

Job Description	
<b>Position title:</b>	<b>Programme Lead, Health Care Home (HCH)</b>
<b>Reports to:</b>	General Manager Programmes and Practice Development
<b>Location</b>	Lower Hutt based, working across Hutt Valley
<b>Hours</b>	Up to 1.0 FTE
<b>Key Relationships:</b>	Health Care Home steering group and working groups General practice teams, owners and managers Te Awakairangi Health Network team and Cosine PHO Hutt Valley District Health Board team Community Services providers Māori and Pacific communities and providers Clinical leaders

### Te Awakairangi Health Network

The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.



Te Awakairangi Health Network provides services to a population of around 120,000 people across the Hutt Valley. TeAHN is part of a health alliance, the Hutt Integrated Network of Care with partners Cosine PHO and Hutt Valley DHB. TeAHN employs around 50 people and contracts with 18 medical practices across 22 sites. The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.

**Treaty of Waitangi:** Te Awakairangi Health Network is committed to Māori clients and stakeholders and ensuring service activity, development and implementation is undertaken in accordance with the principles of the Treaty of Waitangi – Tino Rangatiranga, Equity, Active Protection, Partnership and Options.

### **Programme Context**

This position is a fixed term role designed to support the planning and implementation of the Health Care Home

The Health Care Home is defined as being a single place that connects an individual with the broader health and social system. It is a team-based health care delivery model, led by a primary care clinician, providing comprehensive and continuous health and social care with the goal of supporting individuals to obtain the best possible health outcomes.

The Health Care Home is the building block to improved acute, proactive and preventative care. The Health Care Home builds primary care sustainability and strengthens integration of community services and primary care. It is about services being delivered closer to home, more proactive care, improved self-care, improved patient experience and allowing hospitals to better focus on providing episodic care to complex clients.

The Health Care Home model of care is intended to result in a number of improvements for General Practice, specifically related to four key domains:

- Timely and unplanned care for patients
- Proactive Care for high needs patients
- Routine and preventative care
- Business efficiency

### **Role Purpose**

The primary functions of the HCH Programme Lead will be to lead the implementation of the HCH model for primary care in the Hutt Valley. This will include providing operational leadership and management of the Health Care Home team.

The key elements include:

- Leadership of a project team to deliver on the programme milestones
- Partnering with and empowering practices on their journey of change
- Project management to effectively transition practices to the HCH model
- Monitoring and review of practice progress and performance
- Liaison with and maintaining alignment to the implementation of the Long Term Condition programme as well as other key programmes of work such as Community Service Integration
- Financial and business management of the HCH implementation team.

The person will have a set of sound management skills with a demonstrated ability to build trust, confidence and rapport across a range of stakeholders. The person will enjoy the opportunity to influence positive change, empowering clinicians, business owners and other key practice staff to transform how they provide care to their local people.

Te Awakairangi Health Network has a skilled and enthusiastic team that is passionate about supporting effective, sustainable primary care that delivers quality, patient centered care. Te Awakairangi Health Network is seeking a person who is both driven and able to energise the wider team to achieve a set of common goals. The person will thrive on building a vibrant team culture that is achievement orientated and excited about the potential for changing hearts and minds.

The person will also work closely with the DHB as a key partner in the Health Care Home, maintaining excellent relationships with the DHB and working in a system wide approach to achieve community integration.

Key Objectives	Expectations / Outcomes
<p><b>Team Leadership</b></p>	<p>Provide leadership and utilise the wider health system team to deliver on the work programme, set priorities and ensure agreed milestones are met.</p> <p>Co-ordinate and support appropriate training including identifying training needs, partnering with other organisations to access this as needed.</p> <p>Work with team members to facilitate career development, manage succession planning and build capacity/capability.</p> <p>Ensure the work programme is successfully delivered within the specified budget and is able to identify and mitigate risks as they arise.</p>
<p><b>Strategic Development and Implementation</b></p>	<p>Develop expertise to lead practice engagement, planning and the effective implementation of the HCH model in practices. This includes identifying key opportunities to expand/enhance the model delivered by practices.</p> <p>Contribute to the strategic development of the HCH model including local adaptations that improve uptake and ease implementation at a practice level.</p> <p>Maintain practice and programme performance monitoring and reporting to the steering group, keeping them well informed on progress while proactively managing the overall timetable for change with practices.</p> <p>Present in different forums on the Health Care Programme in the Hutt Valley as required</p>

