



ĀTIAWA KI WHAKARONGOTAI



<b>Tūnga / Position Title:</b>	<b>Change and relationship Facilitator</b>
<b>Takiwā / Area:</b>	Kāpiti Community Health Network (KCHN)
<b>Kia pūrongo / Reports to:</b>	Kāpiti Community Health Network Manager
<b>Mahi Takiwā / Location:</b>	Wellington Office Tū Ora Compass Health also regular work from Kāpiti area
<b>Ngā Hāora / Hours:</b>	40 hours per week
<b>Direct reports:</b>	Nil
<b>Tūnga / Nature of Position:</b>	Two years fixed term
<b>Whakamārama / Background:</b>	<p>The Kāpiti Community Health Network (KCHN) is a partnership between Capital and Coast DHB and Te Ātiawa ki Whakarongotai and the lead agency Tū Ora Compass Health. The goal of the KCHN is to build and support a strong and integrated network of providers in Kāpiti who enable an equitable and sustainable health system for Kāpiti people with a particular focus on Māori. We know the Network is being successful when equity and improved health outcomes are being seen for the Kāpiti population.</p>
<b>The Kāpiti Community Health network values Te Tiriti and will apply these principles to our work across the health and disability system:</b>	<p><b>Tino rangatiratanga:</b> Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</p> <p><b>Equity:</b> Being committed to achieving equitable health outcomes for Māori.</p> <p><b>Active protection:</b> Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</p> <p><b>Options:</b> Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</p> <p><b>Partnership:</b> Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.</p>
<b>Anei a matou Pono / Our Values:</b>	<p><b>Kotahitanga</b> Teamwork: we work together for the benefit of our patients and network. Mani tū Kotahi</p> <p><b>Manaakitanga</b> aring &amp; respect: never trample on the mana of a person; ours is to always lift-up, take care of, and be generous to others. Kaua e takahia te tangata, hikitia te tangata mō ake tonu atu</p> <p><b>Ngākau Pono</b> Integrity: we strive to be honest, dependable, and driven by what is right. Hē karanga kia mataara, kia tautiaki te hunga ngākau pono</p>

	<b>Whakapai</b> Continuous Improvement: we pursue excellence through continuous learning, innovation, and improvement.
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## ARONGA – ROLE PURPOSE

This role is part of the backbone Operations Team working to develop and implement the Kāpiti Community Health Network. A core role of the Operations Teams is to lead and manage the Kāpiti Network work programme and the various initiatives and projects underway.

As a Team we are always looking for ideas and opportunities for health providers to work together in different ways. This role will focus on applying a change lens to the CHN work programme to ensure projects are successful and lasting.

The key purpose of the Change Management Facilitator role is to:

- Work with the Kāpiti Network Team and Network providers to develop and deliver opportunities for change
- Assess the scope and scale of change of projects to determine the most appropriate change approach to achieve outcomes
- Proactively identify and manage change risks
- Create and implement change management strategies
- Support the development of a culture and practice of change management into the Network Operations Team
- Develop and deepen relationships with providers in the Kāpiti region
- Work with all health providers in the Kāpiti Network to improve the health outcomes for Kāpiti residents
- Support broader Locality and Network development as needed

Note There will be some cross over with project management skills but the focus is on relationships and support for providers to make change not necessarily formal project management staged intervention.

## WHANAUNGATANGA – KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>• Network Lead – Kāpiti Community Health Network Team</li> <li>• Kāpiti Community Health Network operations team members</li> <li>• General Manager, Service Development</li> <li>• Tū Ora Compass Health staff, particularly the primary care development group, population health, analyst, data entry, and finance teams</li> </ul>	<ul style="list-style-type: none"> <li>• Te Ātiawa ki Whakarongotai</li> <li>• CCDHB</li> <li>• Health sector stakeholders</li> <li>• Project stakeholders – including the community of Kāpiti and all relevant community-based services including primary care providers.</li> </ul>

Pūkenga / Competency	Ngā Mahi / Activities	Ngā Kawatau / Expectations
<b>Change facilitation experience</b>	<ul style="list-style-type: none"> <li>• Work with providers to identify opportunities for change</li> <li>• Able to support health providers in the Kāpiti region to make the key changes required to implement the changes identified.</li> <li>• Works as part of the KCHN</li> </ul>	<ul style="list-style-type: none"> <li>• Work to develop a robust relationship to support KCHN processes</li> <li>• Coach and support providers in dealing with a changing environment</li> <li>• Interpreting and quantifying of data for internal and external</li> </ul>

