

STATEMENT OF ACCOUNTABILITY

Policy Manager - Quality Patient Safety Team

TEAM	Quality and Patient Safety Team – Waitaha Canterbury
POSITION TITLE	Policy Manager
REPORTS TO	Quality and Patient Safety Manager on daily basis Director Quality and Patient Safety

OUR TEAM ACCOUNTABILITY

As a member of Quality and Patient Safety Team, this role has shared accountability for:

- **Engaging** with all stakeholders in the health sector to build trust, common understanding and practice with the Policy Library: the electronic document management system.
- **Displaying** an understanding of, and alignment to, the national and district Quality and Patient Safety Team purpose, vision, values and strategy.
- **Developing** and communicating prioritised work plans that align with the national and Waitaha Canterbury Health System Strategy and risk profile.
- **Growing** your information system technical capabilities to deliver quality services.
- **Knowing** you and your cross functional teams' roles, accountabilities and responsibilities.
- **Building** service and process capability to improve risk management information.

These accountabilities will support service excellence by enabling the business to achieve its goals, while remaining aligned to the Health System strategy.

MY ROLE RESPONSIBILITY

The Policy Manager is responsible for:

Working collaboratively with Quality and Patient Safety Teams, document controllers and other regional and national leaders that are managing the document control network.

Assuring policy is coherent and meets standard content including key performance indicators, impact assessment, implementation plan, and alignment with current best practice and legislation.

Managing training and quality assurance processes of delegated staff to enable them keep policy and supporting materials up to date in the single repository.

Specifically, the role is responsible for:

Managing the Policy System at Waitaha Canterbury to ensure a cohesive set of policies and procedures aligned to National Policies, meeting national regulations and standards is in place and accessible to staff.

Provenance and Curation

- Maintains the requirements of the policy component of the business continuity plan.
- Curates and manages the provenance of all policy stored in the Policy Library.
- Designs and maintains processes to enable policy Owners to demonstrate provenance in published documents.
- Information Management archiving and record keeping (retention and disposal) and recovers for OIA and agencies such as Coroner, Health and Disability Commissioner.
- Manages and assures the Policy Library processes so that the provenance is published correctly.
- Managing documents and records as per the Public Records Act Outlined in the General Disposal Authority.

System Management

- Works to maintain the functionality, security and integrity of the Policy Library, SharePoint application, and tools.
- Manage day to day request for new workspace set ups, workflow and publishing.
- Maintains appropriate management of the office systems that support the Policy Library business processes.
- Analysing and supporting data flows, identifying data problems, workflow issues, liaising with the business to resolve issues.
- Monitoring policy systems performance, including the application.
- Change management planning with systems enhancements and upgrades.
- Develop, maintain and enhance performance reporting (in Date documents, new published, KPI in workspaces, incorrect meta data, duplicates etc).

Organisational integration

- Assists senior managers to finalise policy drafts so they are coherent, consistent and aligned with the broader policies.
- Ensure change control procedures are adhered to and progressed in a timely manner.
- Where a change to a business system or process, or a new business system or process is required, the Policy Manager will advise the key people from the business to identify and analyse their business requirements.
- Have impact and risk assessments of change requests to the system and data structure, continuity and integrity, and reports completed prior to decisions being made.
- Assist the business process owner to identify where training, orientation, policies and procedures need to be modified and create templates for these changes.
- Establishes library monitoring processes for managers to use locally.
- Establishes a process for departments who use or procure contractors, so they can provide access for document developments.

User Support and Training

- Supports the organisational network of users who use the application and provides an appropriate training system for efficient use of the Policy Library, including advising technical application users and business owners who have policy stewardship responsibilities.
- Meeting with both owners and technical application user group, review and analyse end user requirements and training needs.
- Analysis of business process is completed, through interaction with key staff involved in the business process.
- Ensure the solution is clearly documented so that a technical expert can make the changes without having to rely on assumptions.
- Ensure all enhancement requests are prioritised and business communication is effective and timely.

- Undertake appropriate Unit Testing and Integration Testing, and coordinate User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system.
- Prepare communications of training materials and provide training and assistance to both document owners and end-users following implementation.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- Experienced and agile in navigating complex challenges.
- A lead contributor to inform policy development.
- Policy writing skills.
- Sound in analysis, being able to isolate and interpret business needs and ensure policies and supporting materials are developed as an entire coherent package.
- Focused on customer service and training support.
- Support core quality and risk data functions.
- Conversant with both end-users (all tiers of the structure) and IS service team functions. Excellent at communication, both written and verbal.
- Knowledgeable of all aspects of the policy systems development lifecycle.
- Proficient technical knowledge of Policy Library structure, data feeds, and data flows.
- Support project management.
- Self-directed at trouble shooting and problem solving.

MY EXPERIENCE

- Minimum of 10 years' administration experience

QUALIFICATIONS

- Desirable - Post grad university degree preferably in the health clinical domain.

MY RELATIONSHIPS TO NURTURE

Internal

- Quality Managers
- Clinical and non-clinical policy owners and authorisers
- Document controllers
- Data and Digital
- Employees

External

- Regional and National stakeholders who have responsibility for Policy Management

MY WELLBEING, HEALTH AND SAFETY

Care starts here

Our people are the most important thing at Waitaha Canterbury. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:

- **Look:** It's everyone's responsibly to be on the lookout for risks.
- **Make the right choice:** If you see a risk, either fix it yourself if that's the right thing to do, or speak up so someone else can. If you're not sure what to do look at the relevant policy and procedure.
- **Through working together,** we can look after ourselves and those around us.