

POSITION DESCRIPTION

Position: Clinical Quality Governance Risk and Compliance (CQGRC) Administration Support

Responsible to: Consumer Engagement Experience Coordinator

Direct Reports: Nil

Location: Rotorua

Functional relationships:

Internal:

Group Director Operations
Director of Nursing and Midwifery
Chief Medical Officer
CQGRC Team
Clinical Directors
Coordinator Clinical Audit and Mortality
Heads of Department
Clinical Nurse Managers
Service Managers
SMOs
RMOs
Fire Wardens
Other Lakes staff

External:

Members of the public including patients / consumers and their family
Ministry of Health
Health Quality and Safety Commission
Health and Disability Commissioner
NZ Police
Coronial Services
Oranga Tamariki
NZ Fire Service

Financial delegations: Nil

Date: 29 April 2024



Primary purpose(s) of the position

To provide administration and support to the CQGRC team.

This is a key position that provides linkages to other departments within Lakes and to external organisations. The primary purpose is to provide administration and support to the role and functions within the CQGRC team. A significant portion of this role is to provide support and cover of the Consumer Engagement Experience Coordination as required.

Key Objectives	Description	Expected Outcomes
(Administrative Support)	Provides a confidential and professional administrative service to the Service Manager, Consumer Engagement Experience Coordinator and other members of the team	<ul style="list-style-type: none"> Provides administration support for the CQGRC team (including the Infection Prevention Control nurses) as required, to include but not limited to : <ul style="list-style-type: none"> Coordination and bookings for travel and accommodation Formatting and updating documents including policies, procedures and letters as required Organise, schedule and attend meetings as required. Completes and distribute agendas and minutes as appropriate Electronic calendar management Copying clinical records / documentation Maintain confidentiality of information at all times All tasks completed with attention to detail and to a high standard of quality
Consumer Engagement Coordination	Provide support to the organisation covering Consumer Engagement Experience Coordination	<ul style="list-style-type: none"> Complaint and compliment management External requests from major agencies management Maintain and action Feedback inbox in conjunction with Consumer Engagement Experience Coordinator Supports Consumer Engagement Experience Coordinator to complete requirements of function
Office Management	Ensure all requirements for the day to day requirements of the office are provided for the team	<ul style="list-style-type: none"> Room management and bookings Raises electronic requisitions according to policy Processes service expense claims Ensures stationery and supplies are maintained to adequate levels, and within budget
Datix Superuser	Coordination of Data input and analytical support— Datix	<ul style="list-style-type: none"> All staff are able to properly use the Datix complaints and incidents database and the Executive is able to have reports as required All staff are trained on the purpose of Datix Reports are provided to Clinical Quality Governance Executive, Services and as required

		<ul style="list-style-type: none"> • Datix Regional Superuser meetings are attended
Committee Secretary	Provides agenda, minutes and meeting support for various Lakes committees	<p>Includes but not limited to:</p> <ul style="list-style-type: none"> • Research and Ethics Committee • Hospital Transfusion Committee • Morbidity and Mortality Committee • Medication Safety Committee • Infection Prevention and Control • CQGRC meetings
QSM Support		Provides administration support for Lakes requirements for Quality Safety Marker reporting to Health Quality Safety Commission e.g Restraint Minimisation administration, sourcing and entering data for Pressure Injury, EWS audits, Nursing documentation audits
Systems Support		<ul style="list-style-type: none"> • Ensures that all administration operations for the team are carried out effectively and efficiently. • Ensures all office procedures are followed, systems are developed and maintained / updated in an accessible and readily retrievable manner • Identifies and remedies any system problems as appropriate and approved by line manager • Maintains the office environment is at a professional level at all times
Communication & Information	Communication in, out and throughout the service is appropriate, accurate and timely.	<ul style="list-style-type: none"> • Displays a courteous and professional manner at all times • Attends team meetings for information sharing, discussion, planning etc • Ensures the team are kept updated on relevant matters • Communicates items of concern with the Service Manager and Line Manager for discussion and resolution • Develops effective working relationships with internal and external stakeholders • Ensures communication and interpersonal skills promote open and effective team work • Follows Lakes communication procedures • Develops understanding of, and promotes Lakes vision, mission, goals and strategic direction • Acts as a rolemodel for other Lakes staff

<p>Professional Development</p>	<p>Education and ongoing development opportunities are identified and attended as negotiated.</p>	<ul style="list-style-type: none"> • Identifies own professional development requirements relevant to position and service with the Line Manager • Attends educational programmes and courses as opportunity allows to update/increase knowledge • Participates in annual personal performance review • Sets ongoing goals and objectives annually with the Line Manager • Undertakes the role of fire warden for the Directorate as required. • Completes Health & Safety, Fire, and Electrical online training as per policy • Maintains own health and wellbeing and obtains relevant support obtained if necessary • Demonstrates awareness of limitations and seeks help and guidance when required
<p>Quality Improvements or Projects</p>	<p>Systems are developed and maintained; improvement opportunities identified; and is active in promoting and participating in Service Quality improvements.</p>	<ul style="list-style-type: none"> • Actively participates as an effective team member within the role • Ensures standard templates are developed and maintained within the service • Compiles and maintains a desk file • Participates in team meetings and associated activities as required • Completes procedures and processes relating to Datix within agreed timeframes
<p>Communication & / Teamwork</p>	<p>To communicate effectively.</p>	<ul style="list-style-type: none"> • Attends team meetings and participates in discussions. • Organises team meetings and assists with collating agenda items • Completes draft meeting minutes within 36 hours • Seeks assistance when unsure • Respects, listens to and values individual views • Fosters harmonious interpersonal relationships • Promotes and lives 'The Lakes Way' in terms of attitudes and behaviours.

 <p>Te Ringa Tōmau</p>	 <p>Te Ringa Hora</p>	 <p>Te Ringa Raupā</p>	 <p>Te Ringa Ahuahu</p>	 <p>Te Ringa Taurima</p>
<p>Capabilities</p>	<p>Capability definition</p>	<p>Achievement Indicator</p>		

<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</p> <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Openly communicates and cooperates with all levels of Lakes employees, patients and visitors.</p>	<ul style="list-style-type: none"> • Listens actively, absorbs message and responds appropriately. • Builds effective working relationships. • Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation. • Openly and constructively participates in conversations with md team, patients, managers and visitors • Patients and visitors are appropriately welcomed and treated while within the LAKS • Collegiality with team mates and md teams • Accepts differences of opinion can occur but these happen respectfully and without any continued animosity
<p>Strategy & Performance</p> <p>Te Ringa Raupā</p> <p><i>the roughened hand (symbolising a hard worker)</i></p>	<p>Spends energy on delivering role requirements and meeting objectives</p> <p>Organises own time to deliver on required tasks and duties</p>	<ul style="list-style-type: none"> • Has an energetic approach to work and is self motivated. • Accepts direction and instruction of manager but is able to work effectively without direction or guidance. • Organises time and resources effectively. • Understands and work towards achievement of the organisation's goals. • On shift is busy completing shift duties. • Utilises effective time management strategies to meet shift duties and works towards achieving objectives in any spare moments.
<p>Development and Change</p> <p>Te Ringa Ahuahu</p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Accepts change in day to day practices and contributes to decision making of the team.</p> <p>Makes suggestions to increase efficiency of the unit.</p>	<ul style="list-style-type: none"> • Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress • Works with managers and team to make any changes within practices work • Contributes to change processes, offering solution based ideas • Constructively makes suggestions to improve process or practices and gain efficiencies • Accepts when ideas are not accepted for implementation
<p>Personal Accountability</p> <p>Te Ringa Tōmau</p>	<p>Is open with manager and colleagues and open to accepting feedback and critique</p>	<ul style="list-style-type: none"> • Offers constructive criticism and accepts feedback. • Establishes rapport with others and gains their respect while being adaptive in relating to

the hand that is trustworthy

to improve upon practice.

Looks for and undertakes development activities appropriate for role and career development.

different types of people and situations, to allow improvements to be made.

- Accepts all feedback and participates in feedback discussions appropriately
- Responds and queries how improvements can be made
- Advises manager wherever issues may be impacting on performance
- Recognises areas that could be improved in own practice
- Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made
- Recognises and facilitates the rights of Māori clients and their whanau to participate in cultural activities.
- Has a working knowledge of the Lakes Māori communities.

Culture and Values

Te Ringa Taurima

the hand that nurtures, encourages, supports

Operates in line with Lakes values and expectations and professional codes of conduct.

- Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues.
- Incorporates the Lakes Way into day to day business activities
- Shows respect for patients, colleagues, managers, md teams
- Utilises the Lakes Way philosophy to engage with patients, visitors and multi-disciplinary teams

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> • Meaningful relationships are established with Te Huinga Takiora Māori in the planning and delivery of services. • Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. • Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. • Māori are enabled to access and participate in cultural activities provided by Lakes. • A commitment to improving the wellbeing of Māori by increasing cultural knowledge in Lakes is shown.
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> • Works within the Te Iti Kahurangi framework and supporting guide document.
Record Keeping		<ul style="list-style-type: none"> • Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records.
Quality & Risk	Patient safety is paramount to the service we deliver at Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Lakes from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. • Quality care is provided to certification standards.
Health & Safety	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies,	<ul style="list-style-type: none"> • Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Lakes policy and legislative requirements. • Healthy lifestyles are actively promoted and participated in, within the work area. • Employees participate in Health and Safety within areas of work. • Health and Safety activities are appropriately documented within specified timeframes.

- procedures and guidelines.
- Health and Safety policies have been read and understood and are applied in the workplace.
 - Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.
 - Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.
 - All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:

Position description approved: _____

Employee: _____
 Acceptance of position description: _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification	Essential:	Desirable:
Education and Qualifications:	Computer skills – Windows Word, Excel, Powerpoint and Outlook.	▪
Experience:	Previous senior administration or consumer engagement experience with an understanding of systems approach within an organisation.	▪
Knowledge:	Te Tiriti O Waitangi in the provision of health care services and support to Māori. Te Tiriti O Waitangi in practice, process, policy development and decision making Privacy Act (2020) and Health Information Privacy Code (1994) Health and Disability Commissioner Code (Code of Health and Disability Services Consumers’ Rights) and Regulations (1996)	▪

	Lakes Health Policies, Standards and Procedures including Health & Safety Electrical and Fire Safety Health and Safety in Employment Act (1992). Equal Employment Opportunities.	
Skills:	<p>Pronunciation of Te Reo Māori words and names</p> <p>Excellent communication and interpersonal skills</p> <p>Ability to work with and build a team environment</p> <p>Has initiative and can work in a self-directed manner.</p> <p>Proven ability to be flexible and set priorities.</p> <p>Maintain confidentiality at all times.</p>	<ul style="list-style-type: none"> Te Reo Māori
Personal Attributes:	<p>Honest and reliable</p> <p>Ability to work under pressure and adapt to changes in a demanding work environment.</p> <p>Well-presented and tidy in appearance</p> <p>Ability to maintain calm disposition under stress</p>	<ul style="list-style-type: none"> Non-smoker preferred.

ABOUT LAKES

At Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri – being the life essence and the source of wellbeing, and ora – describing the state of wellness.

STRATEGIC MISSION

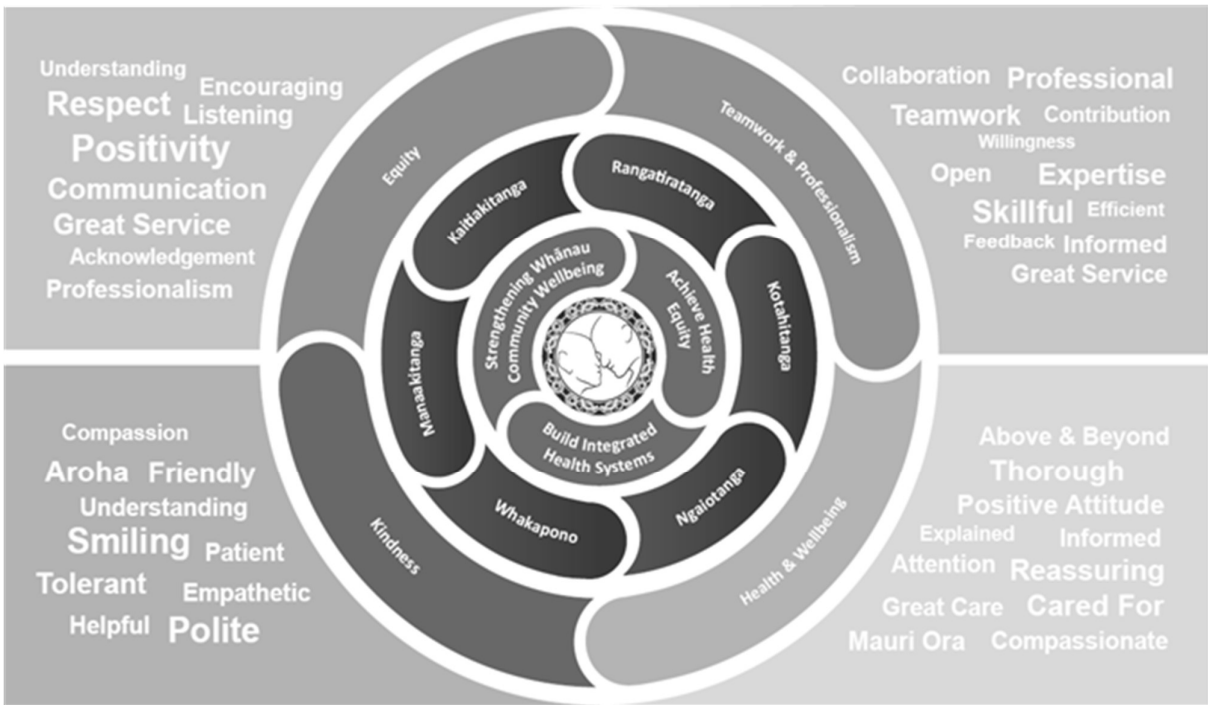


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



TE TIRITI O WAITANGI

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

ORGANISATION STRUCTURE

HR to add