	<p>backbone operation team and supports overall team objectives</p> <ul style="list-style-type: none"> <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 employees in dealing with a changing environment</li> <li>• Designs approach and plans with an awareness of prevailing cultures</li> <li>• Critically questions information and uses insights obtained to understand the changing Health environment</li> </ul>	<p>reporting requirements</p> <ul style="list-style-type: none"> <li>• Define and measure success metrics and monitor change progress</li> <li>• Identify, analyse, prepare risk mitigation tactics</li> </ul>
<b>Strategic development and/or implementation</b>	<ul style="list-style-type: none"> <li>• Contributes to the network performance monitoring</li> <li>• Contribute to the strategic development of the KCHN .</li> <li>• Identify and implement opportunities to expand and enhance the KCHN</li> </ul>	<ul style="list-style-type: none"> <li>• Effective implementation of KCHN initiatives .</li> <li>• Evidence of contributing to the monitoring and review development of KCHN</li> </ul>
<b>Relationship development and/or implementation</b>	<ul style="list-style-type: none"> <li>• Work with providers to develop a robust relationship to support change management processes as part of the KCHN .</li> <li>• Support the practices to implement key KCHN enablers and elements.</li> </ul>	<ul style="list-style-type: none"> <li>• Works to develop a robust relationship to support change management processes</li> <li>• Deliver engaging, informative, well-organised information and presentations</li> <li>• Facilitate meetings effectively</li> </ul>
<b>Continuous Quality Improvement/Risk Management</b>	<ul style="list-style-type: none"> <li>• Adopt lean methodology in the team's daily work processes and activity.</li> <li>• Actively review initiatives, activity, and programmes to seek opportunities for continuous quality improvement</li> <li>• Take a continuous quality improvement approach to ensure work is done and staff are supported.</li> <li>• Actively contribute to identification and management of risk</li> </ul>	<ul style="list-style-type: none"> <li>• Contributes to all network planning, reviewing and reporting</li> <li>• Risks are identified early, and management plans are implemented</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Works cooperatively with others in the team: <ul style="list-style-type: none"> <li>• Shares expertise</li> <li>• Works for solutions that all team members can support.</li> </ul> </li> <li>• Listens and responds constructively to other ideas and proposals.</li> </ul>	<ul style="list-style-type: none"> <li>• Works as a competent member of a team willingly providing back up support when appropriate and actively supports group goals.</li> </ul>

<b>Te Tiriti o Waitangi and cultural responsiveness</b>	<ul style="list-style-type: none"> <li>• Demonstrates the principles of Te Tiriti o Waitangi within the workplace and when interacting with others</li> <li>• Uses an equity lens over all work to ensure it contributes to improved health outcomes for Māori and other priority populations.</li> <li>• Actively seeks out opportunities to empower whānau to draw on their existing capabilities, and strengths to find solutions to their health and wellbeing concerns, with the coordinated support from a range of providers to resolve their health and wellbeing issues, with coordinated support from a range of providers.</li> <li>• Recognises the importance of effective communication across a range of media modalities, and how our internal systems and processes support our overall efforts to improve cultural competency within the workplace, including how and what we write.</li> <li>• Engage across internal systems processes to ensure what we write and say supports our overall efforts to improve cultural competence and the health status of Māori and high need populations.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates and operationalises the principles of tino rangatiratanga, equity, active protection, options, and partnership in everyday work.</li> <li>• Demonstrates a commitment to improving equity of health outcomes for Pacific, people with disabilities and other priority populations.</li> <li>• Is committed to supporting future workforce development opportunities for cultural competency within the workplace.</li> <li>• Actively promotes equality and diversity within the Network environment.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensures that work is done in a safe way within a safe environment.</li> <li>• Reports and works to eliminate, isolate, or minimise any hazards.</li> <li>• Participates in health and safety management practices for all employees.</li> <li>• Applies the organisation's health and safety policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.</li> <li>• Can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</li> </ul>

## KAI MAHI – PERSON SPECIFICATION

Essential skills, knowledge, and experience	Desirable skills, knowledge, and experience
<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> </ul>	<ul style="list-style-type: none"> <li>• Expertise in leading change processes using recognized tools and methodologies,</li> <li>• Clinical background / knowledge</li> </ul>

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| <ul style="list-style-type: none"><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>• Ready to learn continuously and share new skills. Will need to go through continuous training and on- the-job coaching</li></ul> |  |
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Able to work across cultures, particularly with Māori and Pacific groups

**WHAKAAE – EMPLOYEE ACCEPTANCE:**

This Position Description has been agreed between:

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Management Representative (print then sign)

And

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Employee (print then sign)

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_