POSITION DESCRIPTION

Project Manager
Integrated Palliative Care Counties Manukau Health

This position is not considered a children’s worker under the Vulnerable Children Act 2014

Position Holder’s Name: ........................................................................................................

Position Holder’s Signature: ....................................................................................................

Manager/Supervisor’s Name: ............................................................................................... 

Manager/Supervisor’s Signature: ............................................................................................
Our Strategic Goal

We care about achieving health equity for our community.

Together, the Counties Manukau health system will work with others to achieve equity in key health indicators for Māori, Pacific and communities with health disparities by 2020.

We will measure the impact we have on healthy life years every year. This is our commitment to act and be deliberate in our choices and priorities.

This means that people will live longer healthier lives in the community.

Our Shared Values

Kind
Care for other people’s wellbeing.

Excellent
Safe, professional, always improving.

Valuing everyone
Make everyone feel welcome and valued.

Together
Include everyone as part of the team.
PURPOSE OF THE POSITION

The purpose of this position is to provide project management for development and delivery of a whole of system implementation plan for integrated palliative care services in Counties Manukau Health (CM Health).

Background
CM Health has undertaken a review of palliative care services with the end goal of strengthening the capacity and capability of the CM Health system to respond to our population’s palliative care needs and to enable living well and dying well regardless of where the patient is in their journey. The review will inform whole of system service design for integrated palliative care in our district. Codesign will be undertaken in locality, community and specialist palliative care settings. The palliative care project manager will work with stakeholders to develop an implementation plan which reflects the priority action areas and recommendations arising from the review. The project manager will also provide coordination and support for implementation of key activities and milestones identified in the implementation plan.

Role responsibilities
The key responsibilities of the project manager are:

- Work with the CM Health Palliative Care Clinical Working Group to develop a whole of system implementation plan and outcomes framework for integrated palliative care services in CM Health;
- Engage with Locality Leadership Groups as a key vehicle for development of the implementation plan and to support delivery on key milestones and activities;
- Engage with hospice and Middlemore Hospital specialist palliative care services in development and implementation of the plan;
- Engage with other relevant stakeholders, in particular primary care and aged residential care providers in development and implementation of the plan;
- Provide coordination and implementation support for the activities and milestones identified in the plan;
- Ensure that the process is inclusive of the views and needs of patients, whaanau / families and carers;
- Ensure that planning is well aligned with:
  - community services integration
  - model of care development in primary care and general practice settings
  - the CM Health Advance Care Planning (ACP) implementation plan and ACP activities within the district
  - other national, regional and local palliative care priorities and initiatives
- Support the collection of timely and accurate data for all aspects of the plan and the outcomes framework;
- Complete reports, briefings and presentations as required.

The position reports to the Senior Portfolio Manager, Primary Care. Key performance objectives and indicators will be agreed between the project manager and the Senior Portfolio Manager, Primary Care.
PLACE IN THE ORGANISATION

CMDHB Board

CMDHB Chief Executive

Director, Primary Health and Community Services

General Manager, Funding & Service Development

Senior Portfolio Manager, Primary Care

Project Manager Integrated Palliative Care

CM Health Palliative Care Clinical Working Group

Line management

Partnership
**NATURE AND SCOPE OF RESPONSIBILITIES**

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<th>Key Accountabilities</th>
<th>Standards / Achievements</th>
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| **Project Management** | • Project manage the specific requirements for the integrated palliative care project using approved project management methodologies.  
• Work with the key stakeholders including hospices, Middlemore palliative care team, primary care, Age Related Residential Care, Locality Leadership Groups, St John and other palliative care stakeholders to ensure successful delivery on key tasks and milestones.  
• Ensure that planning is well aligned with:  
  o community services integration  
  o model of care development in primary care and general practice settings  
  o the CM Health Advance Care Planning (ACP) implementation plan and ACP activities within the district  
  o other national, regional and local palliative care priorities and initiative  
• Provide detailed project plans and an outcomes framework  
• Support a coordinated approach to data: consistent data definitions, data sources, collection methods and timeframes. Ensure there is a joined up approach with current measures and data governance and operating processes within the local and regional environment.  
• Provide relevant reports for the Palliative Care Clinical Working Group, Planned Proactive Care Steering Group, Alliance Leadership Teams and other committees as required.  
• Monitor and evaluate project delivery against required project outcomes and initiate progress reviews as appropriate.  
• Ensure that key messages in relation to the project are communicated across and within stakeholders.  
• Identify issues which may impact on successful achievement of key activities and milestones.  
• Identify communications requirements and work with relevant stakeholders to ensure appropriate, consistent communications are disseminated to all relevant stakeholders. |
| **Develop, understand and actively manage stakeholder relationships** | • Act as key point of contact for the integrated palliative care planning and implementation.  
• Identify and maintain relationships with key stakeholders to support effective planning and implementation. |
| **Reducing inequities and improving population health outcomes** | • Actively support stakeholders to focus on reducing inequities in health outcomes and targeting interventions at those with the greatest health needs. |
| **Quality Health Care** | • Promote the delivery of services within appropriate quality frameworks through the promotion of best practice across the whole continuum.  
• Ensure that significant risk is identified and appropriate actions taken to mitigate.  
• Evaluate the quality of improvement initiatives delivered to support effective implementation and recommend appropriate action. |
| **Challenges / problem solving:** | • The position will be required to respond flexibly and to be adaptive within a complex organisational environment.  
• Support development of networks where required across the varying |
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|                      | organisational boundaries to effectively engage all key stakeholders.  
|                      | • Employ expert negotiation and influencing skills to overcome barriers to change.  
| **Cultural Safety & Diversity** |  
| Commitment to the principles of Treaty of Waitangi |  
| Honouring Diversity |  
|                      | • Respect, sensitivity and cultural awareness is evident in interpersonal relationships  
|                      | • Ensure cultural responsiveness when engaging with stakeholders and when undertaking planning processes (e.g. Maaori cultural competency and Tikanga Best Practice, Pacific cultural competency, Asian health)  
|                      | • Follow and comply with H&S policies and processes and apply them to own work activities  
|                      | • Participate in activities directed at preventing harm and promoting well-being in the workplace  
|                      | • Identify, report and self-manage hazards where appropriate  
|                      | • Early and accurate reporting of incidents at work and raising issues of concern when identified.  |
COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of key stakeholders including:
- CM Health Palliative Care Clinical Working Group
- Hospice clinical and management staff and operational teams
- Middlemore Hospital Palliative Care Team
- Locality Leadership Groups and locality teams
- Primary Health Organisations and general practices
- Palliative care stakeholders in other DHBs
- St John
- The CM Health ACP Working Group

