

STATEMENT OF ACCOUNTABILITY

Role Title

TEAM	Quality and Patient Safety Service
POSITION TITLE	Senior Cultural Quality Advisor
REPORTS TO	Quality & Patient Safety Manager

OUR TEAM ACCOUNTABILITY

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

- Achieving equity for Māori and facilitating Hauora aspirations within a Continuous Quality Improvement Approach.
- Applying Te Tiriti o Waitangi principles to enable self-determination and mana motuhake for Māori
- Engaging with all consumers of Te Tai o Poutini community ensuring whanau voice is at the centre of all the we do
- Improve, promote and protect the health of the West Coast community via a cohesive and collaborative approach to quality initiatives
- Reducing health disparities by improving health experience and outcomes for Māori by meeting the expectations outlined in Pae Ora (Healthy Futures Bill), Ngā Paerewa Health and Disability Service Standards and Te Pae Tata - the Interim New Zealand Health Plan.
- Strive to achieve excellence through identifying and exceeding the actual and perceived health and disability needs of consumers through a genuine commitment to understand experiences of the consumer embedded in the Code of Expectations.
- Engage in a continuous improvement process that unites Te Whatu Ora in its commitment to a quality culture and focuses the efforts of Te Whatu Ora to meet or exceed the expectations of its consumers.
- Involve all Te Whatu Ora staff members in the improvement of all activities on a continuous basis, so that the expectations of consumers are met or exceeded.
- Work in accordance with the requirements of the Operational Policy Framework and the New Zealand Public Health and Disability Act (2000).

MY ROLE RESPONSIBILITY

The Senior Cultural Quality Advisor is specifically responsible for:

- improving the quality, safety and experience of health and disability services received by Māori individuals and their whānau. (Whakamaua: Priority Area 6.)
- Design and deliver a cultural audit process using the new Ngā Paerewa health and disability service standards.
- To create genuine partnerships with all community groups that reside in Te Tai o Poutini to ensure important perspectives are heard in the quality service/delivery space to cover:

1. Service design: to establish a Co-design process that is authentic and produces data that provides the evidence and understanding whether the system and services are working or not. Data collected shows improved outcomes for all our communities
 2. To ensure consumer/whānau voice is embedded in the design, delivery, evaluation and governance of the health service.
 3. Establish a process where whānau are confident to provide feedback of their lived experience of the system to identify any challenges navigating the system – principles of whanaungatanga, aroha and manaakitanga will drive this approach
- Conduct a needs analysis (stocktake) of the service against the Audit Framework and create a plan for ongoing improvement in the areas identified.
 - Develop mana-enhancing processes where whanau voice is valued and heard by clinicians
 - To provide strong leadership that emphasises the value of mana tangata, mana motuhake and tino rangatiratanga. Ensure there is a clear and consistent complaints pathway embedded within the quality service and provide appropriate reporting as required
 - Provide feedback and follow up to the appropriate forum to ensure full disclosure to close the loop. Recommendations are implemented and reported through the Quality Team and the Consumer Advisory Board.
 - To have courage and be brave to challenge the status quo.
 - To ensure Te Tiriti o Waitangi principles are embedded in the service/s and provided:
 - Tino rangatiratanga
 - Equity
 - Active protection
 - Options
 - Partnership

<https://www.health.govt.nz/our-work/populations/maori-health/te-tiriti-o-waitangi>

Role Values

Kia Kotahi Partnership Values provide the guidance for this role's values:

- Whakamana – respect for all
- Ōritetanga – equality
- Wānanga – observe, listen, learn
- Mākohakoha – open mindedness
- Mana Taurite – equity
- Tino rangatiratanga – self determination

<https://ccn.health.nz/>

MY CAPABILITY

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

- Demonstrated cultural understanding: Understands the needs of Māori and other vulnerable populations and adjusts approach to ensure equitable outcomes.
- Comprehensive understanding of the inequalities in health outcomes
- Ability to apply the principles of Te Tiriti o Waitangi to their mahi
- Ability to build and maintain relationships with Māori.
- Self-Aware: To be cognizant of their impact on others and strengthen personal capability to be able to clearly articulate the equity strategy that is at the heart of this position.
- Equity: Ensures the unique needs of Māori and priority communities are understood and kept at the forefront of service delivery to accelerate the health gains and eliminate health inequities.
- 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 of the people we care for.
- Achieving Goals: Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- Managing Work Priorities: Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- Curious: Seeks and integrates ideas, information, and different perspectives.

MY RELATIONSHIPS TO NURTURE

Internal

- DON
- DOM
- ADAH
- Chief Medical Officer and Associate Clinical Directors
- General Manager
- Operational Managers
- Clinical Nurse Managers and HoD
- Quality Coordinators & Quality Team
- Director of Quality & Patient Safety
- Communications team

External

- Whānau of Te Tai o Poutini
- Iwi – Te Rūnanga o Ngāti Waewae, Te Rūnanga o Makaawhio
- Colleagues at Te Whatu Ora and Te Aka Whai Ora
- NGO's
- Māori Health and Community Providers
 - Poutini Waiora
 - Whare Manaaki
 - Te Hono o Ngā waka
 - Te Hā o Kawatiri
- West Coast Primary Health Organisation
- Community Public Health (Te Mana Ora)

MY WELLBEING, HEALTH AND SAFETY

Care starts here

Our people are the most important thing at Te Whatu Ora - Te Tai o Poutini. 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.

**MY CLINICAL
CAPABILITIES**

Please see attached appendix

DRAFT