

STATEMENT OF ACCOUNTABILITY

Allied Health Team Manager

TEAM Allied Health
ROLE TITLE Allied Health Team Manager Te Tai o Poutini West Coast
REPORTS TO Associate Director of Allied Health, Scientific & Technical

DIRECT REPORTS This role has direct people leadership and management responsibilities
BUDGET This role has budgetary responsibilities

OUR CULTURE At Waitaha Canterbury and Te Tai o Poutini West Coast, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY As a member of the Allied Health Leadership Team, you will actively support and enable Waitaha Canterbury and Te Tai o Poutini West Coasts' Strategic Direction and the aligned Allied Health Strategic Plan, as a result this role has shared accountability for:

- Support and participation in clinical governance and quality improvement activities to increase collaboration, reduce and eliminate waste.
- Commitment and participation in system and service improvement and transformation to enhance equity and outcomes of the tāngata and their whānau.
- Growth and development of a more capable and diverse Kaiāwhina (Allied Health) workforce aligned with current Waitaha Canterbury and Te Tai o Poutini West Coasts' healthcare delivery models.
- Active partnership, participation and empowerment of our tāngata whaiora and their whānau through effective use of prevention and early intervention and enablement strategies.
- Implementation and utilisation of data and technology to plan, evaluate and modify the way we deliver efficient care that is timely and responsive and empowering our tāngata whaiora to take greater responsibility for their wellbeing.
- Encouragement, facilitation and utilisation of on-going feedback, data and systematic exploration and implementation of universal and targeted health care support that is underpinned by evidence and best practice, as well as cultural input and co-design process.
- Effective engagement and support of growth, success and development activity, including creating opportunities for other Allied Health professional groups to build capacity and capability beyond individual professions and clinical skill.
- Support and optimisation of professional development and clinical education through inter-professional learning, skills sharing, delegation, positive practice and a growth culture and behaviours to enhance inter-professional and person-centred models of care.

- Support, encouragement, promotion and celebration of Allied Health research, innovation and improvement across all professional disciplines within the Canterbury and the West Coast systems.
- Proactive performance management of staff including behaviours, attitudes and wider contribution to team goals.

MY ROLE RESPONSIBILITY

Allied Health Team Manager provides day to day leadership, operational management and planning for the Allied Health team in either the Northern, Central or Southern Locality, in order to deliver a sustainable, high-quality service that contributes to the achievement of organisational goals.

Also works with the Clinical Leaders to focus on workforce development, safe and high-quality care, outcomes focussed practice and integration that support strategic development and organisational priorities.

Provides senior allied health leadership to facilitate the ongoing development of best practice, promotion of inter-disciplinary models of care and professional development, lead service delivery changes and practice development to meet improved consumer outcomes and local or national reporting requirements, and develop, maintain and evaluate organisational systems to facilitate delivery of safe, quality care.

Participates with the service leadership team, in the development and maintenance of effective systems of care and to provide expert allied health input into the strategic leadership and day to day management of allocated service area.

Does have a budgetary responsibility.

The dominant pillars of this role are Leadership & Management, and Service Improvement. Service need will determine if these roles are required to provide direct patient/client intervention, though the Clinical Practice pillar remains relevant through oversight and expectations of ensuring others are delivering safe and quality clinical practice.



Specifically, the role is responsible for:

- The day-to-day operational and cultural management and/or supervision, oversight and co-ordination of staff within a team, department or service, and with support from the Clinical Leaders, includes recruitment, onboarding, capacity planning and co-ordination, including placement or allocation of staff or students (e.g. staff rosters and rotations), as well as leave management.