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

SCOPE FOR ACTION

This role encouraged to use initiative and problem solving expertise to develop innovative approaches to issues within the scope of the role and in accordance with the organisational policies.

Financial Budget: nil.

Capital expenditure: nil

Decisions: As per the organisational delegated authorities.
### PERSON SPECIFICATIONS (requirements for the role)

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<th>Minimum</th>
<th>Preferred</th>
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<td><strong>Qualifications</strong></td>
<td>• Tertiary qualification in management or health sciences</td>
<td>• Post graduate qualification in health, business or related field</td>
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<td>• Relevant clinical qualification</td>
<td>• PRINCEII practitioner or other recognised project management qualification</td>
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<td><strong>Experience</strong></td>
<td>• Minimum five years’ experience of successful project management or equivalent role working with complex, multi-stakeholder environments</td>
<td>• Experience in delivery of large scale change initiatives within the health sector</td>
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<td>• Experience in the implementation of service improvements and quality initiatives</td>
<td>• Demonstrated prior leadership ability within the health sector</td>
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<td>• Knowledge of project management methodologies</td>
<td>• Demonstrated project management experience in the health sector</td>
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<td>• Experience of working in a multi-disciplinary setting</td>
<td>• Experience of results based accountability or managing for outcomes</td>
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<td>• Experience of ensuring clinical governance standards are part of service design, ensuring high quality clinical services and that client safety is paramount</td>
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<td><strong>Knowledge</strong></td>
<td>• Understanding of the Treaty of Waitangi &amp; bi-cultural issues in health service delivery.</td>
<td>• Knowledge of primary and community care</td>
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<td>• Legislation pertaining to the Health Environment.</td>
<td>• Knowledge of principles of recovery</td>
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<td>• Principles of effective management and leadership</td>
<td>• Strong grounding in health services management</td>
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<td>• Current knowledge of health sector in particular the primary care environment</td>
<td>• Knowledge and understanding of the project(s) context</td>
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<td>• Knowledge of primary and community care</td>
<td>• Strong grounding in epidemiology, health economics, health promotion, Maori health, health services management and health policy development</td>
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<td>• Basic medical and clinical knowledge</td>
<td>• Understanding of inequalities intervention frameworks</td>
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<td><strong>Skills/ Behaviour</strong></td>
<td>• Proven competence in quality improvement</td>
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<td>• Well-developed interpersonal skills</td>
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<td>• Flexibility and ability to work through a transformational change agenda</td>
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<td>• Excellent relationship building and management skills</td>
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<td>• Managing multiple tasks and demands in a timely manner</td>
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<td>• Political acumen in working through complex organisational and political situations effectively</td>
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<td>• Robust evaluation and consideration of options before making a decision</td>
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<td></td>
<td>• Effective project and change management skills</td>
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<td>• Excellent presentation skills</td>
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<td>• Influence and negotiating, able to persuade and inspire others to achieve change</td>
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**HEALTH AND SAFETY ACCOUNTABILITIES (non-management roles)**

Health and Safety (H&S) is a key accountability of all Counties Manukau Health (CM Health) staff.

All CM Health Employees are responsible to:

| **Zero Harm** | • Engage in safe workplace practices and take care of themselves, other employees and people in the workplace |
| **Risk Management** | • Identify, evaluate and report all hazards and incidents they are aware of in the workplace  
• Adhere to apply risk controls, identified in risk assessments, such as ‘Safe Operating Procedures’  
• Follow safety instructions  
• Stop work when there is an immediate risk of serious harm and notify the appropriate manager  
• Ensure nothing they do or don’t do will cause harm to themselves or others |
| **Safety Management System Requirements** | • Understand and follow CM Health’s Occupational Health and Safety policies, Health and Safety regulations, and personal responsibilities as outlined by these policies  
• Follow all Occupational Health and Safety policies and procedures |
| **Work Safely** | • Report for duty in a fit state, free from the influence of alcohol or other drugs  
• Participate in consultation activities regarding matters affecting your health, safety and wellbeing  
• Wear the required Personal Protective Equipment when undertaking specific activities, or when in nominated areas  
• Operate clinical or plant equipment safely  
• Participate in relevant safety training, and maintain safety related competencies  
• If relevant to your position, be in possession of required and current Certificates of Competency |