

Position Profile | Te Whakatūranga ō Mahi Te Whatu Ora | Health New Zealand

Te Whatu Ora
Health New Zealand

Title	Mental Health and Addictions Manager - South Canterbury		
Reports To	General Director of Operations (GDO) – South Canterbury		
Location	South Canterbury		
Business Group	Hospital and Specialist Services		
People	Direct Reports:	Indirect Reports:	
Budget	TBC	TBC	
Delegated Authority	HR: TBC	Finance: TBC	
Job Band	TBC	Tier	TBC
About the Role	<p>This position is responsible for delivering equitable, safe and effective Mental Health and Addiction service delivery ensuring a high performing system. They will support the delivery of the H&SS local, regional and national MH&A health targets and priorities by working with clinical leadership to support change programmes and manage resource allocation in their area.</p> <p>This position supports the clinical and operational services delivered in for MH&A South Canterbury, and as determined by the District Leadership Group South Canterbury.</p>		
Organisational Impact	<p>This role will lead the South Canterbury MH&A team, responsible for building a high performing hospital and specialist MH&A service delivery systems that deliver on the expectations of Te Whatu Ora, the New Zealand Health Plan (Te Pae Tata) and the Pae Ora legislation.</p> <p>They will support and enable the delivery of health services aligned to the service delivery objectives of Hospital & Specialist services, ensuring their region achieves the strategic objectives of Te Whatu Ora.</p> <p>They will role model a workplace culture that reflects the New Zealand Health Charter - Te Mauri o Rongo, giving life to the values, expectations and behaviours it outlines.</p> <p>They will ensure that the experience of patients and their whānau drives how services are delivered and is the focus of service delivery improvement.</p> <p>They will always operate with the good of the New Zealand Public Health System in mind, now and for the future.</p>		

Key Result Areas	Expected Outcomes (Role specific)
Services/Functions Delivered	<ul style="list-style-type: none"> Ensure equitable, safe and quality MH&A services are provided to patients and whānau Work with clinical leaders Clinical Networks, regional service delivery networks and other leaders. Ensures that local service delivery systems are effectively using resources to deliver the services, the system performance and the outcomes intended Understand, lead and operate within the financial & operational delegations of the role, ensuring team accountability. Monitors and reports against relevant national, regional and local indicators, reporting on variance and taking action as required to meet targets.

	<ul style="list-style-type: none"> Establishes and supports cross agency collaboration supporting an integrated approach to mental health condition and addiction management, meeting the current Mental Health requirements, working in an alliance-type model to develop and deliver on annual work plans. Participate in appropriate benchmarking exercises to ensure that that efficient and effective service provision is maintained. Establish and maintain a close working relationship with the Planning Funding and Outcomes team to ensure delivery of services across the sector
Key Initiatives	<ul style="list-style-type: none"> Works proactively to reduce unwanted variation in delivery across services and support the rapid sharing & seeding of improvements Leads an environment where improvement is expected and valued, fostering this culture within clinical and service teams Support the system integration between Hospital & Specialist services with Primary, Community, Hauora Māori and Pacific providers. Ensures service delivery is equitable, culturally safe and inclusive for all patients including Māori, Pacific, Disabled People Tangata Whaikaha and rural people working with support from Te Whatu Ora enabling services as needed

Key Result Areas	Expected Outcomes for all Te Whatu Ora Leaders
People and Culture	<ul style="list-style-type: none"> Lead a culture that enables employees to learn and grow in order to deliver responsive and trusted services, ensuring career growth and development, and supporting Te Whatu Ora to be seen as a preferred employer. Act as an ambassador for the values and behaviours of the desired organisational culture, Te Mauri o Rongo¹, ensuring unification of diverse individuals and teams whilst supporting positive local cultures to be retained and strengthened, and driving performance through effective team-work and empowerment to achieve current and future service delivery. Supports the leadership and development of the team so Te Whatu Ora has the skills and performance outcomes it requires now and for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities, and others. Ensures direct reports are high performing and delivering services to a level of excellence and takes action when performance is not at the required level.
Strategic Health Outcomes	<ul style="list-style-type: none"> Works collaboratively with other business units and across sectors, to collectively contribute to the strategic health outcomes outlined in the NZ Health Plan and the Pae Ora (Healthy Futures) Act 2022². Te Tiriti o Waitangi – is focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Support tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery, and monitoring of health care. Actively support kaimahi Māori by improving attraction, recruitment, retention, development, and leadership, and te ao Maori is reflected in all that we do.
Planning, direction and operational management	<ul style="list-style-type: none"> Think, plan, and act strategically. Engage the team in the vision, and position their group of services to meet current and future needs. Works with the district leadership team, contributing to the development and implementation of strategies, plans, frameworks for the team, function or business unit performance, and drives performance and delivery against objectives. Operational planning, monitoring and reporting, budget and resource management effectiveness.

¹ Health Charter

² The explicit purpose of Act is to: protect, promote, and improve the health of all New Zealanders; achieve equity in health outcomes among New Zealand's population groups, including by striving to eliminate health disparities, in particularly for Māori; and build towards pae ora (healthy futures) for all New Zealanders.

