

## SCHEDULE 2

### POSITION DESCRIPTION

Quality Improvement Coordinator			
Reports to:	Chief Operating Officer (Dillon Te Kani)		
Number of direct reports:	nil		
VISION			
<p><b>Ko toiora te whāinga taiooreore, mō ngā whānau, me te hāpori whānui, mā te toiora, ka tō te mauri ora ki a tātou Whāia te toiora, kia ora ai te katoa</b></p> <p>Ultimate Wellbeing is the goal for families and wider communities through ultimate wellbeing, our people will flourish. Pursue ultimate wellbeing for the vitality of all people.</p>			
Pono	Manaakitanga	Rangatiratanga	Whanaungatanga
<ul style="list-style-type: none"><li>✓ Role model toiora; walk the talk</li><li>✓ Integrity and accountability; follow through everytime</li><li>✓ Drive for positive change</li></ul>	<ul style="list-style-type: none"><li>✓ Aki, uplift the mana of others</li><li>✓ Acts of service, we take care of whānau</li><li>✓ Hand up not hand out</li><li>✓ Respect individuality &amp; uniqueness</li></ul>	<ul style="list-style-type: none"><li>✓ Te Reo Māori me ōna Tikanga</li><li>✓ People before profit</li><li>✓ Kaupapa Māori is living best practice</li><li>✓ Mana ki te mana practice</li></ul>	<ul style="list-style-type: none"><li>✓ Weaving together for best outcomes</li><li>✓ Strengths based</li><li>✓ Continuous, genuine relationships</li><li>✓ Toiora available for all whānau</li></ul>
PURPOSE			
<p>Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.</p> <p>Poutiri Wellness Centre aims to provide holistic, proactive, continuous and preventative whānau-centred care. This is not possible without efficient backbone enablement via the Operations team.</p> <p>The Operations team look after for Poutiri facilities, equipment, information technology, telecommunications, fleet cars, human resource processes, financial systems, compliance and quality systems.</p> <p>Poutiri is seeking a Quality Improvement Coordinator to be responsible for:</p> <ul style="list-style-type: none"><li>• ensuring policies are up-to-date and well understood by Poutiri staff</li><li>• monitoring compliance and quality delivery of all Poutiri services</li><li>• consolidating the Poutiri SharePoint platform including the Intranet and Teams communication channels</li><li>• complaint investigation, resolution and ensuing quality improvements.</li><li>• supporting the Poutiri way and underpinning quality management system, and</li><li>• coordinating quality management efforts including development, implementation, education, data collection, and analysis.</li></ul>			

RESPONSIBILITIES	
<b>Mahi Toiora</b> Providers	<ul style="list-style-type: none"> <li>• Ensure compliance with processes, policies and guidelines</li> <li>• Ensure that a sound internal control environment exists across services, policies and processes</li> <li>• Helps Practice Manager and Service Managers to plan, design, implement, and maintain a comprehensive continuous quality improvement program</li> <li>• Orientates new staff to Poutiri QI systems and requirements</li> <li>• Meets with internal and external stakeholders to identify and problem solve QI issues</li> <li>• Monitors Poutiri efforts to ensure compliance with internal and external QI standards</li> <li>• Reviews medical and community services records and other documentation to ensure quality care</li> <li>• Helps to prepare annual QI report</li> <li>• Coordinates the effort to gather data and prepare reports to meet the requirements of accreditation, including whānau satisfaction data.</li> <li>• Evaluates variance and other data to identify QI opportunities and risk management issues</li> <li>• Monitors utilisation, engagement and outcomes data</li> </ul>
<b>Mahi Toiora</b> Policies and procedures	<ul style="list-style-type: none"> <li>• Develop and update operational manuals, guidelines, policies and procedures to ensure clarity and consistency in quality management and delivery processes.</li> <li>• Ensure the accuracy and further development of the quality management system</li> <li>• Participate in the development of client management systems (currently Indici Exess and Recordbase) to enhance efficiency and accuracy in service management.</li> <li>• Support for kiritaki complaints, including investigation, resolution and follow up of any quality improvement actions resulting from the complaint.</li> <li>• Consolidating the Poutiri SharePoint platform including the Intranet and Teams communication channels to ensure a single source of truth through effective document control.</li> </ul>
<b>Mahi Toiora</b> Reporting	<ul style="list-style-type: none"> <li>• Establish and maintain regular reporting schedule for quality and risk</li> <li>• Provide regular progress reporting and data extraction for team leads and managers of Poutiri services for review</li> <li>• Manage issues relating to best practice and escalating on-going or high-risk issues.</li> </ul>
<b>Mahi Whaunaungatanga</b> Reliability and Trust	<p><b>Mahi whanaungatanga - Maintain trust by:</b></p> <ul style="list-style-type: none"> <li>• Apply the principles of Te Tiriti of Waitangi by:             <ul style="list-style-type: none"> <li>○ Demonstrating the practical application of Te Tiriti of Waitangi in everyday work</li> <li>○ Using Te Reo Māori appropriately, and adheres to tikanga</li> <li>○ Demonstrating a commitment to improving Māori education equity</li> </ul> </li> <li>• Recognise the importance of communication and engage across internal systems and processes to ensure what and how we do things honours Mana to Mana Practice</li> <li>• Understanding the impact of colonisation, privilege and power on health outcomes and engagement</li> <li>• Welcome and manaaki whānau tautoko as natural and normal</li> <li>• Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code</li> </ul>
<b>Mahi Tahī</b> Collaboration	<p><b>Mahi tahī - working collaboratively by:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates knowledge of Toiora Wellness Centre philosophy and model to accelerate equity of Māori health outcomes</li> <li>• Providing services courteously and respectfully, with regard to the cultural</li> </ul>