<p><b>Relationship Development</b></p>	<p>Proactively develop and build robust relationships with general practices, Te Awakairangi Health Network, Cosine PHO, and the HVDHB to support the implementation of HCH.</p> <p>Work with the DHB and general practices across the Hutt Valley to build a shared knowledge of the changes proposed to implement key enablers and elements.</p> <p>Understand and actively apply sound principles of change management to support change management processes.</p> <p>Build and maintain the confidence of Hutt Valley partners in this implementation, ensuring they are kept informed of progress and are well engaged as the strategy develops.</p> <p>Support practices in their efforts to apply co-design principles, acting as a resource and linking them to key people who can assist them to engage their staff and patients in the design of their HCH.</p>
<p><b>Team Work</b></p>	<p>Work co-operatively with others in the team, sharing knowledge, promoting a culture of excellence while building local solutions to local issues.</p> <p>Listen and respond constructively to others' ideas and proposals.</p> <p>Empower team members to take initiative, to be innovative and encourage this in the practice teams they are working with.</p>
<p><b>Monitoring and Reporting</b></p>	<p>Maintain and continue to develop the reporting and evaluation framework that ensures the programme can be monitored effectively.</p> <p>Delivers regular progress progress against agreed programme milestones – both verbal updates and written reports, including agreed metrics.</p>
<p><b>Health and Safety</b></p>	<p>Ensure the work is undertaken in a safe and supportive environment. Proactively identify, minimize/eliminate hazards, report these when they become apparent.</p> <p>Apply the organisation's health and safety policies, ensuring teams have a shared understanding of these.</p> <p>Have an emergency action plan in place and ensure staff are well appraised of this.</p>
<p><b>Organisational Values</b></p>	
<p><b>Treaty of Waitangi, Māori, Iwi, Pacific communities</b></p>	<p>Work collaboratively with Iwi partners to ensure programmes are culturally appropriate.</p> <p>Programme activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi: partnership, protection and participation.</p> <p>Appropriate consultation is undertaken with Māori and Pacific communities.</p>
<p><b>Professional development</b></p>	<p>Maintains professional competencies and develops own knowledge by participating in learning opportunities, as appropriate and as agreed by line manager.</p> <p>Identifies own learning needs.</p>

<p><b>Accountability</b></p>	<p>Follows established procedures for recording information and maintaining privacy and confidentiality.          Demonstrates accountability for own actions.          Acts independently and also as a member of the multidisciplinary team.          Works within the scope of the role by knowing own limitations.          Requests assistance when required.</p>
<p><b>Person Specifications</b></p>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications (eg business, health, project management).</li> </ul>	
<p><b>Essential skills, knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• An acknowledged and respected strategic leader with experience and commitment to leading change that makes a long term difference</li> <li>• A working understanding of general practices, business operations and leading change</li> <li>• A strong relationship builder, enabling and achieving through high quality, lasting relationships</li> <li>• Demonstrated effective communication and negotiation skills</li> <li>• Experience in leading a team, providing vision and inspiring others to achieve strategic goals.</li> <li>• A confident and articulate communicator with ability to build positive, resilient relationships and to interact with people all levels across organisations.</li> <li>• An understanding of small business practice, a sensitivity to the issues owners face and experience in working in an empowerment model to effect change.</li> <li>• Well developed planning and organisational skills with the ability to design, implement and monitor the effective delivery of plans.</li> <li>• An ability to see and articulate a big picture view to capture hearts and minds while also working closely with individuals delivering front line services to implement practical changes.</li> <li>• Strong commercial acumen and strategic thinking abilities, sound analytical and problem solving skills.</li> <li>• An understanding of principles around health equity and the capacity to translate this into action.</li> <li>• Self motivated with a strong desire to achieve and generate tangible outcomes.</li> </ul> <p><b>Desirable skills, knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• Management / business management experience.</li> <li>• Experience in coaching, empowering and enabling others to manage change.</li> <li>• Ability to articulate vision, inspiring others to achieve strategic goals</li> <li>• Project management, co-design and lean training.</li> <li>• An understating of the health and community services sector</li> <li>• Knowledge of continuous quality improvement and quality monitoring frameworks</li> <li>• Knowledge of general practice, business processes, IT and telephony enablers.</li> <li>• Knowledge of DHB processes</li> </ul>	

## Confirmation of Position Description

Full name of employee: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signed on behalf of Te Awakairangi Health Network:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_