Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the

Title	Team Leader – Women's Health Intelligence		
Reports to	Steve Harris, General Manager, Women's Health		
Location	Level 9 Building 01, Auckland City Hospital, 2 Park Road Grafton		
Department	Women's Health		
Direct Reports	Yes	**Total FTE**	0.8 to 1
Budget Size	**Opex**	**Capex**	
Delegated Authority	**HR**	**Finance**	
Date			
Job band (indicative)			

Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:
- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

Context for the role

This role manages, oversees, and supports the Womens' Health Intelligence and Information function for the Women's Health Directorate, ensuring quality information and reports to support service improvement and to input into national, regional and local data collections for benchmarking.

About the role

The primary purpose of the role is to:
- Provide and lead an accurate, current and authoritative information service, using a variety of media, to families and health professionals seeking Women's Health information, having regard for the different cultures, languages, values, expectations and aspirations of those visiting and working within National Women's Health
- Nurture a culture which values the protection, governance, and value of data to women's health
- Provide professional and empathetic leadership to the team, ensuring effective day-to-day management while building a sustainable and positive culture.
- Provide leadership and management of clinical data including clinical quality projects within the WH service
- Provide technical knowledge and support for the WH computer systems and interfaces
- Manage the interface and communications between Women's Health Service and Self-employed Access Holders (LMCs)
- Contribute to the management of the Women's Health Service Group
- Active hands-on support of day-to-day functioning of the unit, being mindful of the limited size and wide functions of its members

Key Result Area	Expected Outcomes / Performance Indicators
To lead and manage the Womens Health Information systems and function	• Lead the development and maintenance of excellent data systems within the service
	• Lead clinical reporting in women's health, including improving access to clinical data to support practice improvement
	• Develop and maintain relationships with stakeholders in the directorate to deliver key messages to internal and external audiences
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.
	• Supports 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 supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	• Commits to helping all people achieve equitable health outcomes.
	• Demonstrates awareness of colonisation and power relationships.
	• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.
	• Shows a willingness to personally take a stand for equity.
	• Supports Māori-led and Pacific-led responses.
To provide leadership to the team	• Provide professional leadership to the team and monitor/manage? standards of practice and performance of team members

	• Effectively delegate activities (taking into account the individuals' knowledge/experience level) and monitor implementation/actions • Contribute to the development of protocols/policies that relate to Health information management and use • Audit end user IT practices across the many systems in current use to ensure practices are aligned to defined procedures • Take a leadership role in the introduction of new Health Informatics practices • Develop effective teamwork and collaborative relationships within the interdisciplinary team • Participate and co-ordinate a team approach to new service development initiatives to support on-going financial viability, professional development, and clinical excellence of the service
To manage the workflows and culture across the team	• Foster a sense of teamwork, cooperation and inclusion • Co-ordinate the day-to-day activities within the team • Manage staff workloads to ensure priorities are delivered and workloads balanced • Ensure staff maintain accurate and up to date documentation • Ensure that the appropriate levels and standards of customer service are practised • Ensure compliance within the team to Health and Safety requirements
To provide Women's Health service timely and robust Health Intelligence Informatics	• Lead the production of the annual clinical report • Lead the collection of high-quality data for input into National, regional and local data collection and benchmarking • Lead integrity of quality data from source supported by robust data cleaning processes • Ensure timely provision of data to inform clinical and strategic decision making • Ensure data is available to support research and quality improvement projects • Encourage the adoption of systems and workflows to enable ease of data use • Support the development of databases to enable collation and analysis of data • Provide input to new database systems to ensure these are fit for data use purposes • Work in liaison with Information management teams to enable IT projects to be implemented successfully and smoothly within Women's Health • Provide technical support on WH computer systems including interfaces for the external data/computer systems and requirements
Management of the maternity record	• Ensure the team are lead and supported in managing day to day issues related to the software, changes to the software and reporting
Key Result Area	**Expected Outcomes / Performance Indicators – All Te Toka Tumai Leaders**
Te Tiriti o Waitangi	• Remain focused in the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Promote equitable opportunity for positive health outcomes within the context of Māori health, including whānau, tinana, hinengaro, and wairua • Actively support kaimahi Māori by improving attraction, recruitment, retention, development, and leadership