	<ul style="list-style-type: none"> <li>beliefs and needs of patients and their whānau</li> <li>Responding openly to complaints or feedback.</li> <li>Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care</li> <li>Committing to support future workforce development opportunities</li> <li>Develop collaborative working relationships within the team and providers.</li> </ul>
<b>Mahi Manukura</b> Technical skills	<ul style="list-style-type: none"> <li>Proficiency in the use of personal computers and related software applications required for the role (including Exess, Microsoft Word, Excel, Power Point)</li> <li>Gather and compile data, information and prepare reports</li> <li>Ability to monitor, review and/or maintain quality improvement processes and standards</li> <li>Skill in organising resources and establishing priorities.</li> </ul>
<b>Mahi Manukura</b> Compliance	<ul style="list-style-type: none"> <li>Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures</li> <li>Being aware of, and taking action if occupational hazards are identified</li> <li>Follow company policy to report untoward events/incidents/errors</li> <li>Understand and implement safe work practices and operating procedures</li> <li>Take appropriate action to ensure a safe healthy working environment for self and others</li> <li>Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice</li> <li>Completing event/incident forms as per Poutiri policy</li> <li>Completing tasks in a timely fashion, or delegating if absent.</li> </ul>
<b>Mahi Manukura</b> Professionalism	<ul style="list-style-type: none"> <li>Engage in ongoing professional development</li> <li>Contribute to an environment that nourishes the wairua of people</li> <li>Staff are familiar with and practice appropriate cultural tikanga for different forms of care</li> <li>Familiarise and apply Te Pae Mahutonga in practice</li> <li>Proactively contributes to the realisation of Poutiri Trust's vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> <li>Commitment to health, wellness and fitness</li> <li>A repertoire of waiata for pōwhiri and other occasions is known by staff</li> <li>Te Reo is freely used throughout the organisation</li> <li>Cultural occasions are practiced appropriately</li> </ul> </li> <li>The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Centre</li> </ul>

## QUALIFICATIONS AND SKILLS

### Qualifications and Experience

- Full and clean driver's license
- Tertiary qualification health administration or health-related field and minimum three years of experience in quality and/ or contract management, preferably in Kaupapa Māori medical practice setting
- Able to engage effectively with Māori whānau including use of te reo me ōna tikanga

### Knowledge and Skills

- Knowledge of quality management and continuous quality improvement principles, practices, methods, and tools
- Knowledge of computer applications related to QI, including spreadsheets
- Skill in effective education and facilitation of CQI efforts in Kaupapa Māori medical practice
- Flexible, adaptable and resilient
- Ability to build and maintain credible relationships internally and externally
- Produce written communication that is clear, concise and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau
- Comfortable with computerised information management systems (eg HR, Finance, Contracts)

- Intermediate/Advanced knowledge of Microsoft Suite in particular Excel
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people
- Exhibit well-developed communication skills that enable clear, relevant and appropriate presentation of ideas, opinions, views and recommendations
- Apply knowledge of policies and procedures and practical experience when developing solutions to field problems
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalates issues for wider consideration
- Report writing skills, in particular risk assessment
- Self-Management/ Planning Skills
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.
- Is understanding of and committed to Best Practice within an integrated service delivery model

#### KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• Poutiri Services</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Tapuika</li> <li>• Waitaha</li> <li>• Ngā Kura</li> <li>• Ngā Kohanga Reo</li> <li>• Whānau</li> <li>• Te Arawa Whānau Ora</li> <li>• Women's refuge</li> <li>• Community organisations and agencies</li> <li>• Statutory organisations and agencies</li> </ul>
External	<ul style="list-style-type: none"> <li>• Poutiri Provider Network</li> <li>• Ministry of Education</li> <li>• Te Aka Whai Ora</li> <li>• Te Arawa Whānau Ora</li> <li>• Whānau Ora Commissioning Agency</li> <li>• Manawa Ora</li> <li>• WBOPPHO</li> <li>• Ministry of Health</li> <li>• BOPDHB – Te Whatu Ora</li> <li>• Pharmacies</li> <li>• ACC</li> <li>• MOH</li> <li>• OT</li> <li>• Police</li> </ul>

I have reviewed this job description and I understand my job duties and responsibilities.

\_\_\_\_\_

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

Signature

Name: \_\_\_\_\_