Programme Manager – Primary Care (Long Term Conditions)

Position Description

Date: September 2016

Job Title: Programme Manager – Primary Care (Long Term Conditions)
Department: Planning, Funding and Outcomes Unit
Location: Shea Terrace, Takapuna
Reporting To: Senior Programme Manager – Primary Care
Direct Reports: Nil
Functional Relationships with:
- Internal
  - Director, Funding ADHB - WDHB
  - Funding Programme Managers
  - Community Engagement Team
  - Wider Funding Team
  - Health Outcomes Team
  - DHB Provider Arm Services
- External
  - PHO
  - NGOs
  - MoH
  - NRA
  - Maori provider organisations
  - Pacific provider organisations
  - Community / non-governmental health related providers and organisations
  - Other DHBs
  - Healthlinks and consumer representatives

Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘best care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
Purpose of the role:

- To plan, develop and purchase services within the portfolio to maximise the health outcomes for Auckland and Waitemata DHBs’ populations. Diabetes will be a key area of focus within the Long Term Conditions portfolio.
- To develop and manage contracts, and monitor delivery of contracts.
- To assist and hold providers accountable so that contract specifications are met and measurable health outcomes are realised for the portfolio.
- To understand and actively manage DHBs services stakeholder relationships.
- To provide

The DHBs aim to maximise health outcomes and reduce inequalities for their populations. The programme manager will assist the Manager, Funding & Development to achieve these goals by ensuring that:
- services are developed to meet the DHBs’ population health needs
- a value for money approach to contracting is instilled and maintained with health and disability providers
- there is continuous performance improvement in the delivery of the contracted health services with a focus on consistency and collaboration
- Maori health outcomes are improved by working with Maori and Maori partners
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Position Description

- There is a partnership approach with providers and other agencies to maximise health outcomes
- There is better integration and increased connections between service providers.

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<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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<tbody>
<tr>
<td>Strategic and Annual Planning</td>
<td>- Use population health needs assessments, provider performance and capacity assessments, international best practice, national and regional strategies and priorities, financial analysis, consumer feedback and other evidence based strategies to inform strategic and annual planning for the portfolio.</td>
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<td>- Contribute to the development, drafting and implementation of Auckland and Waitemata DHBs strategic and annual plans, Northern Region Health Plan and other accountability documents for the portfolio.</td>
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<td>- Contribute to the goals of the DHBs and the Funding Team by producing high-quality reports and oral presentations, as agreed with your manager.</td>
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<td>- Write relevant board reports and Ministry of Health reports as required including CPHAC reports.</td>
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<td>- Help develop and implement initiatives with providers and key stakeholders to build capacity and capability within the portfolio.</td>
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<td>Service Development</td>
<td>- Identify health needs within the portfolio and contribute to the development of services to meet those needs.</td>
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<td>- Identify service changes to improve outcomes for our populations and work with your manager to achieve these changes, through contracts, implementation projects, and monitoring and audits.</td>
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<td>- Ensure all relevant health targets, Better Public Service Targets and DHB/Ministry directed performance indicators are met.</td>
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<td>Provider Contracts</td>
<td>- Contribute to the development of a logic framework to describe how contracted services and activities will produce intended results across the stages of planning, implementation and evaluation for the portfolio.</td>
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<td>- Request for proposal (or other procurement processes)</td>
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### Programme Manager – Primary Care (Long Term Conditions)

#### Position Description

**Key Tasks**

- Contract management and performance monitoring
- Development of audit framework
- Develop relationships with all providers
- Liaise with other members of the Funding team as appropriate with respect to your portfolio
- Monitor & evaluate service delivery and initiate service reviews as appropriate

**Expected Outcomes**

- Establish contracted levels of performance for all DHB provider arm services that align with Government priorities, Northern Regional Health Plan, Annual Plan and other accountability mechanisms.
- Develop transparent service agreements and efficient contracting processes that result in contracts that are workable and fair for both the funder and provider and are underpinned by robust and realistic pricing frameworks and service specifications.
- Facilitate a commercial approach to contract management and purchasing of services ensuring equity of access, desired outcomes and value for money.
- Monitor performance against health targets and national, regional and local performance measures within the portfolio and identify service improvement requirements as needed.
- Performance monitoring framework in place, implemented and regularly reviewed.
- Ensure that services within the portfolio are delivered in accordance with the requirements of the National Service Framework.
- Risks identified and appropriate risk management and mitigation strategies put in place as agreed.

