

JOB DESCRIPTION

MANAGER MEDICAL SERVICES - PAE ORA

PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki (<https://www.publicservice.govt.nz/about-us>)

In the publicservice we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

ARA POUTAMA - HŌKAI RANGI

Kōtahi anō te kaupapa, ko te oranga o te iwi | There is only one purpose to our work: the wellness and wellbeing of people.

Ara Poutama Aotearoa – the Department of Corrections is one of New Zealand’s largest government departments. At its heart, the department is focussed on the pursuit of oranga – the wellbeing of people. By working with those in our care, and their whānau, we can achieve transformative and inter-generational change in their lives, leading to improved wellbeing, reduced reoffending, and safer communities for all.

The name, Ara Poutama Aotearoa, refers to the pathway of excellence towards Te Tihi o Manōno, the point from which unlimited potential can be realised for those in the department’s management. The name demonstrates the department’s efforts to empower those in our management to change their lives, and the lives of their whānau.

ABOUT THE GROUP OR TEAM

People in the corrections system have needs that affect their wellbeing and reintegration prospects – and very often these include complex health and rehabilitation needs. The Pae Ora group works to understand each person’s holistic healthcare and rehabilitative needs. This includes needs associated with their primary health, mental health, Rongoa Māori needs, alcohol and drug dependency, and offending. The group’s focus is on ensuring people in the corrections system remain connected to the broader health and social wellbeing system (inclusive of whānau) through pathways of support that extend into communities. This holistic approach helps achieve more equitable health and rehabilitation outcomes building the foundations for wellbeing and effective participation in society and beginning to realise the outcomes we seek through Hōkai Rangi. As one of the department’s three core operational service groups, Pae Ora works together with the Custodial Services, and Communities, Partnerships & Pathways groups, to deliver effective, integrated, and high-quality services.

ABOUT US

All Corrections employees are part of one team, working to keep our communities safe, change lives, and reduce reoffending. To do this we put safety first, build strong partnerships, take responsibility for our own actions, and enable and support others to do the right thing as well.

Our values embrace the Māori kaupapa concepts of Whānau, Wairua, Kaitiaki, Rangatira and Manaaki. By living our values, we will -

- Whānau (Relationships)**
 - Develop supporting and lasting relationships.
 - Proactively involve the wider community, families and whānau, and each other in our work.
 - Work as a team, and we achieve success together.
- Wairua (Spirituality)**
 - Take a holistic approach to our work, and are unified and focused in our efforts.
 - Acknowledge the importance of mental and spiritual wellbeing, for our staff, people in prison and people we manage in the community.
- Kaitiaki (Guardianship)**
 - Be responsive and accountable because everyone has a duty to keep ourselves and others safe every day.
 - Take responsibility for our own health, safety and wellbeing, and for the health, safety and wellbeing of those around us.
 - Be respectful of differences and individual needs, and will always consider the emotional, as well as physical safety of those around us.
- Rangatira (Leadership)**
 - Demonstrate leadership and be accountable for our actions.
 - Lead with integrity, be excellent role models, and recognise tika and pono – doing the right things for the right reasons.
- Manaaki (Respect)**
 - Recognise that respect is hard to earn and easy to lose. We will earn respect by showing empathy, by being firm yet fair, and by being honest with our words and our actions.
 - Show clearly that earning the respect of all in our management is the surest way of gaining their trust and unlocking their potential.



ABOUT THE ROLE

Position:	Manager Medical Services
Business Group:	Pae Ora
Reports to:	Chief Nurse/Director Physical Health
Direct Reports:	Yes
Location	National

The Manager Medical Services provides leadership, guidance and advice to the contracted and employed Medical Officer workforce to oversee the daily rostering, on-call management and procurement and contract management and assurance of services. The Manager Medical Services acts a primary point of contact for this group with a responsibility for development and oversight of service delivery in addition to a quality assurance framework for medical officers. The role holder will work closely with other members of the Pae Ora Service frontline and leadership teams providing support and advice that informs the , growth and implementation of Ara Poutama Aotearoa's Pae Ora service. The position accountabilities include:

Coordination / Management and Support of Service Delivery

- Supports the alignment to, and implementation of, Te Matatiki o te Oranga.
- Works with employees/contracted doctors to coordinate, develop and oversee the quality assurance framework for Medical Officers.
- Works with employees/contracted doctors to coordinate service delivery, on-call rostering, facilitate monthly clinic allocations and leave cover and tele-health support services as required.
- Co-ordinates the onboarding processes of new medical officers across the service.
- Drives and enables efficiencies of medical practice and operations, including AVL readiness.
- Develop and provide monthly medical operational reporting against agreed priority areas.
- Provides support and advice on improving the Department's clinical quality assurance system, including audit, review of patient care, incident investigation and policy review.
- Partner with the Toi Ora team to ensure quality improvement and quality assurance is inclusive of Mātauranga Māori
- Supports teams to provide a clinical lens in response to major clinical incidents and complaints to the Health and Disability Commissioner, the Ombudsman, Inspectorate or Coroner.
- Supports and collates medical advice for investigations into clinical care.
- Works closely with multidisciplinary teams to encourage and promote a collaborative work environment between all health and specialty services to manage patients with complex conditions.
- Works with Health Centre Managers to ensure Medical Officer compliance with standards for the clinical documentation of health care and correct use of the approved patient management system.
- Works across Pae Ora to support ongoing Medical Officer compliance with the standards set by the Medical Council of New Zealand, the Corrections Act 2004 and Corrections Regulations 2005, and the department's policies and procedures.
- Advises on Medical Officers compliance with their responsibilities under other relevant legislation such as the Health Act 1956 and the Accident Compensation Act 2001.
- Provides expertise on governance issues to ensure effective, relevant and specialist advice is being provided to all health centres and Health Services leadership team.
- Regularly participates in and support national governance meetings.
- Supports a collaborative approach to bring contracted medical workforce together in regular peer review and governance groups.
- Provides expertise and guidance in relation to key stakeholder relationships such as with the Health and Disability Commissioner, and the Health, Safety and Research Council.
- Engages with external stakeholders including Ministry of Health, Te Whatu Ora, Pharmac and any other relevant external agencies to advocate for effective health care delivery.

Talent, Leadership & Building Capability

- Is responsible for supporting recruitment and attracting new talent, whilst ensuring there is a focus on capability building and retention by enhancing the employee experience.
- Is accountable for working with the People & Capability function to identify actions and formulate plans for your people by ensuring your team develops in a high performing, collaborative work environment.

- Drives and enhances our people experience through our commitment to, diversity, equity, and inclusion.

Te Tiriti o Waitangi

- Is accountable for helping influence the people of Ara Poutama Aotearoa to support the fundamental understanding of, and appreciation for meeting, Te Tiriti o Waitangi obligations.
- Ensures the design of our services and programmes is aligned to Hōkai Rang Ensures coherent and consistent application of Te Tiriti o Waitangi in all decision-making.
- Ensures coherent and consistent application of Te Tiriti o Waitangi in all decision-making.

Relationships and Networks

- Maintains key Ara Poutama Aotearoa external relationships with Medical Council, other government organisations, NGOs, local community representatives and iwi.
- Maintains key internal relationships and work closely with the leaders of other Ara Poutama Aotearoa groups and functions to ensure effective communication, understanding, alignment of organisational priorities in our services.
- Works with the leadership team to ensure continuity across functions, allowing each function to work towards the Ara Poutama Aotearoa's vision.
- Maintains relationships with the wider health sector where required to support progress against our organisational plans, within the broader justice system settings and priorities.

Legal and Risk

- Is responsible for ensuring compliance with legal obligations in all activities across your function.
- Is accountable for ensuring critical risk accountabilities are recognised and called out.
- Ensures that legislative responsibilities are delivered upon as set out in the Corrections Act 2004.

Health, Safety & Wellbeing

- Takes responsibility for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public.
- Supports the Health and Safety policies and expectations with a clear focus on building the right specialist functional skill sets and operational safety leadership to be able to recognise risk and ensure reporting and improvement requirements are adhered to.
- Leads safety conversations at all levels of the business and encourage staff to constantly strive to prevent accidents and situations that can lead to mental or physical harm.

ABOUT YOURSELF

Knowledge, Skills & Experience

- 10+ years' experience working within the Health sector with demonstrated management and leadership experience.
- Experience in Primary Care Services as a registered health professional.
- Proven ability to maintain highly effective professional relationships, including functional relationships with technical experts from a range of disciplines.
- Demonstrated ability to understand and analyse evidence-based best practice to address complex health issues.
- Excellent written and oral communication skills with ability to communicate complex concepts to a range of stakeholders.
- Understand the legislative obligations related to providing health care to people in prison.
- Demonstrate knowledge of the obligations of health practitioners under the Treaty of Waitangi.
- Demonstrated experience in working with Māori communities, and a commitment to improving health outcomes for Māori.
- Proven experience of commitment to innovation, quality improvement, safety and positive experience of health care for patients.
- Demonstrate an understanding of whole of system approaches to improving health for people in prison.
- Proven commitment to work in a collaborative way.
-

Qualifications

- A relevant health sector tertiary qualification is required.
- A relevant postgraduate tertiary qualification is preferred.

