AUCKLAND
DISTRICT HEALTH BOARD
Te Toka Tumai

POSITION DESCRIPTION

POSITION DETAILS:

TITLE: **Project Coordinator for IPS Expansion and Community Specialist Mental Health Services**
DEPARTMENT: Mental Health & Addictions
REPORTS TO: Operations Manager, Adult Community Services, Mental Health & Addictions
LOCATION: Auckland DHB, Greenlane Clinical Centre
AUTHORISED BY: Alison Hudgell, General Manager
DATE: December 2021

PRIMARY FUNCTION:

The role is accountable for project coordination of the expansion of the IPS employment programme into mental health specialist community services and for other projects supporting specialist mental health services to achieve agreed outcomes on behalf of the Mental Health Directorate Leadership team (DLT) and deliver improved project management disciplines. Scope includes project documentation, communications, participating in stakeholder meetings, reporting, data analysis and assisting service group leaders and the Directorate Leadership Team with managing specific pieces of work.

The Project Coordinator role requires working effectively with project stakeholders, clinical and operational service leadership and other project teams. Clear and consistent communication with all parties is essential.

By necessity this role may be varied in nature and with a key focus on the IPS expansion and other projects or sub-projects, according to current requirements and priorities. In addition to the standard project coordination tasks, the role will be hands on at times.

Key Result Area	Expected Outcomes/Performance Indicators
Process and Content	● Data collection, entry, analysis and reporting to support project outcomes ● Support mini-work streams or improvement implementation under the guidance of a project manager and/or general manager ● Understand and apply the project management framework
Planning and Design	● Effectively prioritise work to meet and achieve outcomes ● Co-ordinate meetings, agendas and documents, ensuring the effectiveness of each discreet project's processes
	● Understand and support effective planning methodology to ensure goals, objectives, resources, measures and benefits and stakeholder involvement are clearly defined

Project Performance	● Support the Operation/Programme/Project Manager to manage, monitor and report on project performance ● Support Project administration – from minute taking and capturing workshop outcomes to project documentation and status reports
Communication	● Work with the Operations Manager/Programme Lead/Project Manager of each project to develop project communications using a variety of media ● Develop communication networks with key managers, clinician leaders and stakeholders for the relevant projects
IPS Specific	● Champion employment related activity within MHS including quality improvement ● Act as a liaison point for IPS providers/NGO's and Mental Health services (MHS) ● Co-ordinate and manage the establishment of IPS provision within MHS. Includes introduction of and coordination for training and administrative aspect such as set up ID's access to HCC, supporting the team to find / develop an IPS champion). ● Input into and management of communications to MHS stakeholders and staff about how IPS delivery was progressing establishes effective communication and partnerships with adult, cultural and MHS senior management team/ NGO service providers and MSD staff ● Coordinate the management of on-going relationships and ensure any issues that arise are noted and escalated appropriately ● Ensures on-going training of IPS is provided to cover staff turnover. ● Ensures the regular monthly reporting activities are undertaken. These include monthly scorecards to teams and monthly reporting to IPS project lead and Adult community operations manager ● Participates in IPS governance structure and reports to IPS Governance meetings ● Ensure that appropriate and effective lines of communication exist within the IPS project.

MATTERS WHICH MUST BE REFERRED TO LEVEL UP DELEGATED AUTHORITY

- Escalation of issues/risks to project delivery (particularly resource, timeline, budget risks)
- Behaviours inconsistent with ADHB values that are negatively affecting project effectiveness

Authorities:

This position has no accountability for the capital and operational budgets. The sign-off for all expenditure against team or project budgets is the responsibility of the appropriate General Manager or Project Owner.

External	Internal	Committees/Groups
● ADHB customers ● MSD staff ● NGO staff ● Consumer Leadership Team ● Other DHBs	● IPS and other relevant Project Leaders/Managers ● GM, Operations Managers, SCDs, Clinical Team Leaders, Clinical coordinators, Educators ● Clinical cultural leaders ● IPS Champions ● Whanau Advisor ● Stakeholders ● ADHB employees ● Other ADHB initiatives and Directorates	● Project Governance, Steering and Operational Groups ● Project Teams ● Stakeholder groups ● ADHB Senior Management Team (as required)

Education & Qualifications	Essential	Desired
Education	● Tertiary qualification	● Understanding of Project Management methodologies
Skills & Experience	● 1-3 years work experience post tertiary qualification ● Experience in coordinating/supporting change projects ● Demonstrated ability to manage more than one activity simultaneously ● Experience in MS Office software	● Experience in aspects of project work – planning, design, change management, risk management, benefit realisation, communication, reporting and evaluation ● Understanding of complex organisations

- Should be a self-starter who is able to follow tasks through to completion
- An easy-going personality – someone who respects other's opinions and behaviour, even if disagreeing with them.
- Possess an attention to detail and confidence to highlight any delay or point of concern that may arise before it becomes a problem
- Compassionate - Puts patients first in all considerations recognising the core purpose of the organisation
- Has an eagerness to learn and an ability to understand different methodologies to deliver change
- Ability to communicate with people at all levels and range of professional backgrounds.
- Has a high level of integrity, doing what they say they will do, maintaining confidence of staff and of patient information

COMPETENCY	DESCRIPTION
Project and team management skills	● The ability to work effectively with all levels of management; providing support to project team members.
Planning, monitoring and organising skills	● Coordinates and maintains action plans to accomplish goals, meet timeframes and allocate resources.
Leadership skills	● Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences.
Analytical skills	● The ability to assess data and process information to provide insight and guide improvements
Knowledge of clinical practices and processes within ADHB	● Demonstrates an understanding of the processes and tasks undertaken in various clinical environments at ADHB.

Communication and interpersonal skills	• Actively listens, drawing out information and checking understanding. Expresses information effectively, adjusting language and style to the audience. • Able to provide a clear overview of the project, system and process to key stakeholders.

CITIZENSHIP

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

THE EMPLOYER AND EMPLOYEE RELATIONSHIP

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB's objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

PROFESSIONAL DEVELOPMENT

As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require