

Job Description

Job Title:	Programme Coordinator, Takapau Wānanga
Date:	November 2022
Responsible to:	CEO, Hauora Hokianga Programme Lead, Rural Health Interprofessional Programme (University of Auckland)
Location:	Rawene
Job Status:	1 FTE (full-time)
No. of reports:	None

Background

Hauora Hokianga is a recognised Māori Health provider offering a range of health and social services under the governance of Hokianga Health Enterprise Trust. It is a comprehensive and fully integrated healthcare service, providing quality services for all the residents of Hokianga in accessible locations and at no cost at the point of need.

Business Group – CEO

The CEO has the responsibility to ensure every aspect of how the organisation performs is working efficiently, managing the day-to-day operations while leading strategic development initiatives required for long-term success.

The Programme Coordinator, Takapau Wānanga, will lead the organisation and administration of the Takapau Wānanga programme on behalf of the CEO, to enhance the teaching, research and learning programmes within Hauora Hokianga. The role will work closely with the Academic Coordinator and the Advisory Group to achieve these outcomes.

The Academic Coordinator, Takapau Wānanga will effectively coordinate the delivery of the curriculum, mentoring of students and ensure appropriate teaching and learning resources are developed for the programme, and oversee student assessments. The Advisory Group will provide guidance on the development of the programme and on the implementation of the programme's workplan.

Hauora Hokianga's vision describes our direction and defines the impact we are seeking. It provides the focus around which we organise ourselves and our activities, and the ways in which we work are our values.

Background to the position

Hauora Hokianga, in partnership with the University of Auckland, is offering the Takapau Wānanga Programme for students from all health careers, pathways and disciplines. The programme comprises three streams: Rural Health, Hauora Māori and Interprofessional Education, and provides students with a high-quality experience of interprofessional education in a remote rural and traditional setting designed to:

- encourage students to work in a rural setting once qualified;
- enable students to effectively apply this learning to their future roles in service delivery;
- meet the requirements of the education programme students are enrolled in; and
- reduce inequalities in population health status.

Job Purpose

The primary objective of this role is to manage the organisation of the Takapau Wānanga Programme, including key stakeholder engagement and ensuring student placements are managed effectively to meet programme objectives and outcomes. The role will liaise closely with the Advisory Group and the Academic Coordinator, Takapau Wānanga to achieve these outcomes.

The Programme Coordinator is primarily responsible for all aspects of the operational management of the Programme, the pastoral care and support of participating students, and the ongoing enhancement and development of relevant documentation and of the activities included in the Programme.

In addition, the Programme Coordinator will be the lead Hauora Hokianga site contact for the Takapau Wānanga Programme and will respond to queries promptly and professionally.

Key Accountabilities

The requirements set out below provide a clear framework of the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

Other duties may be allocated by the CEO in accordance with the job purpose and objectives of this role.

<i>Responsibilities</i>	<i>Expected Outcomes</i>
Coordination and further development of Takapau Wānanga Programme	<ul style="list-style-type: none"> • Establish and maintain effective relationships with all relevant stakeholders to ensure the successful implementation and management of the Takapau Wānanga Programme • Coordinate and manage Takapau Wānanga events effectively, and ensure ideas for local activities are gathered and used to enhance the student learning experience as and when required • Liaise with the Academic Coordinator, Takapau Wānanga, and relevant tertiary organisation coordinators, and the placement providers, as well as all other contributing organisations/agencies, to ensure excellent placement services and learning experiences for participating students • Seek opportunities to increase the efficiency and effectiveness of the Programme and to manage the implementation of approved improvements • Participate in and provide executive support to the Takapau Wānanga Advisory Group.

