

Job Title: Immunisation Service Manager

Function: Service Delivery

Reports to: Head of Service Development

Last review date: September 2024

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

Māia – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity

Tūhono – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)

Manaaki – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata

Māhaki – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Service Delivery Team

This role is part of the Service Delivery team which delivers Whānau Āwhina Plunket services to whānau right across New Zealand. As a member of the Service Delivery team, you will help families and whānau to reach their goals and contribute to national and local initiatives that improve our performance.

Service Delivery team members work as part of one Whānau Āwhina Plunket team and are skilled and passionate, drive performance improvement and work with others to deliver services to families and whānau and delivery equitable health outcomes so that every child

Purpose of the Position

Plunket is piloting immunisation services in locations across Aotearoa to vaccinate across the lifespan, with a particular focus on antenatal and childhood immunisations. This is a strategic partnership with HealthNZ to assist with achieving the health goals and targets to protect whānau against vaccine-preventable diseases.

The Immunisation Service Manager role will be pivotal in supporting the Clinical Leaders and pilot teams to deliver safe effective and evidence-based immunisation services. This role provides national oversight of planning, performance and reporting, risk management, business continuity planning, continuous improvement, and assurance processes. Included in these responsibilities will be cold chain accreditation, training and authorisation, and incident management for Whānau Āwhina Plunket. It is supported by a Project Manager to oversee the pilot services which will be monitored and evaluated over a two-year period, to inform decisions about future immunisation service delivery.

Services will be delivered in accordance with the relevant specifications and standards set by the Ministry of Health, The National Public Health Service - HealthNZ and the Immunisation Advisory Centre (IMAC).

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Head of Service Development
- Service Delivery Leadership Team
- Clinical Governance groups and structures
- Plunket Support Office teams
- Clinical and Community Service Managers
- Pilot teams

External:

- The National Public Health Service and Kahu Taurima teams within HealthNZ
- Immunisation Advisory Centre (IMAC)
- Iwi, hauora and community health and social service providers
- Public Health Organisations (PHO) and primary care
- Education and training providers
- Plunket Clients/Members of the Public

Key accountabilities

Strategic Leadership

- Work closely with the Head of Service Development to provide strategic oversight for whānau centred immunisation services, with a particular focus on antenatal and childhood immunisations.
- Effectively champion immunisation, ensuring knowledge and skills are up to date by attending immunisation conferences, workshops, regional meetings and other appropriate training.
- Provide professional leadership of immunisation services and delivery of contractual requirements, working closely with clinical leaders to enable clinical staff to take a whānau centred approach, as well as effective delivery of contracted services.
- Assist Whānau Āwhina Plunket and other immunisation service providers with strategies aimed at maintaining vaccine coverage and achieving equity across all immunisation targets.
- Understands Plunket's overarching strategic and business plans.
- Works with support services and assists the finance team to develop, implement and monitor performance against budgets and workplans.

Stakeholder Engagement and Partnership

- Maintain strong relationships with Health New Zealand, particularly colleagues in the National Public Health Service and Kahu Taurima teams to support the strategic partnership and delivery of the contract.
- Establish and maintain effective and collaborative working relationships with all those involved with immunisations to reduce duplication, enhance effectiveness of services and achieve maximum benefit within allocated resources.
- Ensure all reporting deadlines are met and share information in a timely and appropriate manner with appropriate internal and external stakeholders.
- Work towards improving the health and wellbeing of all New Zealanders by assisting immunisation service providers to increase vaccine coverage rates for all vaccine-preventable diseases in the event of epidemics, pandemics, or catch-up campaigns.

Service Development and Delivery

- Ensure Whānau Āwhina Plunket's immunisation services meet the standards of the professional, ethical and relevant legislated requirements.
- Monitor and report on financials, budgets and resources according to delegated authority.
- Provide mentorship for kaimahi to enhance their immunisation capabilities, by providing expert knowledge of immunisation practices.
- In collaboration with key stakeholders across the organisation, lead the development of immunisation services from design to implementation.
- Promote the safe and effective delivery of vaccinations to the community according to the National Immunisation Programme.
- Ensure that pilot teams know what's expected of them and have the knowledge, skills and support to effectively perform their role to the standards necessary to deliver immunisation services and contractual requirements.

- Undertake clinical assessments to enable eligible health professionals to become authorized to vaccinate or for expired vaccinators to complete clinical re-assessments (work towards if not workplace assessed).
- Lead the development or updating of Plunket guidelines and policy for immunisation services and ensure all national policies, processes and guidelines (e.g. Immunisation Handbook, National Cold Chain Guidelines) are adhered to.
- Quality assurance and continuous quality improvement of the immunisation service
- Demonstrate a sound knowledge of current service models and sector drivers and initiatives
- Assist in workforce development, with a focus on improving access and vaccination coverage for disadvantaged populations, specifically Māori and Pacifica people.
- Lead transformational change and innovation in the way immunisation services are delivered.
- Provide leadership and guidance to team members on the requirements and deliverables for key immunisation related initiatives.

Pro- Equity and Cultural Responsiveness

- Work in partnership across Whānau Āwhina Plunket to promote and champion diversity; enhance understanding on inclusion issues and embed Te Tiriti o Waitangi principles/Pro Equity into policy, process, and practice and support Whānau Āwhina Plunket to deliver on the Strategic priorities, by:
- Demonstrating Whānau Āwhina Plunket organisational values Māia, Māhaki, Tūhono and Manaaki
- Ensuring all continuous improvement initiatives are culturally appropriate and pro equity

Health & Safety

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Comply with relevant safety legislation, policies, procedures and safe systems of work. Identify and report all incidents, accidents, and near misses in accordance with policy

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Qualifications and Background

The role will ideally possess the following technical skills/knowledge and personal attributes:

Qualifications

- Registered health professional with at least 4 years post-graduate experience with current annual practicing certificate.
- Fully Authorised vaccinator.
- Full unrestricted driver's licence.
- Workplace Assessor trained or willing to complete this qualification

Skills

- Enthusiasm, initiative and a high degree of flexibility.
- Calm and confident when managing multiple deadlines and priorities.
- Commitment to quality and excellence.
- Excellent communication and mentoring skills.
- Ability to critically assess, challenge information, analyse situations, and develop solutions.
- Proficient in the use of Excel, Word, and associated Microsoft tools and databases
- Demonstrated ability to work strategically and collaboratively at a senior level.
- Knowledge of Health Sector and clinical workforce capabilities

Experience

- Knowledge of Well Child/Tamariki Ora primary health or whānau health.
- Strong understanding of New Zealand immunisation processes, guidance, and systems; a strong belief in immunisation and a passion to improve child health.
- Ideally at least 2 years working as a whole of life vaccinator
- An understanding and working commitment to the Treaty of Waitangi and equitable health outcomes for priority populations
- Outstanding verbal and written communication skills, and ability to engage with a range of stakeholders from health professionals, community and Māori hauora providers to funders and whānau
- Demonstrated ability in gathering, analysing, and presenting quantitative and qualitative information for clinical and organisational governance groups.
- Management experience, especially leading people and teams through change or service design and development processes
- Demonstrated experience in planning, performance and reporting, risk management, business continuity planning, continuous improvement, and assurance processes.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date