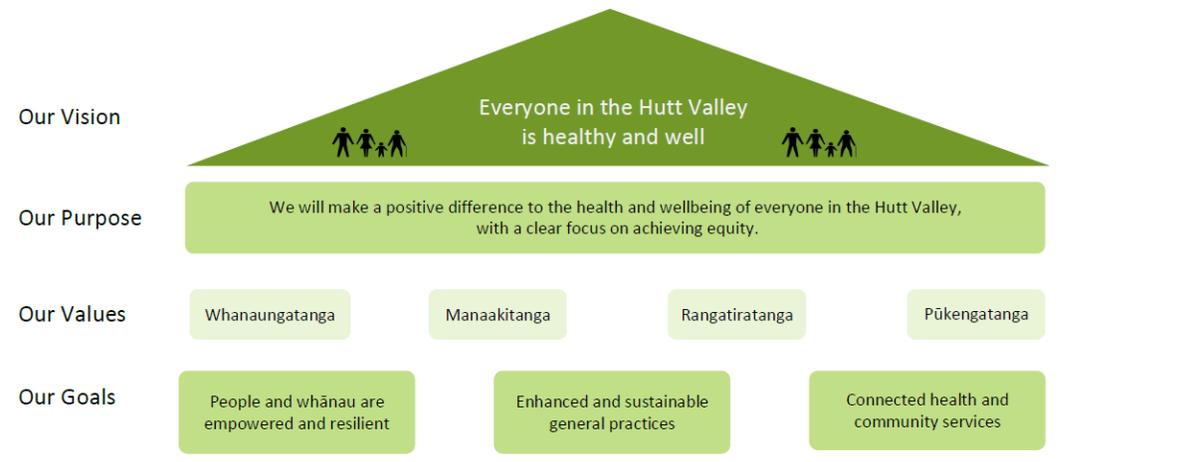


Position Description	
Position title:	Quality Lead
Reports to:	General Manager Programmes and Practice Development
Direct Reports:	Nil
FTE:	0.8 - 1.0 FTE, unless variation agreed by employer and employee
Functional Relationships:	<ul style="list-style-type: none"> ⤴ Te Awakairangi Health Network staff ⤴ Clinical Governance Committee ⤴ General Practice staff ⤴ Community Providers ⤴ Hutt Valley District Health Board staff ⤴ Māori and Pacific communities and providers ⤴ Health & Disability Commission ⤴ Health Quality & Safety Commission ⤴ RNZCGP ⤴ Ministry of Health
<p>Te Awakairangi Health Network</p> <p>The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.</p> <div style="text-align: center;">  <p>Our Vision Everyone in the Hutt Valley is healthy and well </p> <p>Our Purpose We will make a positive difference to the health and wellbeing of everyone in the Hutt Valley, with a clear focus on achieving equity.</p> <p>Our Values Whanaungatanga Manaakitanga Rangatiratanga Pūkengatanga</p> <p>Our Goals People and whānau are empowered and resilient Enhanced and sustainable general practices Connected health and community services</p> </div>	
<p>Te Tiriti o Waitangi (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 provisions of Te Tiriti o Waitangi – partnership, protection and participation.</p>	

Position Summary: The role of the Quality Lead is to provide leadership to TeAHN and our member practices in striving for excellence in primary care service delivery. The Quality Lead will provide quality assurance and quality improvement expertise and leadership, both internally and externally, to ensure a safe, evidenced based practicing environment that supports the vision, values and strategic plans of Te Awakairangi Health Network (TeAHN).

Key Objectives	Performance Indicators / Outcomes
1. Quality Assurance	<ul style="list-style-type: none"> ▲ Carry out a strategic review of TeAHN’s Quality Plan every three years to ensure quality assurance and improvement remains central and sustainable ▲ Annually review and revise TeAHN’s quality management activities and priorities and set these out in the Annual Plan to ensure a high standard of quality service is delivered ▲ Provide expertise in minimum sector standards, and support member practices to meet best practice and continuous quality assurance and improvement programmes (e.g. RNZCGP Foundation Standards, Cornerstone, and clinical audits) ▲ Provide oversight and guidance of TeAHN’s Audit Programme ▲ Undertake reviews of clinical policies, processes and procedures, as required.
2. Quality Improvement	<ul style="list-style-type: none"> ▲ Support quality improvement programmes and initiatives across the Network, including new models of care such as Health Care Home ▲ Use both qualitative and quantitative data for guiding and evaluating quality improvement ▲ Lead, implement and monitor activities that support evidence-based improvements in quality at practice level including: <ul style="list-style-type: none"> ○ the use of quality improvement tools and methodologies; ○ the implementation and maintenance of legislative, professional and contractual requirements; ○ the use of the results of the Patient Experience Survey to put positive changes in place to improve the quality of service delivery and patient safety. ▲ Lead and coordinate Professional Development offerings for TeAHN.
3. Adverse Event Reporting and Incident resolution	<ul style="list-style-type: none"> ▲ Assist TeAHN to meet its privacy obligations under the Health & Disability Commissioner and the Health Information Privacy Code and other relevant legislation ▲ Monitor complaints about TeAHN programmes and services, and support TeAHN to ensure suitable resolutions are put in place and monitored ▲ Monitor complaints about member practices, and proactively support the practice to ensure suitable resolutions are put in place and monitored