Student recruitment	<ul style="list-style-type: none"> • Ensure marketing/advertising/course enrolment material is produced and distributed • Maintain the information published through all channels (website, Facebook, SharePoint, hard copy documents, etc.) is accurate and updated on a regular basis • Liaise directly with the relevant coordinators of the relevant student programmes (within tertiary and other providers) to recruit students for each block/across the year • Administer student selection process as and when required in conjunction with the agreed Takapau Wānanga Selection Process • Advise the Academic Coordinator, Takapau Wānanga, of student recruitment trends and issues.
Coordination of student placements	<ul style="list-style-type: none"> • Manage the administration of and coordinate placements across multiple disciplines/pathways for students participating in the Programme in accordance with the established procedures • Liaise directly with both placement coordinators at the relevant tertiary providers, and the placement providers (local organisations and Hauora Hokianga teams) to develop, organise, and enhance the student placement experience • Produce and continually enhance the student documentation for placements within the Programme • Ensure students and supervisors receive accurate and timely information about pending placements • Collect student placement information as required to meet reporting requirements and to monitor the student learning experience • Coordinate the student evaluation of each cohort participating in the programme • Ensure student satisfaction data is maintained and accurately recorded.
Provision of academic support and pastoral care	<ul style="list-style-type: none"> • Provide students with a staged, relevant and current orientation/introductory 'pack', including the pre-arrival information about their placement, Hauora Hokianga and the region • Ensure the logistical aspects of student arrivals and placements are attended to, including arranging for Hauora Hokianga logins/email addresses, ID card and access details, etc. • Provide orientation sessions and support to students participating in the Programme for the duration of their placement • Arrange accommodation for the students in each cohort (in the shared accommodation available), and respond to/escalate student queries related to accommodation issues as and when required • Coordinate the provision of appropriate academic and pastoral care support for students (including documentation) • Develop processes for and coordinate the resolution of student concerns as and when required.

<p>Administration and financial management</p>	<ul style="list-style-type: none"> • Manage and record all financial commitments and report on financial transactions for the Programme, in consultation with Corporate Services and the organisation's established payments/invoicing processes and systems • Maintain accurate records and files in accordance with the organisation's information management policy and processes, ensuring security and confidentiality • Capture all agreed demographic and personal student data to meet reporting requirements • Maintain a repository and process for rural medicine project output and student presentations, and utilise these in both health promotion and marketing activities/channels • Draft the mid and end of year reports and the Annual Plan in consultation with the Academic Coordinator and the Programme Lead, Rural Health Interprofessional Programme (University of Auckland) as per the reporting requirements • Ensure enquiries by staff, students, participating organisations and outside agencies are efficiently and effectively answered • Ensure venue, equipment and catering arrangements for Programme meetings, events (e.g., noho marae, presentations), Advisory Group meetings, etc., are made in consultation with other relevant staff • Assist in the development of student and staff resources, both electronic and hard copy, including the use and management of e-learning platforms • General administration and facility management on site in the Teaching and Learning space as agreed.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Demonstrate a good understanding of Health and Safety in the healthcare environment • Model Health and Safety focussed behaviours and engagement at all levels • Provide an environment in which the students work with confidence to achieve programme objectives • Ensure active involvement at all levels in the identification and management of Health & Safety • Respond to Health and safety issues promptly, assessing and undertaking appropriate corrective actions, and completing the in-house reporting procedures in a timely manner • Ensure corrective actions to work practice are communicated to students effectively and in a timely manner • Liaise with the CEO and the Health and Safety Co-ordinator.

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

<i>Who</i>	<i>For what purpose</i>
Academic Coordinator and Advisory Group, Takapau Wānanga Programme Programme Lead, Rural Health Interprofessional Programme (University of Auckland)	<ul style="list-style-type: none"> • Ensure the Programme is effectively and efficiently organised, coordinated, promoted and evaluated • Ensure the student learning experience is of high quality and in alignment with the rural health curriculum and learning outcomes.
Hauora Hokianga Executive Team General Practitioners / Clinical staff People Leaders Other employees and internal/external stakeholders	<ul style="list-style-type: none"> • Work collaboratively to provide integrated advice and support to students, staff, patients and other stakeholders • Organise excellent student placements and ensure a successful and meaningful learning experience • Approachable and reliable team player who contributes positively to the overall high performance of the organisation.
Faculty of Medical & Health Science, University of Auckland	<ul style="list-style-type: none"> • Ensure alignment with the aims and objectives of the discipline of General Practice and Primary Health Care • Promote high quality healthcare to improve health outcomes and reduce disparities
Relevant clinical leaders of health and wellbeing disciplines at other institutions/organisations Placement providers within Hauora Hokianga and other agencies	<ul style="list-style-type: none"> • Promote the Programme and encourage the participation of students from a wide array of health and wellbeing disciplines/pathways • Ensure placement requirements are met by placements provided as part of the Takapau Wānanga
Participants (students) Community groups Activity providers Others providing input or engagement	<ul style="list-style-type: none"> • Provide support and input to community groups and activity providers to aid good engagement, and benefit for participants • Manage relationships well to reduce the potential for conflict • Ensure there are clear objectives / benefits for participants from any external engagement / activities.

