal, cardiovascular, oncology, surgical, rehabilitation, gastroenterology, general medical, neurology, respiratory, mental health, and weight management.

The position is expected to provide services to where the need is required across the MidCentral and may be allocated to Palmerston North Hospital or other MidCentral sites. Staff could be allocated to and /or rotated between specific and general services or facilities determined by service requirements.

## Role Responsibility

Allied Health Professional responsibilities are centred around the Key Accountabilities which are made up of the four pillars of practice and MDHB Bicultural Model of Care (2018).

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## TE TIRITI O WAITANGI OBLIGATIONS

Participate in an innovative continuous quality improvement programme for Māori whanau.  
Promote the use of performance, quality and equity data and health outcome information to:

- Measure and monitor best practice and health inequities
- Identify barriers to high quality, equitable care
- Identify continuous quality improvement initiatives that focus on achieving health equity, excellent health outcomes, and excellent whanau care

Ensure the professional integrity of MidCentral by carrying out all functions in compliance with Te Tiriti o Waitangi by demonstrating ongoing commitments to keeping Te Tiriti alive.

Show sensitivity to cultural complexity in the workforce and a high level of cultural competency with consumer and whānau populations of diversity.

Apply the articles of Te Tiriti o Waitangi in everyday practice:

- Article 1, Kawanatanga - Partnering for mutual benefit
- Article 2, Tino Rangatiratanga – Māori retain rights to their own treasures, resources and knowledge
- Article 3, Oritetanga – Māori are entitled to the same rights and outcomes as that of other citizens
- Article 4, Wairuatanga – Spiritual diversity is retained

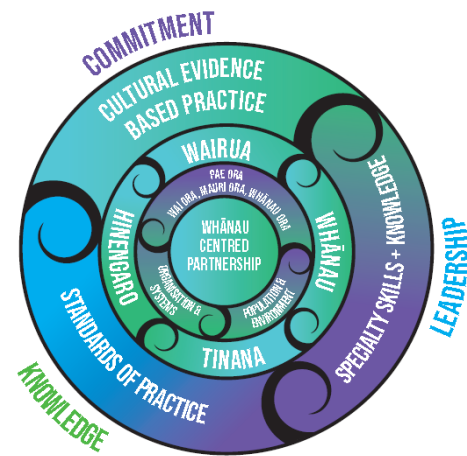
Demonstrate understanding of and apply Te Whāre Tapa Whā (the four cornerstones of health), te taha wairua (spiritual aspects), te taha hinengaro (mental and emotional aspects), te taha whānau (family and community aspects) and te taha tinana (physical aspects) to practice

Practice is consistent with person/whānau centred care and the principles of - Te Tiriti o Waitangi.

## Allied Health key accountabilities - four pillars of practice and MidCentral Bicultural Model of Care (2018)

- Te Hiringa O Te Mahi Hauora - Clinical Practice
- Te Arataki Me Te Whakahaere - Leadership and management
- Te Whai I Te Matauranga - Teaching and Learning
- Te Whakapai Ake I Te Kounga Rangahau Me Te Huringa - Service improvement and research

He Korowai Oranga, the Māori Health Strategy (2014) articulates three key concepts of Wai Ora, Mauri Ora and Whānau Ora; these three concepts are understood as a means for achieving Pae Ora (Healthy Futures). These concepts are interconnected and align with the Māori health model Te Whare Tapa Whā. Culturally responsive practice integrates the above elements to reinforce and further strengthen the strategic direction for Māori health and the advancement of healthcare for all New Zealanders. Wai Ora, Mauri Ora, Whānau Ora will be integrated by the Allied Health Practitioner into professional standards, clinical skills, critical inquiry and culturally responsive, evidence-based practice when partnering with the person, whānau and wider team.



