

Job Title:	Clinical Leader
Function:	Operations
Reports to:	Clinical Services Manager
Last review date:	August 2014

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 Leader is accountable for leading clinical teams to enable, drive and contribute to the achievement of strategic objectives and the fulfilment of Plunket's vision – together, the best start for every child. The Clinical Leader leads their team and inspires them to deliver clinical services, provide support to parents and families, enhance the Plunket brand locally and nationally and meet the needs of the local community and improve health outcomes for families. The role contributes to the management within the region and works in partnership with other members of the operations team in order to provide relevant services to the community and to strengthen and expand the volunteer network.

Dimensions of the position

- Responsible to:** Clinical Services 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:** *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:

- Managers and staff in Operations Business Unit at local, regional and national level
- Clinical Nurse Consultants
- Clinical Services Unit staff, in particular, National Advisors 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:

- DHB's, PHO's and CYF at the local level
- Central government and other agencies at the local level
- 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.)

Leadership

- Ensure the best health outcomes for families in your area by ensuring that staff provides families with the services to meet their needs; and therefore meeting contractual requirements.
- Effectively leads clinical services and delivery of contractual requirements and interprets contractual requirements in clinical terms for staff
- Sets direction, creates alignment, builds and maintains commitment
- Establishes a culture of collaboration to get the best capability out of colleagues
- Ensures that they and 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
- Leads competence assessment and management of staff and coaching for performance

- Embeds One Plunket principles as an integral part of their leadership of their team
- Supports 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
- Ensures national policies, processes and guidelines are adhered to
- Coaches and develops their team to achieve their goals and improve performance
- Supports the recruitment and development of strong clinical teams who deliver on their accountabilities to communities
- Contributes to the development, planning and implementation of regional and local business plans
- Effectively communicates national and regional Business Plan initiatives to their team(s)
- Contributes to and participates in the delivery of services that meet regional and National Office needs
- Maintains and promotes an awareness and understanding of volunteering, community development and fundraising needs and opportunities within the team

Drives change

- Inspires, leads and influences others to commit to and have pride in service delivery to customers that meets community needs and achieve the relevant business plan

Relationship Management

- Establishes and maintains key internal and external relationships and collaborative networks that enhance nursing practice and development
- Establishes and maintains key internal and external relationships with key agencies involved in child health and wellness

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 a local or regional level to manage emerging issues and events

Health & Safety

- Ensures the workplace is healthy and safe for staff and visitors.
- Actively leads and promotes Plunket health and safety policies and procedures

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

- Current NZ Nursing Council Annual Practicing Certificate
- Post Graduate Certificate in Primary Health Care Specialty Nursing Well Child/Tamariki Ora
- Professional Development Recognition Pathway (minimum Level 3)

Skills & Experience

Essential

- Experience in clinical leadership (three years minimum) in a health or community setting, internal or external to Plunket
- Sound understanding of tikanga, and Treaty of Waitangi principles
- Well established relationships and networks with public, private or NGO sectors
- Demonstrable skills 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
- Evidence of a successful track record of leading high performing teams and developing and managing staff
- 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
- Sound planning and project management skills

Desirable

- Familiar with the use of analytical tools

Other requirements

- Some travel will be required for the successful delivery of outcomes
- Current drivers licence
- Appointees are expected to commence further post graduate study in health or management

Competencies

ACE-Ability

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

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

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

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