	<ul style="list-style-type: none"> ⤴ Monitor reportable events across the Network (including SAC reporting) and ensure appropriate review and implementation of remedial actions are undertaken. Share lessons learnt across practices when and where appropriate
4. Emergency Management	<ul style="list-style-type: none"> ⤴ Oversee and assist TeAHN and member practices to update their Emergency Management Plans ⤴ Liaise and represent TeAHN with key emergency management bodies within the Hutt Valley and across the region as required ⤴ Support emergency management training and exercises as required.
5. Stakeholder liaison and engagement	<ul style="list-style-type: none"> ⤴ Provide quality assurance and improvement training and education to TeAHN staff to support the delivery of the organisation's strategic objectives ⤴ Participate in relevant cross-service forums within TeAHN to provide quality improvement internally and with member practices ⤴ Proactively represent TeAHN in quality standards, assurance and improvement activities within the Hutt Valley and across the region.
Common Organisational Objectives	
6. Focus on equity	<ul style="list-style-type: none"> ⤴ Service activity, development and implementation is undertaken in accordance with the: <ul style="list-style-type: none"> ○ provisions of the Treaty of Waitangi: partnership, protection and participation ○ vision and strategies of the Māori Health Plans and the Pacific Health Action Plans ○ aspirations for equity of health service provision for Maori, Pacific and low income people ⤴ Consultation is undertaken with Māori and Pacific Island communities to establish clear guidelines and directions that will inform future TeAHN activities and strategies.
7. Professional development:	<ul style="list-style-type: none"> ⤴ Maintains professional competencies and develops own knowledge by participating in learning opportunities, as appropriate as agreed by line manager ⤴ Identifies own learning needs
8. Accountability	<ul style="list-style-type: none"> ⤴ 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
9. Health and Safety	<ul style="list-style-type: none"> ⤴ Ensures the safety of self and others at all times ⤴ Reports any health and safety concerns through to the appropriate people ⤴ Complies with policies, procedures and safe systems of work

10. Contribute to the wider team within the organisation	<ul style="list-style-type: none"> ⤴ Participate and work in ways that support the strategic direction and objectives of TeAHN ⤴ Contribute to the wider team to ensure that projects are managed, delivered on time and within allocated resources ⤴ Participate in staff meetings and planning sessions ⤴ Provide timely communication of any information that impacts on other team members.
--	---

Person Specification

Skills and attributes required:

- ⤴ Detailed knowledge and experience of primary care, the environment, strategy and programmes
- ⤴ Knowledge of legislation relevant to the quality assurance and improvement role
- ⤴ Knowledge of quality improvement and monitoring frameworks and methodologies
- ⤴ Excellent interpersonal, verbal and written communication skills
- ⤴ Understanding of and commitment to apply the principle of equity in the provision of health services
- ⤴ Ability to have and maintain a strategic view and focus
- ⤴ Proven ability to understand how health data and information can be applied to improve quality
- ⤴ Effective facilitator of change
- ⤴ Understanding of the Treaty of Waitangi, and Maori and Pacific worldviews

Additional skills desired:

- ⤴ Experience in audit and evaluation frameworks
- ⤴ Clinical background
- ⤴ Understanding of health information privacy and health and disability requirements
- ⤴ Advanced knowledge of Microsoft Office software packages (Word, Excel, Power Point and Outlook)
- ⤴ Knowledge of emergency management including CIMS.

Confirmation of Position Description

Full name of employee: _____

Signature: _____ Date: _____

Signed on behalf of Te Awakairangi Health Network:

Signature: _____ Date: _____