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The key accountabilities link to one or more of the Wai Ora, Mauri Ora and Whānau Ora concepts and these are identified within each accountability where:

- Mauri Ora (Individuals) Mauri is the concept of the life force that is instilled in people and all living things. Mauri Ora is the protection and advancement of this force for health.
- Wai Ora (Healthy Environment) Wai is literally water but in this context represents the natural environment in which we live. A healthy environment is essential for individual and collective health.
- Whānau Ora (Healthy Families) Whānau or families are the cornerstone of Māori, and indeed all people's lives. Providing care in this context ensures people are attached, grounded and empowered to advance the health of themselves, their families and wider communities.

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KEY ACCOUNTABILITIES				
TE HIRINGA O TE MAHI HAUORA -CLINICAL PRACTICE Whānau Ora and Wai Ora				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> <li>Practices in accordance to contractual and referrer requirements, with Dietitians Board Professional Standards &amp; Competencies for Dietitians, Code of Ethics and Conduct and relevant legislation.</li> <li>Use Nutrition Care Process (NCP) to undertake nutrition assessment, diagnosis, intervention and monitoring/evaluation of medical nutrition therapy in clinical practice.</li> <li>Comply with Dietitians Board requirement relating to prescribing and authorising subsidised dispensing of Special Foods (oral, enteral and parenteral products) and approved nutrition-related medicines to optimise nutritional status.</li> <li>Promotes and integrates into practice effective communication and evidence- based best practice models in a manner that the service user determines as culturally safe.</li> <li>Delivers a high standard of care and leads clinical practice initiatives that enhance patient care.</li> <li>Takes professional responsibility for managing own clinical case load load with increasing complexity and be able to independently adapt and make decisions regarding treatment / intervention and identify where additional clinical support is required.</li> <li>Practises in partnership with the service user, acknowledging whānau perspectives and supports their participation in services</li> <li>Identifies opportunities for rongoa (traditional Māori medicine) to be an effective contributor to health and wellbeing</li> <li>Integrates Māori approaches such as whakawhanaungatanga/building authentic meaningful relationships.</li> <li>Provides comprehensive effective and timely assessments, with an equity lens to identify health needs/priorities and plans and establishes individualised treatment / intervention plans in partnership with people and whānau.</li> <li>Identifies and creates opportunities to promote health literacy and the provision of culturally competent treatment processes to improve outcome of care</li> <li>Enables culturally appropriate patient care ensuring the service user and whānau. voice is provided for, and understanding of the diverse needs of Māori and Pacific populations by liaising</li> </ul>				<ul style="list-style-type: none"> <li>Demonstrated caseload management in line with service criteria and within expected time frames.</li> <li>Accurate logging of daily activity.</li> <li>Evidence of advice sought and referrals to other support services are made where further or ongoing support is required.</li> <li>Service user's records show ethnicity is identified and recorded correctly.</li> <li>Demonstrated safe practice is maintained in line with MidCentral policies i.e. infection control, risk identification, informed consent.</li> <li>Regular attendance and active contribution to MDT (leads as appropriate), clinics, case review / conferences, service planning and professional development activities.</li> <li>Delegates tasks appropriately to non- registered staff</li> <li>Completed Allied Health Documentation Audit at least once per annum:               <ul style="list-style-type: none"> <li>All criteria are met.</li> <li>A summary of individual results are reflected on at performance development meeting.</li> <li>Evidence of treatment / intervention plans reviewed and documentation of expected outcomes against goals.</li> </ul> </li> <li>Peer Review completed a minimum of once per annum and includes observed clinical patient consultation, case presentation, non-patient related and prescribing peer review.</li> <li>Evidence captured in current performance and peer review of:               <ul style="list-style-type: none"> <li>Self-reflection on clinical and cultural best practice.</li> <li>Service User goals include what is valuable to the individual / Whānau and meet their self-identified needs.</li> <li>Te Whāre Tapa Whā is evident in treatment planning.</li> </ul> </li> </ul>

