

Position Description

Shared Care Planning Programme Lead & Product Manager



Reports to
Operations Manager – Provider Services

Business Area
Provider Services

Dimensions

Direct reports: 2

Budget responsibility: Tier 1

Position Purpose:

Collaborative shared care planning coordinates input from a range of professionals across community, primary and secondary care into a single proactive plan which is electronically available across the health system. The focus is embedding the use of these shared care plans across Waitaha | Canterbury's health system and supporting the uptake of shared care planning across Te Waipounamu | South Island. This role has the responsibility for programme and technology management of shared care planning across the Te Waipounamu | South Island.

Lead the functionality and implementation of shared care plans across the Waitaha | Canterbury health system and regionally across Te Waipounamu | South Island. This includes:

- Managing the functional, technological and integration requirements for the wider implementation of care planning solutions across the Waitaha | Canterbury and Te Waipounamu | South Island health systems and partner organisations.
- Lead the design and refinement of electronic care plan functionality working alongside clinical leaders
- Working with key stakeholders to facilitate implementation and use of shared care planning across Waitaha | Canterbury
- Working with Te Waipounamu | South Island champions to facilitate the wider implementation of care planning
- Leading the Waitaha | Canterbury Based shared Care planning programme team based at Pegasus Health

Key Relationships

Internal:

- The Shared Care Plan team including the project facilitator and clinical lead.
- Health NZ Te Whatu Ora Waitaha Planning, Funding and Outcomes team.
- Pegasus Health teams
- Pegasus Chief
- Information's Officers, Business Intelligence Team & HealthOne team

External:

- Advance Care Plan team
- Te Waipounamu | South Island Hospital and Specialist Services
- Orion health
- Health service providers and agencies across the Waitaha | Canterbury health system, including the PHOs, pharmacists, general practice teams, and community nursing providers.
- Practice Relationship Managers, HealthOne team, Whanau Ora Navigators.
- Māori Health provider/s;
- NGO and Social Service providers;
- Local Iwi, hapu, whanau Māori and consumers

Key Responsibilities

<p>Shared Care Planning Programme Lead</p>	<ul style="list-style-type: none"> • Work with stakeholders (governance groups and advisory groups) to agree the vision for shared care planning, both at a local and regional level. • Ensure alignment between shared care planning and healthcare improvement activity across the Waitaha Canterbury health system and the technology as an enabler of healthcare. • Negotiate and improve the Shared Care service agreements with Health NZ Te Whatu Ora Waitaha. • Actively engage with and manage key internal and external relationships. • Identify and support champions within primary, secondary, and community providers to facilitate utilisation of shared care plans. • Lead the analysis of shared care planning utilisation and impact. • Identify and manage programme risks, roadblocks, and communicate this to stakeholders. • Monitor, approve and manage claiming of plans, in alignment with the Shared Care Plan agreement service specifications.
<p>Shared Care Planning Product Manager</p>	<ul style="list-style-type: none"> • Actively engage with key Waitaha Canterbury and Te Waipounamu South Island health system stakeholders including technology vendors and suppliers. • Lead all care planning services by contributing detailed technical and business tasks and activities required to achieve the implementation of deliverables. • Work with stakeholders to facilitate completion of the following: <ul style="list-style-type: none"> ➤ Set a clear vision for the product that aligns to the overall local, regional and national strategic vision. ➤ Define, and maintain a Product Roadmap. This needs to be developed with a regional lens to ensure it is fit for purpose for all districts across the Te Waipounamu South Island. ➤ Develop new plans where required, eg., implementation, user training plan, user communications plan, release launch plan; and manage the relevant approval processes. ➤ Prioritise the product development as required based on input from advisory and quality groups, workshops, and according to national and local policy and business priorities. ➤ Work with vendors to estimate costs, time frames, release date, and resource requirements for the successful delivery of product developments to an agreed scope. ➤ Determine the appropriate product content and release dates. • Lead the design of key product functionality, including documentation, communications, and content requirements, working alongside clinical leaders and relevant alliance groups. • Provide input into the regional governance advisory group for shared care planning.