	•	Honour the beliefs and values of Māori patients, staff and communities and the right of Māori to practise tikanga Māori
	•	Support the expression of hauora Māori models of care and mātauranga Māori
Equity	•	Commit to helping all of our residents achieve equitable health outcomes
	•	Demonstrate awareness of colonisation and power relationships
	•	Demonstrate critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery
	•	Hold themselves accountable to providing culturally safe practice
	•	Dismantle policies, procedures and practices that cause inequity
	•	Supports Māori-led responses
	•	Support Pacific-led responses
Whānau-centric	•	Understand our population, how they view health and how they want us to support them
	•	Collaborate with our partners to allow us to offer models of care that are whānau-centric, comprehensive and holistic
	•	Invest in a range of supports that 'stand beside' patients and whānau, and actively supports self-directed care
	•	Continuously seek to improve service engagement with whānau
	•	Champion people and service user experience in the design, delivery and evaluation of services
Just culture	•	Embed principles of Just Culture
Resilient services	•	Demonstrate performance improvement and efficiency principles in day-to-day activities
	•	Implement agreed continuous improvement initiatives
Health & safety	•	Exercise leadership and due diligence in Health and Safety matters and ensure the successful implementation of Health and Safety strategy and initiatives
	•	Take responsibility for keeping self and team and the public free from harm at work
	•	Comply with the requirements of the Health and Safety policy and procedures of Te Toka Tumai
Risk	•	Make management and decision-making more effective by ensuring that we appropriately consider uncertainty based on reliable current information when we set goals, objectives and strategies and then continue to manage that uncertainty as we execute against these uncertainties.
	•	Actively lead risk management within own team and participate in the management of risks and their mitigating controls and treatments across the organisation.
Digital	•	Improve access to high quality data and make this easy to understand
	•	Use digital solutions that support paper-lite core clinical information systems and integrated care
	•	Support digital tools that foster organisational effectiveness
Recordkeeping	•	Create accurate and appropriate records to support and evidence business activities and regularly file to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.
Culture and People Leadership	•	Leads, nurtures and develops our team to make them feel valued.
	•	Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others.

	• Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally.
	• Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals.
	• Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the General Manager

- Any emerging messages or trends picked up across various information systems that require urgent escalation or response
- Any matter that may affect the reputation of Women's Health Directorate or Auckland District
- Any matter outside the role holder's delegations.

Authorities

Direct Reports	• Women's Health Information Officer • Perinatal Loss Midwife Specialist • Quality Data Co-ordinator • Women's Health Data Analyst • Midwife Specialists - MCIS • Team Administrator – Clinical • Clinical Information Co-ordinator

Relationships

External	Internal
• Ministry of Health	• Management team
• Australasian Women's Health network	• Clinical teams
• Access Holders & LMCs	• Support team
• Professional Colleges	• Data and Digital management team
• IT Vendors	• Other District leads

About you – to succeed in this role

You will have

Essential:

- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Health related Tertiary Qualification
- Experience of handling highly sensitive information with discretion
- Experience working in a data reporting and information management role
- Advanced skills in Microsoft office and use of databases
- Facilitation and group presentation skills
- Proven team building skills

You will be able to

Essential:

- Demonstrate an 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.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.
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Critical competencies Analytical Ability	• Strong analytical and problem solving ability. Makes good decisions and solving problems based upon a mixture of analysis, wisdom, experience and judgement. Breaks complex information down logically into manageable components
People/Team Leadership	• Collaborates with services to achieve data and reporting objectives. Seeks out opportunities to support others in achieving goals. Builds supportive team environment through listening and being flexible within organisational guidelines. Recognises and respects individual differences
Communication/Interpersonal Skills.	• Actively listens, drawing out information and checking understanding. Expresses information effectively, both orally and in writing, adjusts language and style to the recipients and considers their frame of reference. Empathises with others and considers their needs and feelings
Organising	• Establishes a plan of action and achieves priority goals. Manages workload/flow, recognises and addresses barriers, and takes account of changing priorities. Able to handle multiple projects at any one time – with excellent attention to detail. Monitors progress and addresses problems to achieve goals. Understands the importance of a patient care process and actively seeks service improvement
Technology	• Able to use standard software applications to an intermediate and, in some cases, to an advanced level (MS Word, Excel, PowerPoint, Outlook) and a range of Health Information databases.
Patient/Customer Orientation	• Develops positive working relationships with patients/ customers, identifies and seeks to meet their needs. Treats them as first priority and improves service. Pays attention to detail and initiates self-checking procedures. Ensures high levels of accuracy and

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.