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<p>through effective team coordination and advocacy with the relevant cultural and spiritual unit to provide appropriate support</p> <ul style="list-style-type: none"> <li>• Completes documentation consistent with legal and organisational requirements, including gaining consent, treatment plans and goals and completes daily data entry.</li> <li>• Actively contributes to MDT teams and case conferences to ensure the delivery of a coordinated multidisciplinary service.</li> </ul>	<ul style="list-style-type: none"> <li>○ Demonstrated interactions relaying, complex, sensitive and professional information and accountability for practice</li> <li>• Shows evidence of integrating actions into own clinical practice to reduce health inequities for people and whānau.</li> <li>• Has awareness of local, sub regional and regional situation in relation to health and social support, and the impact on service provision.</li> </ul>
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TE ARATAKI ME TE WHAKAHAERE -LEADERSHIP AND MANAGEMENT Whānau Ora and Wai Ora				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritisation of caseload, to optimise service quality and assists others.</li> <li>• Contributes towards efficient workflow by delegating appropriate work to other Allied Health staff when applicable.</li> <li>• Legislative requirements for the collection, use and storage of health and disability information are met.</li> <li>• Creates opportunities for the practice of cultural beliefs, wairuatanga (spirituality), cultural considerations and tikanga in the practice setting.</li> <li>• Reflects on service provision and promotes innovation.</li> <li>• Engages and leads initiatives on behalf of clinical or professional team.</li> <li>• Clinical Practices have been considered and the concepts within the Bicultural Model of Care applied.</li> <li>• Engages with Kaupapa Māori services and referral pathways available for our population.</li> <li>• Develop and foster a positive work culture based on MidCentral values (appendix A)</li> </ul>				<ul style="list-style-type: none"> <li>• Leads, regularly attends and actively contributes to relevant department, clinical and team meetings.</li> <li>• Example of identified opportunities for service provision and innovation.</li> <li>• Daily activity logged demonstrates time allocated effectively.</li> <li>• Documentation audits occur at least once per annum.</li> <li>• Example of bicultural practice included and reflected on in performance appraisal / peer review.</li> <li>• Has self-identified and organised own mandatory education and performance development.</li> <li>• Supports others in bicultural clinical practice.</li> </ul> <p>Provides clear delegation of tasks as per Allied Health policy:</p> <ul style="list-style-type: none"> <li>• Ensures delegated tasks are appropriate and understood.</li> <li>• Documentation / sign off is completed.</li> </ul>

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TE WHAI I TE MATAURANGA -TEACHING AND LEARNING Whānau Ora and Mauri Ora				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> <li>• Demonstrates commitment to the ongoing development and practice of the profession.</li> <li>• Maintains competence to practise through identification of learning needs, reflective practice and continuing professional development (CPD) activities.</li> <li>• Supports the supervision of students in accordance with organisation / service agreements with relevant tertiary organisation / departmental guidelines and relevant Codes of Safe Practice.</li> <li>• Enhances own professional development and the skill base of the team.</li> <li>• Update's knowledge of assessment and treatment techniques and developments in specific discipline.</li> <li>• Assists new entry practitioners where the complexity of the service users past medical history and / or current presentation is beyond their clinical experience.</li> <li>• Provides supervision and support for colleagues or other Allied Health Staff.</li> <li>• Updates knowledge of assessment and treatment techniques and developments in specific discipline.</li> </ul>				<ul style="list-style-type: none"> <li>• Practice of supervision occurs in accordance with the profession's registering board requirements and supervision training is completed.</li> <li>• Registering body professional development requirements are met, including peer review.</li> <li>• Annual Practising Certificate is renewed.</li> <li>• Essential skills checklist completed, presented at appraisal and maintained as applicable for the role, including Te Tiriti o Waitangi and cultural responsiveness in practice training.</li> <li>• Delivers education in the direct clinical area and discipline specific education across MidCentral and community teams.</li> <li>• Annual performance development review and professional development plan is initiated and occurs annually inclusive of cultural and clinical best practice.</li> <li>• Agreed identified training / development is completed within the required time frame.</li> <li>• Provides regular professional supervision and peer review.</li> <li>• Primary responsibility, supervision and assessment is undertaken of at least one student annually, when applicable to service.</li> <li>• Demonstrates individual responsibility for induction training, supervision and assessment of new entry practitioners delegated by the Professional Leader/ Coordinator/Manager.</li> </ul>