	<ul style="list-style-type: none"> • Act as the point of engagement with the Waitaha Canterbury health system, regional governance groups and other key advisory groups about technology and system compliance. • Work with system wide Care Planning Services and vendors to document processes and workflows, contributing and balancing both a business and technical perspective into design work with the vendor to deliver any updates required to the product as identified during project plan development and evaluation. • Actively manage designated deliverables on the programme plan, providing updates as required.
Leadership	<ul style="list-style-type: none"> • Provide effective leadership and direction to the team to ensure achievement of operational activity. • Managing performance and development of team members including having regular performance conversations and reviews; setting performance objectives and track progress against these; setting development plans; and providing coaching and guidance as required. • Preparation of budgets, business plans and performance indicators. • Consistently acts as a positive role model, clearly communicate and reinforcing our values.
Risk Management	<ul style="list-style-type: none"> • Identify, report and manage risks associated with the programme. • Provide oversight for the monthly care plan audit, manage and escalate as required any identified risk shown in the plan audits.
Reporting	<ul style="list-style-type: none"> • Produce a regular status report for Pegasus Board and SLT. • Take responsibility for the shared Care Plan agreement reporting. Take responsibility for reporting requirements to the Health NZ Te Whatu Ora. • Support bespoke reporting to identify and analyse the utilization of shared care planning
Continuous Improvement	<ul style="list-style-type: none"> • Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.
Self-Development	<ul style="list-style-type: none"> • Takes responsibility for personal development and continually develops own professional expertise.
Commitment to Equity	<ul style="list-style-type: none"> • Demonstrates a commitment and understanding of our obligations under Te Tiriti o Waitangi. • Understand the barriers of access for some of our communities and can demonstrate a commitment to contributing of Pegasus Health's Equity Strategy.
Information Security	<ul style="list-style-type: none"> • Understand and comply with Pegasus Health's information security and privacy policies. • Support continuous improvement to our information security and privacy policies and procedures. • Managing privacy through the guiding principle of manaakitanga. •
Health and Safety	<ul style="list-style-type: none"> • Comply with responsibilities under the Health and Safety at Work Act 2015.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential

- A relevant tertiary qualification
- Formal project management concepts and methods
- Have a high level of stakeholder management and facilitation skills
- Ability to research and analyse relevant information relating to policy and service development, propose appropriate options and make recommendations that enable quality decisions to be made and ensures that outcomes will be achieved
- Ability to analyse and interpret quantitative and qualitative reports

Desirable

- Understanding of Tikana Māori , particularly as it relates to Hauora Māori

Experience:

Essential

- At least 4 years' experience working in the health sector.
- Administrative and Programme Lead/Product Manager experience.
- Working knowledge of both the primary and secondary health sectors.
- Working knowledge of software development processes.
- Technology delivery and support.
- Working in project environments.
- Utilising clear and effective written & verbal communication to inform, persuade or influence others.
- Developing and maintaining effective professional relationships at both community and organisational levels.
- Background knowledge about community and iwi structures in Waitaha | Canterbury.
- Proven experience in delivering results and maintaining relationships in a manner that clearly reflects a commitment to Te Tiriti o Waitangi and consideration of Māori perspectives

Personal Attributes:

- Ability to lead and drive positive change.
 - Problem solving and innovation skills within a clinical setting.
 - Passion for equity in health & leading changes that improve our community's wellbeing.
 - Recognise the value of teamwork and establish and maintain effective relationships both internally and externally to achieve goals.
 - Relationship development and maintenance skills.
 - Future thinking and ability to create short- and long-term goals.
 - High level of personal initiative and focus on results.
 -
-

Te Tiriti O Waitangi

Pegasus Health is committed to our obligations under Te Tiriti O Waitangi and the implementations of its principles and intent.

We're committed to improving Māori health outcomes and achieving health equity for Māori through our Te Tiriti o Waitangi obligations. It is essential you demonstrate an awareness of Māori indigenous rights and current issues in relation to health and health equity.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together, making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
- We act with **integrity** doing what is right
- We **connect**, together we succeed
- We **strive** for better everyday