



POSITION DESCRIPTION

Kaipaihere Ture Tikanga

Quality and Compliance Lead

Taumata Korero | Hauora Hokianga Vision and Values

Tirohanga Matua – Our Vision

Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

achieved through collaboration and service excellence

Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

Ngā Whaingā Matua – Our Values

Rangatiratanga

leadership role modelled at all levels that supports self determination over one's health and wellbeing

Manaakitanga

expressed by extending respect, humility, kindness and honesty

Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

Turanga Mahi | The Position

Reports to: Corporate Services Manager TBC

Department/Team: Corporate Services

Job Status: Permanent, Full-Time

Direct reports (if applicable): n/a

Delegated Financial Authority (if applicable): n/a

Last updated: May 2023

Position Purpose

The purpose of the Kaipaihere Ture Tikanga / Quality and Compliance Lead position is to coordinate quality and audit activities, providing oversight of standards, policy, and the controls that inform a strong culture of continuous quality improvement, to enable the consistent engagement of all Hauora Hokianga staff with delivery in a high-quality environment.

This role will lead the development of quality and audit activity, health and safety monitoring, provide support with timely review and response to specific issues, such as legislative change, complaints, systemic failures, external and internal audit feedback, and special projects. This will involve dedicated regular time to specific projects and allocation of time and expertise in response to an emerging issue or specific requirement.

Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Privacy and Confidentiality <ul style="list-style-type: none"> • Work with an awareness and understanding of current privacy related legislation, codes, policy and procedures • Apply good practice in all aspects of the role 	<ul style="list-style-type: none"> • Undertake mandatory privacy related training. • Undertake all duties and responsibilities in accordance with the Privacy Act (2020), Health Information Privacy Code (2020), and Hauora Hokianga privacy policies and procedures, and any amendments to these • Maintain awareness of change and knowledge of privacy related legislation, codes, policy and procedures.

<p>Knowledge and coordination</p> <ul style="list-style-type: none"> • Awareness and understanding of current legislation, MoH, Te Whatu Ora and Te Aka Whai Ora, and other relevant standards, guidelines and requirements • Identify necessary change or update to internal documents and/or procedures to ensure continued compliance • Plan and co-ordinate the development of necessary change to internal documents, guidance, practice or procedure with CEO, managers and/or designated staff • Identify training needs for staff to help ensure standards and deliverables can be met e.g. tracking in documents, version control, file path, etc. • Change is monitored for effectiveness and where necessary reviewed 	<ul style="list-style-type: none"> • The source of originating material for internal documents is known and monitored • Shortcomings in or discrepancies with internal policy, manuals, guidelines, forms, performance, or practice are identified and shared in a timely manner • Changes to internal policy, manuals, guidelines, forms, performance, or practice are made in collaboration with the appropriate managers, staff training or competency needs identified, and introduced in a timely manner • Information, tuned to recipients, is available to staff at all levels • Publication in an appropriate form and to appropriate areas for staff access is achieved and synchronised e.g. via SharePoint and appropriate electronic filing • Change is monitored, effectiveness assessed and confirmed, or reviewed.
<p>Audit – external and internal</p> <ul style="list-style-type: none"> • Lead and co-ordinate the preparation for external audits and assist with internal audits. • Provide input and support throughout audit procedures. • External audit reports are received, analysed, shortcomings clarified where necessary, and corrective actions identified. • Work with managers and designated staff to plan and co-ordinate corrective actions to address shortcomings. • Collate and submit the required progress and verification reports to auditors within the specified timeframe. • Generate internal audit reports for CEO, Managers, Clinical Governance Board, and/or Significant Events Management. • Co-ordinate with the Executive team to ensure internal audit documentation meets legislative / national standards, along with internal policy. 	<ul style="list-style-type: none"> • Audit schedules / itineraries are communicated and facilitated • External certification / accreditation audits run smoothly • Pre-audit documentation provided to auditors, including Information to fulfil any ad hoc audit requests • Auditors receive input and support throughout the audit process • Audit reports distributed to CEO and managers for review • Corrective actions proposed are appropriate to address identified shortcomings, deliverable, have measurable outcomes • Clear delivery plans put into place wherever necessary, and delivery of corrective actions is monitored and managed • Corrective action progress and/or verification reports addressing all shortcomings are provided in a timely manner • Reports are relevant, accurate and appropriate to the audience
<p>Complaint Coordination</p> <ul style="list-style-type: none"> • Performance and delivery standard for the management of complaints, including timeliness • Performance standard ensures effective communication and timely resolution of complaints to improve client satisfaction • Performance standard ensures respect for the confidentiality of complainants and those affected by the complaint, or by issues raised within it • Reduction in the number of issues raised with the MOH / Health and Disability Commission 	<ul style="list-style-type: none"> • A clear process is established and administered for tracking external complaints which observes the requirements of privacy legislation. This includes receiving, documenting, investigating, communication and correspondences, support available, and timeframes for response • Complainants are made aware of timeframes, what to expect of the process • Complaints are acknowledged, assessed, and resolved in a fair, transparent, efficient, and timely manner • CEO and managers are engaged in the process, progress and resolution of issues identified