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TE WHAKAPAI AKE I TE KOUNGA RATONGA SERVICE IMPROVEMENT AND RESEARCH Wai Ora and Mauri Ora				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> <li>• Participates in / contributes to / initiates or leads quality improvement and clinical governance activities.</li> <li>• Contributes to annual planning process, including identifying gaps in service and contributing or leading work / projects that may result from the planning process.</li> <li>• Recognise cultural risk for service users and whānau and takes the appropriate action to ensure the environment is safe for service users, whānau and staff</li> </ul>				<ul style="list-style-type: none"> <li>• Demonstration of an awareness of service plan and MidCentral values.</li> <li>• Actively participates in clinical governance meetings and activities.</li> <li>• Participates in sub regional and regional professional networks and initiatives.</li> <li>• Quality Audits including documentation audits are completed according to the contractual and management requirements and actions incorporated into practice.</li> <li>• Demonstrates openness to change and courage in working differently.</li> <li>• Reflects on current research in area of practice individually and in team discussions.</li> <li>• Evidence of best practice actively sought to inform clinical practice.</li> <li>• The care environment is adjusted to meet the service user needs.</li> </ul>

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Health and Safety				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> <li>Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation.</li> </ul>				<ul style="list-style-type: none"> <li>Is familiar with all policies and procedures as they affect the work environment.</li> <li>Ensures that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>Is able to apply MidCentral's emergency procedures, including use of safety equipment and materials.</li> <li>Ensures that all incidents including near misses are reported within the required timeframe using MidCentral's incident reporting system.</li> <li>Actively participates in the MidCentral's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>

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## Key Competencies

Competencies are the skills, knowledge and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified.

For the purposes of selection essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Essential competencies

- Postgraduate Diploma in Dietetics or Master of Dietetics degree; or Master of Science (Nutrition and Dietetics) degree, or Master of Health Sciences in Nutrition and Dietetics; as recognised by the NZ Dietitians Registration Board.
- NZ Registered Dietitian with a current Annual Practising Certificate, with endorsement as Dietitian Prescriber.
- Cultural awareness and understanding of health, disability and illness issues for individual clients.
- Effective interpersonal and communications skills and able to relate well with people of all ages and background.
- Demonstrates flexibility, adaptability and enthusiasm.
- Empowering approach to others and a good team player.
- Proven record of reliability and punctuality.
- Commitment to ongoing self-development.
- Current full driver's licence.
- Professional attitude and appearance.
- Meets the statutory and organisational requirements for working with children, as per the Children's Act 2014 and MidCentral policy, including a satisfactory police check and other safety checking processes.

### Desirable competencies

- Working knowledge and application of Microsoft Office including Word, Excel, PowerPoint
- Membership with Dietitians NZ and Special Interest Groups (SIGs)

## Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful.

*MidCentral will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.*

*Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety / Infection Control Team.*

- Ability to move about and undertake necessary duties in clinics, and offices within MidCentral Health and throughout the community.
- Ability to stand, walk, sit, stretch, twist, bend, lift/move objects.
- Manual dexterity sufficient to drive a motor vehicle, operate equipment including computer, other clerical items, weighing scales and enteral feeding equipment.
- Visual ability sufficient to drive, read, write/record, and operate equipment enabling accurate performance of essential job duties.
- Hearing and speech sufficient to enable direct and telephone communication with clients, caregivers and co-workers.
- Competent cognitive skills to be able to concentrate on the task in hand – an integrated sensory system.
- Must be adaptable and able to function under rapidly changing and demanding conditions.
- A high degree of mental concentration and related abilities is required.
- Some repetitive activities are involved in writing reports and other repeated duties.
- Skin condition should allow contact with water, soap/disinfectant soap.
- Freedom from colonisation or infection with MRSA.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- The appointee's health condition should not result in undue hazard to the worker, client or others as a result of exposure to blood, body fluids/waste or infectious disease (Note MidCentral Health's Policy for Work Restriction of Staff with Communicable Disease especially Skin Appendix.