- Sign-off of timesheets and staff expenses, actively and regularly managing teams and/or service or departmental budget, as well as handling money and valuables.
- Contributing towards strategic planning and leadership within the department and/or service as part of the wider clinical and operational leadership team.
- Be involved in service and policy development by commenting, proposing changes, creating and/or actively implementing policy within the section, department, service, directorate or the whole organisation, including support to staff to participate in and contribute to quality improvement activities.
- Effectively planning and managing your own clinical and non-clinical time and time of others while working with other internal and external tāngata (stakeholders), managing rosters, meetings, projects, provision of services, as well as long term strategic planning, with potential requirement to support profession-related conferences, formal programmes of education or training.
- Day to day use of general and specialty equipment, as well as training other staff and tangata whaiora on a safe equipment use practices, maintaining and ordering resources, stock or equipment while going through appropriate procurement and sign-off processes when necessary, including simple installation, repair and maintenance of equipment.
- Supporting and enabling education of staff through effective skills sharing and delegation framework implementation, both within the Allied Health profession and interdisciplinary teams, including clinical or non-clinical skills development in one on one or group setting, and in some cases undertaking workplace assessments (e.g. assessing students or NZQA assessments for assistants, clinical competencies etc.), including support of recruitment and workforce development components.
- Offering basic HR, wellbeing and health and safety advice and referral pathways for escalation when required, supporting HR investigations and processes when required.
- Carrying out clinical / non-clinical audits, initiating, developing, co-ordinating and/or implementing research and development programmes and activities, as well as carrying out research and development work aligned with these or other programmes within the team, service or department, occasionally carrying out and/or participating in research and development, clinical trials and equipment testing.
- Determining how certain national, regional or organisational policies, legislation and initiatives should be put into practice, and take appropriate actions as well as facilitate your colleagues understanding and integration to these.
- Setting targets and goals for a department, division, service or organisation and supporting corresponding informatics processes, such as data gathering and reporting (Care Capacity Demand Management (CCDM), KPIs, incident management), as well as having regular success and development conversations, carrying out annual performance appraisals and reviews for all staff in collaboration with the Clinical Leaders.
- Management of clinical case load primarily focusing on the provision of specialised clinical or non-clinical advice or information in relation to the care or education of tangata whaiora directly or through other staff members, responsibility might extend to performing assessment of clinical care needs (including diagnosing), development and implementation of clinical care/interventions or therapy programmes, and in some cases direct delivery of a health care service.
- Driving, supporting and/or facilitating projects and project related work, participation in steering groups and consultation processes.
- Performing other duties as instructed by your manager.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads People leadership focus:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of Te Tiriti o Waitangi and implements the Waitaha Canterbury and Te Tai o Poutini West Coasts’ vision of ensuring equitable outcomes for Māori.
- **Enhancing People Performance** - Improve performance and bring out the best in people; to deliver high quality results for patients.
- **Enhancing Team Performance** - Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
- **Achieving Through Others** - Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
- **Identifying and Developing Talent** - Encourage and support diversity and build the people capability required to deliver outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests and drive improvement in processes, equity and outcomes for the people, communities and whanau we care for and serve.

Clinical/Technical skills:

- Computer and typing skills, including knowledge and experience using Microsoft Office Suite and tools including Word, Excel and Teams.
- Experience in using Patient Management Systems.
- Training and experience using Physiotherapy equipment or tools
- Training and experience in manual handling.
- Mandatory training as required for the role.
- Manual therapy experience and skills.
- Strategic planning and policy development skills.
- Mandatory training as required for the role.

Essential:

- Minimum a Bachelor degree in an Allied Health profession.
- NZ Registration with the relevant professional body.
- A current Annual Practicing Certificate with the relevant professional body and scope of practice.
- Minimum 5 years of clinical work experience in the relevant field of specialty and environment,
- Experience with clinical teaching/supervision, training and development of staff.
- Experience making judgements in complex situations where there is incomplete information or solutions are not obvious.
- Knowledge in financial management and experience managing budgets appropriately.
- Experience in quality /service improvement activities.
- Experience with policy / procedure review / development.
- Experience in case management.
- Knowledge of NZ Health & Disability sector standards and the Privacy Act within a health context.
- Full or Restricted Drivers Licence

Desirable:

- In-depth knowledge of the health sector and issues affecting tāngata whaiora and equality of healthcare.
- Experience in people leadership and/or management.
- Knowledge of change management and Quality Improvement methodology supplemented by experience leading change, projects, as well as practice and quality improvement initiatives across the service.

- Post-graduate diploma (leadership or clinical), or certificate with evidence of ongoing professional development and commitment to complete post graduate diploma within the role.
- Membership of relevant Professional Association.

MY RELATIONSHIPS TO NURTURE

Internal

- Service, Clinical and Case Managers and Leaders
- Executive Director of Allied Health, Scientific and Technical (EDAHST), DAHSTs and Associate DAHSTs.
- New entry, Professional, Advanced, Expert and Consultant Allied Health Professionals
- Allied Health Educators, Coordinators and Professional Leaders
- Nursing and Medical professionals and leaders
- Union Delegates

External

- Tāngata whaiora and their whānau
- External community agencies, government agencies and healthcare providers
- Mana whenua ki Waitaha
- Local Iwi
- Union Partners
- Tertiary education providers

OUR WELLBEING, HEALTH AND SAFETY

At Waitaha Canterbury and Te Tai o Poutini West Coast, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.