<ul style="list-style-type: none"> • Report to CEO and managers on matters of concern, acknowledgement or praise arising from complaints • Foster a collaborative culture with managers and designated staff to resolve issue(s), identify shortcomings, plan, and co-ordinate corrective actions to address these, and implement corrective actions • Complainants understand what their options are if they are dissatisfied with the process or the outcome of their complaint and assist with advocacy. 	<ul style="list-style-type: none"> • Collaborate with, and support managers to ensure appropriate action is taken to address issues/shortcomings identified as a result of a complaint • Support and assistance is made available to any person who wishes to make, or has made a complaint, or who wishes to pursue a complaint further e.g. to the Office of the Health and Disability Commissioner • Responses to complainants address the issues raised, feedback, and provide information on what, if any corrective actions are being undertaken to avoid similar situations occurring in the future
<p>Consumer Feedback and Survey</p> <ul style="list-style-type: none"> • Foster a collaborative culture that values and learns from feedback and surveys • Lead and co-ordinate the preparation for and conduct of annual consumer surveys to ensure they are carried out in a timely manner • Collate and respond as may be necessary to consumer satisfaction feedback and surveys • Report to CEO and managers on matters of concern, acknowledgement and praise arising from feedback and surveys • Identify shortcomings, and work with managers and designated staff to plan and co-ordinate corrective actions to address shortcomings 	<ul style="list-style-type: none"> • Consumer feedback and survey documentation is reviewed regularly for clarity, accessibility, and invites valid responses • Surveys and are instigated in a timely manner and include all aspects of service delivery and care e.g. long stay residents and their whanau, day care, acute and palliative/respite care, community care and clinics, mental health, etc. • Analysis of survey feedback is completed and informative reports to managers enable collaboration and ongoing improvements to standards, service delivery, public perception, and help to inform staff training needs, etc.
<p>Document Control</p> <ul style="list-style-type: none"> • All controlled documents from across the organisation are identified, recorded, and scheduled for routine review/maintenance e.g. policies, manuals, forms, etc. • Maintenance and update of policy documents, guidelines, and associated indexes • Guidance for managers and other document owners to inform the lifecycle management of controlled documents, including review, and determining if existing documents are fit for purpose, etc. • Document available in a variety of formats depending on requirements e.g., HTML, PDF, and/or to SharePoint, etc. • Systematic controls and processes support the delivery of the appropriate document to the relevant user group to support clinical and business practice • Documents are identified and records maintained ensuring any document can be tracked and traced • Clarity during review and following amendment 	<ul style="list-style-type: none"> • All controlled documents are included in the records register • Data is standardised according to business processes and record keeping requirements • Document owners understand the lifecycle of controlled documents, and the need or triggers for review, including determining if existing documents remain fit for purpose • Manuals, policy documents, guidelines, and associated indexes are reviewed, and updated in a timely manner • Standard form business documents such as job descriptions, sample letters for salary change, acknowledgement of resignation, checklists, etc are identified and registered • Central database and/or access point are populated and accessible to staff • User groups and distribution lists are maintained • Document ownership details are valid and reliable • Access to restricted documents is controlled • Superseded and obsolete documents are archived securely • All documents reviewed and maintained in accordance with scheduled plan • Editable versions are provided for review, consultation and collaboration and processing • Classification structures and unique identifiers are applied appropriately

