

# Job Description

<b>Job Title:</b>	<b>Collaboration Coordinator</b>
<b>Date:</b>	July 2018
<b>Responsible to:</b>	Manager Collaboration Development
<b>Location:</b>	Wellington
<b>Job Status:</b>	Permanent Full Time
<b>No. of reports:</b>	Nil
<b>Delegated Financial Authority: (If applicable)</b>	Nil

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## Background

TAS works with the leaders and practitioners who plan, commission and provide health and social care.

We bring together sector experts with data analysis and health system insights, helping our customers make informed decisions and improve service planning and delivery. We also help build capability in the sector through education and training. Ultimately it's about working together to create a world class health system for Kiwis.

TAS is owned by the six Central Region District Health Boards (Capital & Coast, Hutt Valley, Wairarapa, MidCentral, Whanganui, and Hawke's Bay). Established in 2001, we are a professional services organisation providing a range of strategic, advisory and programme management services across the health and social sectors, including:

- Sector collaboration
- Data management
- Strategy, innovation and insights
- Capability building
- Programme management services

## Vision and Values

At TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders.

Our 2020 Vision is 'Supporting our partners to deliver the best health outcomes for all New Zealanders'

We are committed to building a values based high achieving organisation across all of our relationships and activities. Our corporate values of aspiration, courage, professionalism and integrity are central to how we work at TAS.

Our Employee Value Proposition is 'We are committed to growing innovative, trusted, expert advisors, who love what they do to make a difference.'

Our Values are:



## Business Group

Planning and Collaboration (P&C) is a professional service group within of TAS. Planning and Collaboration provides a) planning support services that enable our customers to develop regional and national plans to optimise investments within sector constraints; b) collaboration services to enhance the effectiveness across key executive groups and enables them to deliver on key work programmes and projects; and c) integrated approach to business intelligence to provide insight and knowledge to inform sector prioritisation and service improvements.

## Job Purpose

The Collaboration Coordinator role is responsible for supporting Executive Groups both National and Central Region by providing a range of coordination and documentation support to ensure the smooth preparation and running of their regular meetings.

The role is responsible for providing efficient, high quality coordination and secretariat support to assist in the day to day operations of designated team/s. The position also provides a professional interface between TAS and its internal and external stakeholders, supports project work across various teams and provides support to the wider organisation at times of high workload, as required.

## Key Accountabilities

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

<i>Accountability Area</i>	<i>Description</i>
Central Region meetings coordination and support	<ul style="list-style-type: none"> <li>• Meetings are scheduled and coordinated as per the agreed meeting schedule.</li> <li>• All correspondence and documentation is accurate, completed and distributed as per the agreed timeframes.</li> <li>• Ensure action items are communicated to appropriate personnel, stakeholder group and responded appropriately:               <ul style="list-style-type: none"> <li>○ All actions are followed-up in a timely manner to completion; and</li> <li>○ All action registers are reviewed on a monthly basis.</li> </ul> </li> <li>• All records are effectively maintained (both hard and soft).</li> <li>• Schedule of key DHB meetings and important dates is maintained and current.</li> <li>• Establish and maintain an accurate and up to date key contacts database.</li> <li>• Ensure meeting arrangements are organised in a timely fashion e.g. venue, catering, accommodation and travel, as required.</li> </ul>
Project coordination, planning and & facilitation	<ul style="list-style-type: none"> <li>• Establish and maintain processes and workflows to support the effective and efficient coordination of projects/ work streams.</li> <li>• Undertake the necessary day to day provision of secretariat and administrative services for projects; including but not limited to:               <ul style="list-style-type: none"> <li>○ Organising meetings/workshops – schedule and organise meetings, collation of agenda items, minute taking and follow-up of actions arising from the meetings, travel and accommodation arrangements, couriers and other logistical considerations.</li> <li>○ Prepare papers and other materials required for meetings.</li> </ul> </li> <li>• Organise workshops /meetings between stakeholders as required to facilitate discussion and seek input to support the delivery of agreed work plans.</li> <li>• Document preparation and draft reports as requested including development of presentations.</li> <li>• Maintain an accurate schedule of key meetings and important dates.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date training hub registers and contacts/network database.</li> <li>• Reconcile invoices and liaise with the finance team to arrange payment in a timely and efficient manner.</li> </ul>
Provide support for regional and national collaboration	<ul style="list-style-type: none"> <li>• Agendas show evidence of alignment with regional decision making framework and maximise opportunities for regional and national collaboration.</li> <li>• Schedule of regional action points and decisions is up to date.</li> </ul>
Team coordination support in a timely and accurate manner	<ul style="list-style-type: none"> <li>• Establish and maintain processes and workflows to support the effective and efficient functioning of the team/s.</li> <li>• Undertake the necessary planning and day to day coordination for secretariat and coordination services to a designated team; including but not limited to: <ul style="list-style-type: none"> <li>○ Coordinating meetings/workshops – scheduling, diary management, organising resources, making travel arrangements, producing agendas, photocopying and distributing documents, attending meetings and taking minutes as required.</li> <li>○ Prepare reports, presentations and other materials required for meetings.</li> </ul> </li> <li>• Monitor information needs/systems by establishing and maintaining effective systems for the management of paper and electronic data and documentation.</li> <li>• Maintain an accurate schedule of key meetings and important dates.</li> <li>• Maintain accurate and up to date key contacts / network database.</li> </ul>
Relationship and stakeholder management	<ul style="list-style-type: none"> <li>• Establish and maintain constructive, effective working relationships with key staff in TAS.</li> <li>• Establish and maintain effective working relationships externally with providers and key stakeholders ensuring a high customer satisfaction.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Undertake other reasonable duties as required relating to the functions and responsibilities of the Planning and Collaboration Business Group</li> <li>• Participate in the development and continuing improvement of TASs business performance and reputation, and provide positive contribution to the functioning of your team and wider organisation.</li> <li>• Take responsibility for meeting TASs obligations in workplace health and safety by making sure own actions keep self and others safe.</li> </ul>

## 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:

### Internal

<i>Who</i>	<i>For what purpose</i>
Planning and Collaboration team	<ul style="list-style-type: none"> <li>• Provide knowledge from the business/sector regarding issues and challenges.</li> <li>• Identify opportunities to align the executive group agendas to TAS decision-making framework, contributing to efficient and practicable decision making.</li> </ul>
TAS managers and employees	<ul style="list-style-type: none"> <li>• Work closely with TAS employees involved in regional and national work to identify key issues and themes.</li> <li>• Collaborative working to provide integrated, joined-up advice and support to customers and stakeholders.</li> <li>• Approachable and reliable team player who contributes positively to the overall high performance of the organisation.</li> </ul>
TAS Chief Executive	<ul style="list-style-type: none"> <li>• Work closely to ensure every opportunity is taken to align the executive group agendas to the decision-making framework; ensuring decision making is as efficient as practicable.</li> <li>• Provide knowledge from the meetings regarding relevant regional issues and challenges.</li> </ul>

### External

<i>Who</i>	<i>For what purpose</i>
DHBs: Chairs and Steering Group, Board Chairs, Chief Executive Officers, General Managers Planning & Funding, Chief Operating Officers, Other executive group Chairs, Executive and Personal Assistants, and other DHB staff; HWNZ	<ul style="list-style-type: none"> <li>• Work collaboratively to establish productive and positive relationships.</li> <li>• Manage relationships in a manner the represents TAS values and commitment to excellence.</li> <li>• Work closely with Chairs to ensure every opportunity is taken to align or improve collaboration through making connections of initiatives or issues between committees</li> </ul>

## Person Specification

### Education/qualifications

- A relevant tertiary qualification(s) or equivalent experience

### Experience, skills and knowledge

- Previous experience working in a coordination / support role or similar, where planning and coordination was a key component of the work
- Excellent organisational skills along with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality
- Excellent oral and written communication skills, particularly the ability to comprehend and reframe information for minutes
- Highly professional with good interpersonal skills with the ability to relate to a wide range of people.
- Proven ability to develop and maintain highly effective and professional working relationships including senior executives and business managers
- Sound analytical skills and information seeking abilities.
- Proactive approach to work demonstrating initiative and good judgment.
- A genuine commitment to providing quality service to all customers.
- Ability to work unsupervised and as part of a team.
- Familiarity with the health sector and/or health terminology is highly desirable
- High degree of computer literacy in Microsoft Office suite of products, particularly MS Word and Excel

## Core TAS Competencies

TAS 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><b>Customer Focus:</b> Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> <li>• Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs.</li> <li>• Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder.</li> <li>• Looks for ways to provide added value.</li> <li>• Proactively seeks customer/client feedback.</li> </ul>
<p><b>Communication:</b> Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. 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"> <li>• Actively listens and observes non-verbal cues to inform communication approach</li> <li>• Self-aware and approachable</li> <li>• Communicates in a professional manner with key stakeholders</li> </ul>
<p><b>Collaboration:</b> 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"> <li>• Works effectively as part of a diverse team.</li> <li>• Treats others with respect and dignity</li> <li>• Supports others in the team and has consideration for their needs and skills.</li> <li>• Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.</li> </ul>
<p><b>Continuous Improvement:</b> Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and</p>	<ul style="list-style-type: none"> <li>• Makes suggestions for improvements to current ways of working. Shows a willingness to learn.</li> <li>• Looks to improve efficiency and quality of service of own role/area</li> </ul>

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
opportunities for improvement and takes charge of personal development.	<ul style="list-style-type: none"> <li>Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.</li> </ul>
<p><b>Innovation:</b> 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"> <li>Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate</li> <li>Suggests new ways to improve the quality of products or services.</li> <li>Identifies new ideas, solutions, or directions in dealing with daily situations.</li> </ul>
<p><b>Action Orientation:</b> 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"> <li>Targets and achieves results, overcomes obstacles, accepts responsibility,</li> <li>Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.</li> </ul>
<p><b>Planning and Organising:</b> 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"> <li>Provides work on time and to required standard.</li> <li>Plans a wide range of simple tasks or a small number of complex ones.</li> <li>Workload delivered within deadlines and to agreed standards.</li> </ul>
<p><b>Agility and Flexibility:</b> 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"> <li>Reliable and flexible in response to work priorities, issues and pressures.</li> <li>Receptive and contributes to new ideas and approaches and adapts accordingly.</li> <li>Handles conflicting priorities and deals with the unexpected.</li> </ul>

## 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 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 cycle.

**Agreed:**

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