Person Specification

Education/qualifications

- Qualification in, or equivalent experience, an administration, management, health or education field [a relevant qualification or experience]
- Full and current Drivers Licence
- Experience of working with educational organisations (particularly within the health and tertiary education sectors) and students is desirable

Experience, skills and knowledge

- The ability to recognise clients' rights to be treated as an individual and with equity
- The ability to act with sensitivity to students and staff members right to privacy and confidentiality
- A sound understanding of and respect for the social, cultural and spiritual norms of others
- Proven experience in forming and maintaining positive professional relationships
- Proven experience in the administration and management of a diverse range of tasks
- Proven experience in the provision of appropriate pastoral care/support of students/staff/clients
- Excellent communication skills and experience, both oral and written
- Advanced level of computer literacy – including knowledge of the Microsoft office suite of products including MS Word and Excel, and experience with SharePoint, and social media channels
- Knowledge of Tikanga and Te Reo Maori is desirable
- The ability to self-motivate and to undertake project planning and management
- The ability to be flexible and demonstrate maturity of judgement.

Core Hauora Hokianga Competencies

Hokianga Health has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal resident and external client needs. Understands the needs of the resident/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal resident, external client and stakeholder needs • Listens and proactively seeks to understand the expectations and needs of the resident/client • Ability to deliver effectively under pressure, expressing sound clinical judgment and maintaining excellent customer service at all times • Looks for ways to provide added value • Proactively seeks resident, client and stakeholder feedback • Fosters good relationships with residents, clients and stakeholders through consultation and partnership

<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language.</p> <p>Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Excellent communication skills, written and oral, with the ability to communicate clearly, concisely and in plain language • Communicates in a professional manner with key stakeholders at all levels • Actively listens and observes non-verbal cues to inform communication approach • Positive attitude, a pleasant disposition, be innovative and creative • Self-aware and approachable • Represent the team to the wider community
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> • Excellent influencing and persuading skills • Treats others with respect and dignity • Able to work effectively and independently as part of a multi-disciplinary team • Supports others in the team and has consideration for their needs and skills • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working • Routinely works to improve efficiency, the quality of clinical practice, and service delivery • Keeps own skills up-to-date and continues to update and develop a depth and breadth of knowledge
<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently and works within the established system to push for a smarter, better way.</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas, input and suggestions from others as appropriate • Suggests new ways to improve the quality of products or services – continuous improvement • Identifies new ideas, solutions, or directions in dealing with daily situation
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Well-developed problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes • Sets realistic targets and achieves results, overcomes obstacles, accepts responsibility • Establishes and applies appropriate standards, and sets clear responsibilities • Informs and supports a results-oriented environment, and follows through on actions

<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Excellent organisational skills, prioritising and managing time in a fast paced / busy environment • Provides work on time and to required standard • Plans a wide range of simple tasks or a small number of complex ones • Workload delivered within deadlines and to agreed standards • Supports clearly structured orientation to new staff to engage well, enable good integration to the team, and enable effective, confident work practices
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures • Agile and adaptable, with a positive outlook • Receptive and contributes to new ideas and approaches and adapts accordingly • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager / people leader of this job and any changes will be discussed with the Job holder before being made.

This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review.

Performance and Appraisal Measures

Undertakes an initial formal appraisal at three months and, if satisfactory, thereafter, annually.

Agreed:

	<i>Employee</i>	<i>Manager/People Leader</i>
Signature		
Date		