	<ul style="list-style-type: none"> • Version control and file path is visible to all users of documents • Amendments to documents are identifiable by users • Amendment records are introduced to every lengthy document eg. procedural manuals, and updated for each addition, deletion and/or or amendment • Changes to short documents are identifiable by margin markers and in long documents are also recorded in an amendment record to help users identify updates and amendments easily
<p>Continuing quality improvement</p> <ul style="list-style-type: none"> • Lead the quality assurance process to ensure the adoption of improved policies / protocols • Co-ordinates the review of systems, practice and monitoring functions following any audit process • Lead the investigation of errors and non-standard practice, working with appropriate manager/s to improve quality of application or use, or otherwise to develop corrective actions / improvement plans • Ensure exceptions and exemptions to standards are documented and resolution sought • Maintain the highest level of customer focus and integrity • Lead change and innovation that promotes service improvement 	<ul style="list-style-type: none"> • Managers are engaged with, and supported through any necessary corrective actions arising from any audit, and the transition of these to business as usual • Conflicting requirements and processes are collaboratively analysed and solutions are agreed and implemented • Executive are supported to minimise / eliminate risks of non-compliance • Policies and procedures are easy to follow, understand and supported by managers • Effective identification and resolution of information, actions, documentation, or processes that differ from acceptable practice • Engagement and collaboration with the Executive team is maintained during the process for changing existing policy, forms, procedural guidelines, etc. • Effective internal and external networks / collaboration
<p>Health, Safety and Wellbeing</p> <ul style="list-style-type: none"> • Observe and promote safe work practices, policies and instructions relating to work • Pro-active in hazard management • Lead the promotion of health, safety and wellbeing across all sections of the Hauora Hokianga community • Guide and promote awareness and implementation of H,S&Q initiatives • Provide a consultation conduit to the wider staff, managers and between other quality focused activities e.g. Clinical Governance, Infection Control, etc. • Manage the development of strong and positive health, Safety and Wellbeing culture for Hauora Hokianga. • Provide support to all areas of Hauora Hokianga, managers, and their Health & Safety reps in all aspects of hazard identification, assessment, control, and monitoring. • Support prompt and accurate reporting and investigations of all workplace incidents, injuries and near misses • Assist with the development and maintenance of, as well as compliance with, health and safety policies and procedures. 	<ul style="list-style-type: none"> • Demonstrate a good understanding of Health and Safety in the healthcare environment. • Comply with relevant safety legislation, policies, procedures, safe systems of work. • Practice and observe safe work methods including the use of relevant safety equipment to ensure own and others' safety at all times. • Take appropriate action to report and address unsafe conditions, hazards or equipment. • Report all incidents or accidents, including near misses in a timely fashion. • Staff at all levels are engaged in a good understanding of H, Q&S . • Support individual disciplines with specific projects • Hauora Hokianga have a strong and positive health, safety and wellbeing culture. • Risk assessments are undertaken, completed and followed up where necessary. • Staff have knowledge of hazards and access to the hazard register which is being used. • Staff and managers are aware of and are using incident forms. • Investigations are thorough and include input from all relevant and involved parties. • Follow up and corrective actions are undertaken as a result of investigation findings.