**Relationship Management**

- Identify and maintain relationship with key portfolio stakeholders within each district, and at regional and national levels
- Involve key stakeholders in service/portfolio initiatives as appropriate
- Identify and take advantage of opportunities to influence decision-making to improve the health outcomes for the populations served by the health services in the portfolio
- Respond in a timely manner to issues and complaints from providers and consumers
- Intersectoral collaboration
- Represent ADHB – Waitemata DHB position with clinical and other stakeholders (including other DHBs)

**Expected Outcomes**

- Develop long term productive relationships with NGO, primary, secondary and tertiary providers and organisations based on a partnership approach to planning, developing, monitoring and delivering high quality services.
- Develop and strengthen relationships (including the development of longer-term contracting partnerships) focused on collaboration and consistency.
- Actively work with Maori and Pacific stakeholders.
- Represent Auckland DHB – Waitemata DHB at Regional & District provider meetings and stakeholders and sector group meetings
- Develop mechanisms to enhance collaboration and communication within the Planning Funding & Outcomes Directorate for the portfolio.
- Support the development and maintenance of
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<td>Effective working relationships with key</td>
<td>- Work with public health leadership on service</td>
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<td>Ministry/Government and health agencies,</td>
<td>development projects to improve health gain.</td>
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<td>providers and participants in the health sector.</td>
<td>- Work with the planning and health intelligence team to identify the health needs for the</td>
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<td>population served.</td>
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<td>Close liaison with Health Outcomes Team</td>
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<td>Reducing inequalities and population health gain</td>
<td>- Ensure all projects have a focus on reducing health inequalities and lead to measurable health gain</td>
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<td>Positive and constructive relationships with Servicer Providers</td>
<td>- Working in close collaboration with the other service Auckland DHB – Waitemata DHB staff</td>
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<td>- Stakeholders, in particular providers, have a known point of contact within Auckland DHB – Waitemata DHB.</td>
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<td>Statutory &amp; Treaty of Waitangi obligations</td>
<td>- Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.</td>
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<td>- Shows sensitivity to cultural complexity in the workforce and patient population</td>
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<td>To recognise individual responsibility for workplace Health &amp; Safety under the Health and Safety at Work Act 2015</td>
<td><strong>Contribute to a safe and healthy workplace at WDHB by:</strong></td>
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<td><strong>All Employees</strong></td>
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<td>- Following &amp; complying with H&amp;S policies &amp; processes &amp; applying them to their own work activities, including using/wearing Personal Protective Equipment as required.</td>
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<td>- Participating in activities directed at preventing harm &amp; promoting well-being in the workplace</td>
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<td>- Identifying, reporting &amp; self-managing hazards where appropriate</td>
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<td>- Early and accurate reporting of incidents at work and raising issues of concern when identified.</td>
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**PERSON SPECIFICATION**

**POSITION TITLE:** Programme Manager – Primary Care (Long Term Conditions)

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<tr>
<td><strong>Qualification</strong></td>
<td>• Tertiary qualification in health, science or management</td>
<td>• MPH or other health, science or management post-graduation qualification</td>
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| **Experience**        | • 3 years experience of managing or planning services in the health sector  
                        | • Understanding of the planning and funding environment                  | • 5 years experience of managing or planning services in the health sector  
                        | • Understanding of procurement and contract management principles and discipline | • Contracting, procurement and / or funding experience                       
                        | • Understanding of logic frameworks                                     | • Change Management experience                                             
                        | • Budget management experience                                           | • Relationship management experience                                      
| **Competencies**      | • Project Management skills                                            | • Demonstrated prior leadership ability within the health sector           
                        | • Developing leadership skills                                           | • Well-developed strategic thinking                                       
                        | • Commitment to the Treaty of Waitangi                                  | • Ability to build working relationships with clinicians, other public health workers, academic public health specialists and health service managers  
                        | • Excellent ability to forge new relationships and maintain existing ones |                                                                           
                        | • Excellent communication skills (verbal and presentation)              |                                                                           
                        | • Good level of political acumen and judgement                           |                                                                           
                        | • Budget management skills                                              |                                                                           
                        | • Meet imposed and self-imposed deadlines                               |                                                                           
                        | • Strong report writing skills                                          |                                                                           
                        | • Good analytical skills                                                |                                                                           
                        | • Strong computer skills                                                |                                                                           
                        | • Problem solving skills                                                |                                                                           

*Waitemata District Health Board - JOB DESCRIPTION - Programme Manager – Primary Care (Long Term Conditions)*
### Programme Manager – Primary Care (Long Term Conditions)

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- Ability to have an inclusive approach across the sector and to facilitate new approaches to health services development.

#### Knowledge

- Current knowledge of the health sector
- Current knowledge of the NGO sector
- Grounding and understanding of health services management
- Understanding of IDFs and service planning
- Knowledge of programme planning, contract management and project management
- Current knowledge and understanding of the portfolio
- Current and historical knowledge of the sector
- Strong grounding in health services management
- Strong grounding in epidemiology, health economics, health promotion, Maori health, health services management and health policy development
- Basic medical and clinical knowledge
- Understanding of inequalities intervention frameworks

#### Personal Attributes

- Highly motivated, energetic and enthusiastic
- Shows initiative – is willing to take responsibility for own actions and decisions
- Team player
- Is willing to learn from others and accept constructive feedback and reflect on own actions
- Presents professionally and acts as a positive role model for others
- Displays respect and consideration for others