	<ul style="list-style-type: none"> • Demonstrates a high level of financial literacy to manage mental health and addiction services budgets and actively contribute to discussions on financial matters. Works within financial delegations. • Develops operational and capital budgets within parameters and timelines and closely monitors performance against budget promptly addressing any concerning trends. • Contributes thoughts on revenue generating and/or cost reducing initiatives that support strategic initiatives. • Maintains effective contract relationship management with mental Health NGO service contracts. • Provides coaching, mentoring and development support to all direct reports that allows people to grow to their full potential. Implements a learning and development framework across teams. • Ensures direct reports are high performing and delivering services to a level of excellence within South Canterbury District and takes action when performance is not at the required level. • Ensures that all those providing clinical services within mental health and addiction services have verified credentials for the services they are providing.
Achieving Equitable Outcomes	<ul style="list-style-type: none"> • Role-models a change in the way we work to improve health outcomes, equity for Māori, as well as Pacifica, Tangata Whaikaha, and other groups, that locally achieves the goals of Pae Ora. • Leads the contribution of their services to achieving equity of access and outcome commitments to achieve the objectives of H&SS. • Develops a culturally safe workforce, reflecting our diverse community, and better understanding own cultural perspectives to bring awareness and how this may unconsciously impact interactions and service delivery. • Partners effectively in advancing Māori health aspiration and outcomes.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Builds mutually beneficial partnerships internally and externally with inter-dependent stakeholders across different organisational representation required to achieve sustainable performance outcomes. • Works proactively with local and regional leaders in Enabler functions to ensure all services and function are able to be delivered equitably, safely and effectively. • Manages contracts in a manner that optimises patient outcomes, maximise financial and operational performance and minimise risk. Identifies any variances to agreed contracts and takes immediate actions. • Role models effective team player behaviour and works to support inclusive, productive interactions and service delivery by actively breaking-down silo thinking and behaviour, especially at decision making level, to allow for best work. Collegially supports others to do the same.
Health & Safety, Quality & Risk Compliance and Reporting	<ul style="list-style-type: none"> • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes within the agreed framework established by Te Whatu Ora. • Ensures active management and compliance with all relevant statutory, safety and regulatory requirements applicable to the Group working within the agreed framework established by Te Whatu Ora • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Understands, and operates within the financial and operational delegations of their role, ensuring peers and team members are also similarly aware. • Adheres to the organisational quality and risk framework and associated processes. • Demonstrate a positive personal commitment to the culture of continuous quality improvement by ensuring quality values are integrated into personal daily practice. • ensure compliance with New Zealand statutory laws; and • comply with organisation wide and service specific rules, codes of conduct, policies, protocols and procedures.

Key Relationships

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| <ul style="list-style-type: none"> Group Director Operations HSS South Canterbury Distict Leadership Group Local clinical and operational leaders Regional Support Teams National MH&A Networks | <ul style="list-style-type: none"> Local and Regional Enabler leads including Data & Digital, SI&I Local Human Resource Management Leader Local Finance Business Partner Local/Regional Service Improvement leader |
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Essential Requirements

Experience	<ul style="list-style-type: none"> Extensive experience in varied environments (approx. 10-15 years) Minimum 5 years service delivery experience at a senior level, preferably with MH&A relevance Proven experience successfully leading diverse teams through change and achieving improved results Experience in emergency management
Knowledge, Skills, and Attributes	<ul style="list-style-type: none"> Pae Ora & Te Tiriti o Waitangi - demonstrates an understanding of Pae Ora (Healthy Futures) Act 2022, the significance and obligations of Te Tiriti o Waitangi, including how to give effect to these expectations in a meaningful way, and the commitments to equity and priorities of Wai2575. Have an appreciation of cross-cultural matters, including knowledge of tikanga Māori (or a willingness to learn). Leadership and management – ability to think, plan and act strategically and to connect with and inspire people to build a highly motivated and engaged workforce. Demonstrates inclusive leadership and management skills able to maximise the quality and contributions of individuals and teams to drive outcomes. Communication and relationship effectiveness – demonstrates mature communication and interpersonal skills, including the ability to write and present in a clear, persuasive, and impactful way, to influence others to embrace change, and to develop, unify and maintain strong internal and external relationships essential for achieving sustainable outcomes. Planning and direction – has the ability to maintain oversight of work responsibilities, to identify business / project requirements, to develop / contribute to strategies, to plan, prioritise, delegate and organise work to deliver on short and long-term objectives across the breadth of the role. Operational management – has the ability to monitor and analyse performance to ensure the quality of work, identify areas of improvement, problem solve, and make sound decisions to achieve goals. Continuous improvement – demonstrates an openness to the views of others, and an ability to model an agile³ approach that creates a culture where individuals at all levels bring their ideas and issues for constructive debate and finding improved ways forward. Has networks to support current knowledge of leading practices. Dealing with ambiguity – demonstrates is comfortable with change and uncertainty. Financial management – has a solid understanding of financial management, including budgeting, forecasting, and cost management. Compliance and risk management - demonstrates an understanding of organisational risk and compliance, legal and regulatory requirements regarding relevant regulations and standards in New Zealand, to ensure compliance with these requirements.

Education	<ul style="list-style-type: none">Graduate or post graduate diploma and/or bachelor's degree or greater.
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