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| Position Title: | Clinical Services Manager |
| Support Function: | Operations |
| Reports to: | Regional Operations Manager |
| Last review date: | December 2016 |

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 Operations Function

This role is part of the Operations team which delivers Plunket services to whanau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we're here to support families and whanau for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

Purpose of the Position

The Clinical Service Manager is accountable for leading Clinical Service Delivery within a geographically defined area in the Region. The role will provide leadership and support to the Clinical Leaders and Clinical Contract Teams, and be the central coordinator for a geographical area for maintaining relationships with identified stakeholders. The Clinical Services Manager oversees and provides assurance that clinical staff are competent in their service delivery and that clinical practice meets organisational and sector standards.

Dimensions of the position

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| Responsible to: | Regional Operations Manager |
| Responsible for: | The position has direct reports, please note the number of positions vary depending on which region and area the role is within. |
| Delegations: | The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time. |
| Functional relationships: | <i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:</i> |

Internal:

- Managers and staff in Operations Business Unit at local, regional and national level
- Clinical Business Unit staff, in particular, National Advisor and National Education teams
- Community Development & Volunteers staff, in particular, National Advisor team
- All remaining Plunket Business Units
- Relevant Plunket Boards
- Local Plunket Volunteers

External:

- Nurse directors at DHB's
- Finance & planning staff at DHB's
- PHO's
- Central government agencies at the local level, e.g. MOH, MSD
- Tertiary providers and stakeholders as appropriate
- Relevant local community agencies
- Local stakeholders as appropriate

Key accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

Position accountabilities

- Works closely with the Regional Operations Manager to design, develop and implement strategies to deliver clinical services against agreed contract obligations and the Business Plan, including the ability to change strategies to ensure contract compliance.
- Effectively leads clinical services and delivery of contractual requirements and interprets contractual requirements in clinical terms for staff.
- Works alongside colleagues within the Parenting Service Delivery and Community & Volunteers Teams and Clinical Nurse Consultants to ensure appropriate services are provided in an effective manner to all clients.
- Works collaboratively with national and regional advisors as appropriate (including Māori, Pacific and Asian) to ensure that all communities within the region are identified and services designed and delivered are reflective of population, community need and expectation.
- Ensures national policies, processes and guidelines are adhered to.
- Ensures access to and provision of clinical services to their region, commensurate to need and applies population health knowledge to service delivery.
- Anticipates, identifies and supports clinical needs to enable, drive and contribute to the achievement of Plunket's strategic objectives.
- Reviews the effectiveness and quality of service delivery by their team, gathers information and analyses trends to enhance service delivery.
- Collaborates with peers within Operations and relevant staff across Plunket to effectively coordinate and share best practice with regard to specific contracts/ programmes, e.g. B4 School Checks.

Drives change

- Inspires, leads and influences others to commit to and have pride in service delivery to customers that meets community needs.
- Drives the changes needed to create a new culture centred on people taking responsibility for achieving the business plan.

Leadership

- Sets direction, creates alignment, builds and maintains commitment
- Establishes a culture of collaboration to get the best capability out of colleagues
- Ensures that all staff within their team know what's expected of them and have the knowledge, skills and support to effectively perform their role to the standards necessary to deliver clinical services and contractual requirements (oversight and assurance function)
- Embeds One Plunket principles as an integral part of the wider Operations team
- Leads and builds a positive, internal and external client focused culture
- Role models desired culture and way of working
- Manages finances, budgets and resources according to delegated authority
- Coaches and develops their team to achieve their goals and improve performance
- Supports the recruitment and development of strong service delivery teams who deliver on their accountabilities to communities
- Effectively communicates national and regional Business Plan initiatives to the wider service delivery team driving the development of action plans for their implementation

- Contributes to and participates in the delivery of services that meet regional and Support Office needs
- Maintains and promotes an awareness and understanding of volunteering, community development and fundraising needs and opportunities within the team

Relationship Management

- Develops and maintains effective relationships with identified internal and external stakeholders, central and local government agencies, health sector entities, professional groups, tertiary institutions, community services and volunteers.
- Engages proactively with stakeholders taking into account a variety of views and perspectives, and shaping those views into a coherent position acceptable to others.

Risk Management

- Engages staff in managing risk through a proactive approach to risk management.
- Ensures the consistent application of risk management and quality assurance frameworks and procedures.
- Contributes to risk identification at an organisational level to manage emerging issues and events.

Health & Safety

- Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observes health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and reports 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

Experience, knowledge and skills (including Technical Competencies)

Qualifications

- Registered Nurse with postgraduate (PG Certificate or Masters) nursing or health qualification in Well Child.

- Current NZ Nursing Council Annual Practicing Certificate
- Professional Development Recognition Pathway for Nurses who Influence Practice
- A post graduate qualification in health or management or working towards one

Skills & experience

Essential

- Excellence in operational/clinical management and a successful track record of leading high performing teams within a complex organisation and with multiple stakeholders
- Experience in clinical leadership (5 yrs min) both internal and external to Plunket
- Has a strong understanding of tikanga, and Treaty of Waitangi principles
- Well established relationships and networks with public, private or NGO sectors
- Proven effectiveness in budget management, financial reporting and people management
- Able to weigh up information, make sound decisions and take action
- Is comfortable working with complexity and ambiguity and continue to manage multiple expectations and set realistic goals
- Able to interact and achieve with and through a wide range of internal and external stakeholders
- Demonstrated integrity and accountability, authentic and operates in a fair, transparent and objective way
- Technologically savvy including with tele and video conferencing facilities
- Knowledge of national health strategies, policy and frameworks related to clinical service delivery
- Able to manage expectations and takes ownership for their results
- Ability to work collaboratively across different teams and functions to deliver results
- Takes a relationship based approach to working with others
- Experienced in working with local stakeholders and volunteer or advisory boards
- Strategic planning and project management skills

Desirable

- Commercially astute, understands organisational complexity and key business issues
- Familiar with the use of analytical tools

Other requirements

- Some travel will be required for the successful delivery of outcomes
- Current drivers licence

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability

Thinking

- Is comfortable with complexity - understands alternative worldviews

- Can see beyond face value to identify new, sustainable opportunities
- Keeps perspective and is pragmatic and solutions focused
- Able to accept and work with ambiguity and change

Interpersonal

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues
- A self-starter who can support and motivate key managers and staff

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice
- Is committed to growing the business and developing relationships

Emotional Maturity

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations

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

Clinical Services Manager

Date

Regional Operations Manager

Date