## Conditions of Appointment

### EMPLOYMENT AGREEMENT

#### APEX Dietitians' Collective Agreement

The Collective Agreement which covers the work of this position is the APEX Dietitians' Collective Agreement which applies to employees appointed to roles that are covered by the Collective Agreement and who are members of the Association of Professional and Executive Employees (APEX) union.

#### PSA Allied, Public Health, Scientific and Technical Multi-Employer Collective Agreement

In addition, the Allied, Public Health and Technical Multi-Employer Collective Agreement also contains provision for dietitians and you are able to become a party to this Collective Employment Agreement if you wish. The union that represents employees in this collective is the New Zealand Public Service Association (PSA).

### NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, MidCentral's policies and appropriate legislation.

The appointment is permanent but may be terminated by four weeks' notice in writing by either party. In the event of the appointee being found to have breached the organisation's code of conduct or other policies, the appointment may be terminated without notice.

### SALARY

The salary for this position will be within the Allied Health Salary Scale, with actual placement within the scale taking into account the applicant's previous experience. Further progression beyond this will be based on merit.

Salary is proportionate to hours worked. All salary payments will be made by direct credit to a nominated bank account in the appointee's name (or jointly including the appointee's name).

### HOURS OF WORK

This is a full time position, Monday to Friday. On-call and weekend work will be rostered where this is a feature of service provision.

If the appointment is full-time the employee shall not engage in any other business or occupation without the prior consent of the Organisation. If an appointee is engaged in other business or occupation when taking up a full-time appointment with MidCentral, and wishes to continue to participate in this other business or occupation, this must be disclosed to the hiring manager prior to accepting the appointment.

### TE TIRITI O WAITANGI

MidCentral is committed to its obligations under Te Tiriti of Waitangi. The appointee will be expected to incorporate the principles of Te Tiriti of Waitangi in their working practices.

### EQUAL EMPLOYMENT OPPORTUNITIES

MidCentral is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

### SMOKE FREE ENVIRONMENT

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MidCentral provides smoke-free workplaces that protect the health and comfort of employees, patients/ clients, contractors, volunteers and visitors. All buildings, grounds and vehicles owned, occupied or leased by MidCentral are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/ clients and in the community.

## CODE OF CONDUCT

MidCentral has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral are also required to act with a spirit of service to the community and meet high standards of integrity and conduct as set out in Standards of Integrity and Conduct - a code of conduct issued by the State Services Commissioner.

## 'SHARED APPROACH TO WORK PRINCIPLES'

Developing a shared approach to working together

It is important that MidCentral has a healthy and safe working environment in which all employees feel their contribution is valued and appreciated. The actions and behaviours below are intended to provide a guide and assist us all to develop and maintain this environment.

To be happy and proud in our work we will:

- Care for and support each other to have a safe work environment;
- Treat each other with trust and respect, recognising cultural and other differences;
- Communicate openly, honestly and act with integrity;
- Enable professional and organisational standards to be met;
- Support each other to achieve, and acknowledge contributions and successes.

MidCentral does not tolerate bullying, harassment, or inappropriate behaviour in the workplace environment.

## CONFIDENTIALITY

All employees are responsible for the security of confidential and sensitive information which is held by MidCentral. All employees have a responsibility to comply with the requirements of the Privacy Act 1993 and the Health Information Privacy Code 1994 and any subsequent amendments.

It is a condition of employment for all employees that confidential or sensitive information is only accessed, used or disclosed as necessary to meet their employment or contractual obligations and in accordance with the relevant legislation, their professional obligations, and any other obligations imposed by law. Note: This does not preclude the sharing of clinical information among health professionals involved in the care or treatment of the individual on a "need to know" or consultancy basis.

Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral may not be accessed by employees not involved in the care or treatment of the patient or client, and also may not be disclosed to unauthorised persons, except for those specific cases defined in relevant legislation and as per MidCentral's Confidentiality Policy.

## HEALTH DECLARATION

Shortlisted applicants will be required to complete a Health Declaration form and provide this to the hiring manager. They may also be required to undergo a medical examination as part of assessing their ability to fulfil the requirements of the position.

## DECLARATION OF CRIMINAL CONDUCT AND OTHER INFORMATION

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Shortlisted applicants will be required to complete a Declaration of Criminal Conduct and Other Information form and provide this to the hiring manager.

## POLICE CLEARANCE/ CHECK(S)

Some appointments at MidCentral are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

Notwithstanding the police clearance process upon appointment, in future all MidCentral employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work, terminate employment, if any adverse information arises out of the police check/s.

## CHILDREN'S ACT 2014

Due to this role having contact with children and MidCentral's commitment to child protection, shortlisted applicants will be subject to 'safety checks' in accordance with the Children's Act 2014 before any offer of employment is made. These checks are required periodically for existing employees in accordance with the relevant legislation.

## APPLICATIONS

Applicants are required to complete an official form of application, providing names and addresses of three confidential referees\* - one being the current or most recent employer or educator, and attaching a CV and cover letter. Copies of recent testimonials or any other information considered pertinent to the position may also be included.

**\*Referee reports obtained or provided are subject to Section 27 (1) (c) of the Official Information Act 1982 and Section 29 (1) (b) of the Privacy Act 1993 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in MidCentral's appointment and review procedures.**

## Appendix A - MidCentral's Values and Behaviours

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All employees of MidCentral will adopt the values and demonstrate the behaviours related to them of being Compassionate, Respectful, Courageous and Accountable - in the following ways:

## COMPASSIONATE - KIA WHAI AROHA

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

## RESPECTFUL – KIA WHAI NGĀKAU

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

## COURAGEOUS – KIA MĀTĀTOA

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the MidCentral's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

## ACCOUNTABLE – KIA NOHO HAEPAPA

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems and issues.

## Appendix B – MidCentral's Strategy

*Compassionate  
Ka whai aroha*

*Respectful  
Ka whai ngākau*

*Courageous  
Ka mātātoa*

*Accountable  
Ka noho haepapa*

# Te Whatu Ora

Health New Zealand

Te Pae Hauora o Ruahine o Tararua  
MidCentral

## WE ARE COMMITTED TO

**Ka ū tā mātou mahi**



### WE ARE ABOUT

*Better health outcomes, better  
health care for all*

#### **Ko tā mātou mahi**

*He whakapai ake i te hauora hei oranga  
mō te katoa*

### WE WILL BE

*Compassionate*

*Respectful*

*Courageous*

*Accountable*

#### **Ka pēnei mātou**

*Ka whai aroha*

*Ka whai ngākau*

*Ka mātātōa*

*Ka noho haepapa*

### INDIVIDUALLY AND TOGETHER

## WE WILL

*Achieve quality and excellence by design*

*Connect and transform primary,  
community and specialist care*

*Partner with people and whānau  
to support health and wellbeing*

*Achieve equity of outcomes  
across communities*

#### **He mahi takitahi hei toa takitini**

*Kia kōunga, kia hiranga te hoahoa*

*Kia mahi tahi me te tangata, me te whānau hei  
tautoko i te hauora me te oranga*

*Kia tūhono e pai ake ai te atawhai tuatahi,  
te atawhai hapori, te atawhai ngaio*

*Kia tōkeke ngā hua mā ngā hapori katoa*

### WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

*People*

*Partners*

*Information*

*Stewardship*

*Innovation*

#### **Ka eke angitu mātou mā**

*Ō mātou iwi*

*Ō mātou hoa mahi*

*Te whakamōhio*

*Te tiaki*

*Te auaha*

*Compassionate  
Ka whai aroha*

*Respectful  
Ka whai ngākau*

*Courageous  
Ka mātātōa*

*Accountable  
Ka noho haepapa*