ARA RANGATIRA – EXPECTATIONS FOR LEADERS OF TEAMS

Live the Values

- **Values Led Leadership** – You are values driven in your approach. You proactively demonstrate Ara Poutama values in your day-to-day work – with staff, partners and people in care. You can articulate your own values and seek to understand those of the people you lead. You are an authentic leader who engages in ways that are mana enhancing. You are self-aware and understand your impact on others. You seek feedback. You actively drive your own self development and learning through a growth mindset, encouraging others to do the same.
- **Positive Leadership** – You lead by example and are seen as a role-model by your peers and others. You are consistent, supportive of others and act with integrity. You enable a positive and inclusive culture. You trust and are trusted.

Put People at the Centre

- **Wellness & Wellbeing Focus** – You lead through service and with empathy and care for others. You prioritise the wellbeing of people and encourage and role-model active wellbeing practices. You are resilient with well-developed self-care and stress management skills. Oranga is front of mind.
- **Developing People** – You are focussed on continuous growth and development including safety leadership. You take a purposeful approach to developing direct reports and identify and encourage them to participate in relevant development activities – for their role & future focussed. You prioritise and conduct Kōrero Whakawhanake conversations. You set clear expectations. You support and manage individual performance by recognising & building on strengths & providing timely, clear and constructive feedback about areas for improvement, as required. You seek out learning and development opportunities for yourself and others.
- **Connect, then Lead** – You ensure authentic connection is enabled through whanaungatanga. Your leadership and feedback is strengths-based to allow for growth. Your thinking is human centred - you put people at the centre of your decision making. You set clear team objectives and behaviours and you strengthen team cohesion & performance.

ARA RANGATIRA – EXPECTATIONS FOR LEADERS OF TEAMS (cont'd)

Develop Positive Environments

- **Promote Psychological Safety** – You build a positive team culture through being open and encouraging diversity of thinking. You foster a team environment where we are curious and learn from mistakes, not blame.
- **Open Communication** – You communicate clearly and concisely through tailoring your message to the audience. You communicate confidently with clear links to purpose. You listen well and seek to understand.
- **Drive High Levels of Engagement** – You work collaboratively with others across the organisation and encourage others in the team to adopt an organisation-wide view. You manage external relationships to deliver on outcomes.

Position for the Future

- **Strategic Focus** – You understand the organisation's objectives and aligns team/operational work accordingly. You provide direction to others regarding the purpose and importance of their work. You illustrate the relationship between operational tasks and organisational goals.
- **Leading Change** – You role model curiosity and innovation. You ask questions and explore others' concerns. You present a clear rationale for changes, linked to the vision and outcomes. You are comfortable with ambiguity and ensure people-centred approaches support those around you to adapt easily to new ways of working.
- **Partnership Approach** – You build strong connection with your team and others. You listen intently and build an understanding of where people are at. You recognise shared interests/agendas and work toward these common outcomes. You anticipate and are responsive to internal and external staff and stakeholder needs and priorities.

Build Cultural Capability

- **Inclusive Leadership** – You show respect and always seek out the views of others, being mindful of their context, needs and range of experiences. You proactively build diverse, inclusive and safe environments. You continue to grow in your own cultural capability. You comfortably work with different groups and in different cultural settings. You treat everyone with dignity, empathy and compassion and you act with humility.
- **Te Ao Māori Approaches** – You lead your team to build mutually beneficial relationships that support genuine Crown-Māori partnerships and engagement that aims to better support the people we manage and their outcomes. You are comfortable and confident within Te Ao Māori.

Deliver Excellence

- **Operational Excellence** – You are accountable and focused on better outcomes for the people we manage. You are clear on required objectives, and you always strive for excellence. You ensure your teams have clear sound work management practices to deliver on priorities.
- **Learning Focus** – You deploy collective learning and continuous improvement approaches. You empower and support team members to deliver on their work priorities. You role model curiosity. You seek feedback from your team and others.
- **Innovation** – You encourage and support suggestions on what can be done differently to improve outcomes. You display agility and stretch in your own and others' beliefs that we can achieve more.