<ul style="list-style-type: none"> • Support and contribute to Health & Safety reporting, including a monthly report for the Hokianga Health Enterprise Trust Report. • Coordinate workplace health & Safety training. • Work in conjunction with managers to manage return to work and ACC processes. • Contribute to the development of wellbeing initiatives. • Ensure all external contractors, volunteers and suppliers are aware of Hauora Hokianga health & Safety policies and procedures. 	<ul style="list-style-type: none"> • Health and Safety policies and procedures are available and reflect current practice and legislation requirements. • Regular reporting identifies insights and supports management of health, safety and wellbeing in the workplace. • Health and safety training needs are identified and addressed. • Staff and Managers are supported through the ACC return to work process. • All work undertaken on Hauora Hokianga premises complies with Hauora Hokianga health and safety policies and procedures.
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Kawenga Matauranga | Knowledge, Skills and Experience

Qualifications

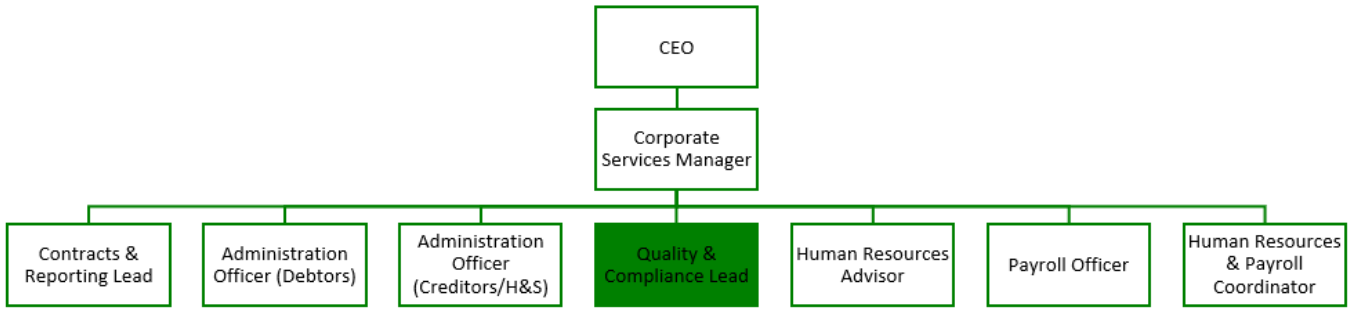
- A recognised qualification in quality and/or audit, or equivalent relevant experience of risk management in a health care environment would be beneficial.
- Alternative evidence that clearly demonstrates experience of delivery in a best practice quality assured environment.
- A relevant Health and Safety qualification would be beneficial.
- Full and current Drivers Licence.

Knowledge, Skills and Experience

- Excellent interpersonal skills with the ability to listen and relate to a wide range of people
- Excellent written communication skills, having good attention to detail
- Proven ability to edit / proof-read written reports / documentation and presentation materials and write clear, concise documents for a wide audience
- A genuine commitment to providing quality service to all stakeholders, and gaining input from and collaboration with staff at all levels
- Demonstrated ability to engage and motivate others at all levels, provide leadership and achieve effective engagement in a well-managed, quality improvement focused environment
- Demonstrates a high level of analytical skills including an understanding of the basics of quantitative and qualitative analysis.
- Demonstrated organisational skills along with the ability to establish priorities and meet deadlines while presenting a high level of accuracy and confidentiality, and managing ambiguity
- Ability to exercise and maintain objectivity, professional judgement, and discretion.
- High degree of computer literacy in the Microsoft Office suite of products, particularly formatting documents in MS Word, PDF, and Excel including the ability to manipulate data in spreadsheets
- High degree of computer literacy in the Microsoft Office suite of products - including formatting documents and the ability to manipulate data in spreadsheets, and use of the higher-level functions in MS Word, Excel, Adobe, and PowerPoint (or an equivalent presentation tool) for the purposes of professional document construction and management, the analysis of numerical and statistical information, and providing information to others.
- Experience of working within a multi-disciplinary team environment.
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.
- Ability to act with sensitivity regarding rights to privacy and confidentiality.
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā.
- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.

Kawenga Whanaungatanga | Relationships

Your place in Hauora Hokianga



Key Internal Relationships

- CEO and Executive Team
- Other managers and staff

Key External Relationships

- Te Whatu Ora, NGOs, PHEs
- Contracted service providers
- Quality, audit and risk management agencies and contractors
- Groups, whānau and individuals from the community

Tuhinga Whakaae | Acknowledgement and Approval

Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga’s strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga’s policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

Employee Signature:

Date:

Manager Signature:

Date:
