

Job Description

Job Title:	Allied Health Programme Consultant, Safe Staffing Healthy Workplaces (SSHW) Unit
Date:	January 2019
Responsible to:	Director SSHW Unit
Location:	Flexible
Job Status:	Fixed term secondment
No. of reports:	Nil
Delegated Financial Authority (If applicable)	Nil

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.

Established in 2001, TAS is 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

The **Care Capacity Demand Management (CCDM)** Programme is a nationally agreed programme delivered by the Safe Staffing Healthy Workplaces Unit. Programme Consultants provide expert advice on implementation of the CCDM programme at all levels of an organisation. Building DHB and health union capability to achieve effective care capacity demand management as business as usual is a key priority.

The SSHW Unit has a Governance Group made up of DHB and health union members. They are responsible for governing the activities of the Care Capacity Demand Management Programme (CCDM) and overseeing the implementation of the programme across DHB's. The CCDM Programme is a nationally agreed programme and must be implemented in a manner consistent with the agreed partnership approach. The SSHW Unit is accountable for developing, teaching, advising, educating and supporting DHBs to implement the CCDM programme across the country. Building DHB and health union capability to achieve effective care capacity demand management as business as usual is a key priority.

Job Purpose

An Allied Health Programme Consultant is responsible for supporting the partners - Union(s) and DHBs to implement CCDM for the Allied Health, Scientific & Technical (AHS&T) workforce.

The latest ratified DHB & PSA Terms of Settlement (2018-2020) contains a specific CCDM clause relating to all AHS&T professions covered by these MECAs. Whilst the focus of CCDM development has been initially restricted to the following services: physiotherapy, social work, speech and language therapy, dietetics and occupational therapy - once CCDM has been embedded for these workforces, other scientific and technical workforces will be included.

An Allied Health Advisory Group (AHAG) informs the SSHW Unit with regards to development of CCDM for the AHS&T workforce. The group consists of Director of Allied Health representatives and a PSA organiser and delegate. The groups meets quarterly. Their annual plan informs the work of the Allied Health Programme Consultant.

Some components of the CCDM programme are still in development. As a Programme Consultant you will contribute to the development of programme components in collaboration with the Allied Health Advisory Group.

The Programme Consultant provides consultancy to DHBs and PSA through provision of advice, education and coaching. This will be done through regular visits to DHBs and provision of support in between. Consultancy aims to build sector leadership and capability in effective management of care capacity and demand.

Effective working relationships are the cornerstone for success of the CCDM programme. As a Programme Consultant you will develop and maintain excellent working relationships. You will champion the importance of CCDM for these workforces on a national level, whilst building sector capability and leadership on a local level.

This role will work closely with the present Allied Health Programme Consultant.

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>
Programme development and sustainability	<ul style="list-style-type: none"> • Develop and promote tools and processes aligned to the CCDM programme for the AHS&T workforce. • Maintain and promote links between CCDM programme, best practice and evidenced based research. • Promote effective quality assurance and overall integrity of the programme. • Continually seek opportunities to grow customer satisfaction with fit for purpose tools and processes. • Build capability within the health sector by using best practise tools and processes in CCDM. • Ensure new programme resources are in accordance with the overall programme aims and goals. • Manage stakeholder contributions to the programme. • Ensure communications with all stakeholders is consistent with programme communication strategy and key messages. • Develop models and frameworks for translating the programme into operational strategy, systems and actions.
Consultancy	<ul style="list-style-type: none"> • Provide leadership and expert advice on care capacity demand management to the sector.

	<ul style="list-style-type: none"> • Act as a point of contact for the CCDM programme and provide practical support as required. • Facilitate partnership negotiations for the CCDM programme. • Undertake analysis and problem solving to inform decision making. • Respond to information and analysis requests with the production of high quality, fit for purpose, timely outputs. • Promote and support effective change management practices and processes. • Identify opportunities to reduce duplication by aligning business operations and CCDM activities. • Promote high engagement, high performance through use of the CCDM tools and processes.
Programme management	<ul style="list-style-type: none"> • Apply programme management skills to support the partners to develop a work plan. • Advise on program governance arrangements. • Monitor overall progress, identifying issues and advising on corrective action where necessary. • Work with the CCDM Council and working group(s) to manage dependencies and interfaces between work streams. • Advise on allocation of resources and skills required for individual programme components. • Monitor for gaps in the program and initiate interventions where needed. • Provide regular reporting on progress and risk management of the CCDM programme to the Director SSHW Unit. • Work with CCDM Council on transition to business as usual.
Relationship management	<ul style="list-style-type: none"> • Develop professional relationships with the PSA (and other relevant unions) and DHBs in order to implement the CCDM programme. • Work collaboratively with the partners to understand their specific needs. • Promote staff engagement at all levels of the organisation. • Advocate the partnership approach in all planning and decision making. • Implement and maintain regular communication processes with key stakeholders. • Facilitate constructive conversations to mitigate partnership conflict. • Facilitate interaction between partners, including initiatives that support best practice innovation for care capacity demand management. • Escalate relationship concerns to the Director SSHW Unit in a timely manner.

General	<ul style="list-style-type: none"> • Undertake other reasonable duties as required relating to the functions and responsibilities of TAS. • Participate in the development and continuing improvement of TAS's business performance and reputation, and provide positive contribution to the functioning of the team and wider organisation. • Take responsibility for meeting TAS's obligations in workplace health and safety by making sure your own actions keep self and others safe.
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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>
Member of the Safe Staffing Healthy Workplaces Team	<ul style="list-style-type: none"> • Working in partnership to develop and deliver effective solutions. • Provide expert advice on all aspects of the CCDM programme relating to the AHS&T workforces. • Contribute to the creation of a team environment that motivates high performance.
Allied Health Advisory Group	<ul style="list-style-type: none"> • Developing and implementing work planning, review and continuous improvement. • Leveraging AHAG as conduits to enhancing sectorial engagement & knowledge.
TAS managers and employees	<ul style="list-style-type: none"> • Collaborative working to provide integrated, joined-up advice and support to customers and stakeholders across TAS. • Work collaboratively with senior leaders to keep abreast of TAS business initiatives across the organisation to understand and support future CCDM programme requirements.

External

<i>Who</i>	<i>For what purpose</i>
DHBs and PSA	<ul style="list-style-type: none"> • Develop and maintain strong relationships, identify risks, influence to gain consensus and agreement of CCDM work. • Consult and/or inform on requirements, approach and programme activities and deliver the outcomes required. • Keeping abreast with the changes in the sector to understand and assess the impact on planning. • Lead or participate in working groups and project teams such that team members see the relationships processes

	<p>and outcomes as positive and others seek to become involved in the teams and project processes.</p> <ul style="list-style-type: none"> • Manage relationships in a manner the represents TAS values and commitment to excellence. • Proactively build peer relationships and networks that maximise business value add and enhance growth opportunities.
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Person Specification

Education/qualifications

- A relevant tertiary level allied health qualification from one of the following professions: physiotherapy, social work, dietetics, occupational therapy or speech & language therapy. An Annual Practising Certificate is not a requirement of the role.

Experience, skills and knowledge

- Current / recent DHB experience and knowledge
- Capability in managing complex health systems and relationships
- Working knowledge of the allied health workforces and professional environment issues
- Ability to work across disciplines to deliver outcomes from the programme within a complex operating environment
- Excellent critical thinking, with the ability to identify trends and distil complex information into insight and action
- Proven ability to facilitate and manage a change process.
- Excellent written and oral communication skills, including delivery of presentations at all levels of the organisation
- Ability to communicate clearly, concisely and in plain English
- High level of numeracy and translation into practice
- Excellent interpersonal skills with the ability to foster constructive stakeholder relationships through consultation and partnership
- Strong influencing skills, builds trust while maintaining confidentiality

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>Customer Focus: 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"> • Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. • Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. • Looks for ways to provide added value. • Proactively seeks customer/client feedback.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Communication: 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"> • Actively listens and observes non-verbal cues to inform communication approach • Self-aware and approachable • Communicates in a professional manner with key stakeholders
<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"> • Works effectively as part of a diverse team. • Treats others with respect and dignity • 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. Shows a willingness to learn. • Looks to improve efficiency and quality of service of own role/area • Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
<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 or suggestions from others as appropriate • Suggests new ways to improve the quality of products or services. • Identifies new ideas, solutions, or directions in dealing with daily situations.
<p>Action Orientation: Performs work with energy and drive; values planning, but is able</p>	<ul style="list-style-type: none"> • Targets and achieves results, overcomes obstacles, accepts responsibility,

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
to take quick, decisive action when an opportunity presents itself.	<ul style="list-style-type: none"> Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
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.	<ul style="list-style-type: none"> 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.
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.	<ul style="list-style-type: none"> Reliable and flexible in response to work priorities, issues and pressures. 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 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		