



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Health Care Home Facilitator (Nelson)</b>
<b>Reports To:</b>	General Manager Primary Care
<b>Interactions:</b>	All employees of MPH, Clinical Governance Committee, MPH Board of Trustees, General Practice Teams, Maori Health Providers, Nelson Marlborough District Health Board, Nelson Bays Primary Health and Community Agencies.
<b>Purpose:</b>	The HCH Facilitator will be a member of the Home Care Home (HCH) team working to support the HCH roll out to general practices. The principal objective of the programme is to implement, promote, maintain, and oversee the HCH Model of Care with a view to improving patient health care and health outcomes by supporting sustainable, extended general practice teams.
<b>Background:</b>	Marlborough Primary Health (MPH), Nelson Bays Primary Health (NBPH) and Nelson Marlborough District Health Board (NMDHB) are members of the National Health Care Home Collaborative and are jointly rolling out the HCH model within Primary Care across the Top of the South. MPH hold the district wide contract for the Health Care Home, but the position will work across both MPH and NBPH. There are currently 14 General Practices involved in HCH across the Top of the South.
<b>Role specifics:</b>	Part-time - salary

ROLE REQUIREMENTS & PERFORMANCE OUTCOMES	
<b>Position Objectives</b>	<ul style="list-style-type: none"> <li>• Work to develop robust and quality relationships to support HCH processes.</li> <li>• Implementation of the HCH principles into General practices across the district in partnership with primary care teams from both PHO's.</li> <li>• Case load and facilitate a group of HCH practices and coach practice team members to navigate the change environment and implement their HCH implementation plans.</li> <li>• Develop expertise in Lean methodology and lead by example demonstrating LEAN processes in the practice setting.</li> <li>• Act as a role model for others, share knowledge and coach others.</li> <li>• Display a credible, encouraging, and enthusiastic presence and positive image.</li> <li>• Work as a competent member of a team willingly providing back up support when required.</li> <li>• Be able to demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</li> <li>• Encourage improvements in the way existing Health Care Home services are provided by practices.</li> <li>• Collect information on the planning, development, and implementation of health care home services.</li> <li>• Participate in systems of quality assurance and peer review for the health care home.</li> <li>• Promote high standards of ethical and professional service and practice within the health care home.</li> <li>• Advocate for the awareness and benefits of the Health Care Home.</li> </ul>

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<b>Change Facilitation Experience</b>	<ul style="list-style-type: none"> <li>• Able to facilitate and support General Practice staff district wide to make the key changes required to implement the HCH model of care.</li> <li>• Works as part of the Health Care Home Team and supports overall team objectives.</li> <li>• Understands and applies the principles, types and stages of change and develops approaches to suit the situation.</li> <li>• Understands the principles of change management and the stages of change acceptance and can coach practice teams in navigating the change environment.</li> <li>• Designs approaches and plans with an awareness of existing cultures.</li> <li>• Critically questions information and uses insights obtained to understand the changing general practice environment.</li> <li>• Work to develop a robust relationship to support HCH processes.</li> <li>• Coach and mentor practice team members in dealing with a changing environment.</li> </ul>
<b>Supporting Health LEAN Culture</b>	<ul style="list-style-type: none"> <li>• Work with the HCH and strengthening Coordinated care Steering Group to maintain a reporting and evaluation framework that ensures the monitoring of the HCH programme. Deliver and regularly report progress against agreed service milestones – both verbal updates and written reports.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Works with the leadership and management teams to develop a reporting and evaluation framework that ensure the monitoring of the service.</li> <li>• Deliver and regularly report progress against agreed service milestones – both verbal updates and written reports.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Work cooperatively with others in the team.</li> <li>• Share expertise.</li> <li>• Work for solutions that all team members can support.</li> <li>• Listen and respond constructively to other ideas and proposals.</li> <li>• Works as a competent member of a team willingly providing back up support when appropriate and actively supports group goal.</li> </ul>
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Performs any other duties that may be necessary from time to time as advised by the CEO.</li> <li>• Implements the Treaty of Waitangi principles by participating in opportunities and initiatives that will contribute to reducing the disparity in health status between Māori and non-Māori.</li> <li>• Represents MPH in a range of external and internal forums.</li> <li>• Manages the relationship with the MoH, District Health Board and ACC.</li> <li>• Acts as a role model for Health and Safety, always leads safe work practices and reports any accidents or near misses in a timely and accurate fashion as per MPH procedures and policies.</li> <li>• Maintains professional competencies and develops own knowledge by participating in learning opportunities, as appropriate and as agreed by Manager.</li> </ul>
<b>Effective use of information Technologies</b>	<ul style="list-style-type: none"> <li>• Streamline utilisation and reporting measures using the practice management systems (PMS)</li> <li>• Inclusion of new software into PMS's to enhance existing capabilities</li> <li>• Standardising generic use of information technology across practices</li> </ul>
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Performs any other duties that may be necessary from time to time as advised by the CEO.</li> <li>• Implements the Treaty of Waitangi principles by participating in opportunities and initiatives that will contribute to reducing the disparity in health status between Māori and non-Māori.</li> <li>• Represents MPH in a range of external and internal forums.</li> <li>• Communicates MPH's objectives, purpose, and programmes throughout the local community.</li> <li>• Manages the relationship with the MoH, District Health Board and ACC.</li> <li>• Acts as a role model for Health and Safety, always leads safe work practices and reports any accidents or near misses in a timely and accurate fashion.</li> </ul>

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<b>Relevant Behaviours</b>	<ul style="list-style-type: none"> <li>• Leadership, initiative, communication, robustness/resilience, interpersonal, pragmatic, attention to detail, privacy, and confidentiality skills.</li> </ul>
<b>Qualifications, Skills and Experience</b>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Tertiary Qualification with a Clinical background in primary care.</li> </ul> <p><b>Essential skills, Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in leading and facilitating change processes in an operational environment.</li> <li>• Excellent communication and stakeholder management skills.</li> <li>• Able to build trust for people to support and lead continuous improvement.</li> <li>• Accomplished in the area of planning, goal setting and co-ordination of tasks.</li> <li>• Able to work across cultures, particularly with Maori and Pacific groups.</li> </ul> <p><b>Desirable skills, Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Expertise in LEAN/Kaizen methodologies is desirable, but full and ongoing training will be provided as required.</li> <li>• Extensive expertise in leading change processes using recognized tools and methodologies, ongoing training will be provided if required.</li> </ul>

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