



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

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The primary purpose of the role is to:

Specialist Mental Health Services (SMHS), practice the principles of quality improvement and patient safety, to enhance the quality of the health care services delivered and overall improve organisational effectiveness. Learning from consumer and family-whānau feedback coming into the service is a key component of continuous learning.

As an integral member of the Quality and Patient Safety Team the Customer Services Co-ordinator coordinates and supports the management and response of complaints and compliments across Specialist Mental Health Services in accordance with the HNZ Canterbury Complaints Policy, the Health and Disability Services Consumers' Rights Code, and associated legislation. They contribute to the divisional understanding of the consumer experience of Specialist Mental Health Services and support the development of Patient Safety and Quality Improvement Programmes and staff education. The role assists the Quality Manager with management and response of privacy breaches and official information requests.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Feedback Resolution</b>	<ul style="list-style-type: none"> <li>• All complaints / concerns regarding Divisional Specialist Mental Health Services are investigated and responded to in a timely, professional and consumer centred, manner.</li> <li>• Services are assisted and supported to deal with complaints quickly and objectively, achieving low level resolution wherever possible.</li> </ul>

	<ul style="list-style-type: none"> <li>• Progress of complaint investigations is pro-actively monitored, and draft responses are prepared within expected timeframes.</li> <li>• Service delivery issues identified through the complaint's procedures are raised with the appropriate service leadership team.</li> <li>• Complaint issues identified as having significant potential risk for the service are immediately reported to the appropriate Quality Manager, General Manager, Service Leadership Team, and Legal Team</li> <li>• Health and Disability Commissioner requests for investigations and information are responded to in a timely and effective manner, in conjunction with the corporate legal team.</li> </ul>
<p><b>Feedback management and governance</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive feedback files are maintained to provide a record of investigation, decision-making and actions taken in relation to all complaints.</li> <li>• Feedback management activities are accurately and efficiently recorded in the complaints database (Safety 1<sup>st</sup>).</li> <li>• All feedback is presented for discussion and review on a weekly basis at the Specialist Mental Health Services Complaint Review meetings.</li> <li>• The HNZ Canterbury Complaint Management policy is promoted in accordance with best practice, national and local legislation, and guidance requirements to ensure best outcomes for potential consumers and staff.</li> <li>• The complaint management system, policy and associated processes are reviewed as required, in partnership with the Complaints Review Team and corporate complaints staff.</li> </ul>
<p><b>Continuous improvement</b></p>	<ul style="list-style-type: none"> <li>• Advice and assistance is provided with developing policy, procedures, and patient/family specialty specific written information, which reflects the Code of Consumers Rights.</li> <li>• Feedback data is analysed to identify trends and opportunities for learning and the knowledge used to generate reports, action plans and guide service improvements.</li> <li>• Specialist Mental Health Services is represented on the subject of complaints during internal and external audits and survey activity as required.</li> <li>• Reports are provided, as required, for clinical leaders and senior management staff on patient/customer feedback and recommendations for improvement where appropriate.</li> </ul>
<p><b>Legislative compliance and staff education</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge of legislation applicable to position (Health &amp; Disability Services Code of Consumers' Rights; Health Information Privacy Code; Human Rights Act, 1993; and Witnesses and Interpreter Fees Regulations, 1974 &amp; amendments)</li> <li>• Staff receive appropriate topic-specific and timely education sessions to reflect trends that arise from complaints.</li> <li>• A positive approach to consumer relationships is promoted and practical strategies for staff are identified, to help avoid any potential adverse consumer response to care and treatment.</li> </ul>

	<ul style="list-style-type: none"> <li>Effectiveness of educational initiatives aimed at improving consumer focused services is monitored.</li> </ul>
<b>Privacy and Official Information Requests</b>	<ul style="list-style-type: none"> <li>Liaise with SMHS managers and other relevant information holders to obtain required information</li> <li>Retrieve and review requested information in a timely manner</li> <li>Prepare draft responses in accordance with legislative requirements and organisational standards</li> </ul>
<b>Undertake other duties as reasonably directed by the Quality Manager from time to time.</b>	<ul style="list-style-type: none"> <li>Undertaking of duties relevant to the expertise and within the boundaries of the position.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>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.</li> <li>Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Commits to helping all people achieve equitable health outcomes.</li> <li>Shows a willingness to personally take a stand for equity.</li> <li>Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm,</li> </ul>

	<p>placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</p> <ul style="list-style-type: none"> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

### Matters which must be referred to the Quality Manager

- Health and Disability Commission complaints, decisions, and recommendations
- Complaints which raise potential legal or employment related issues
- Complaints regarding serious privacy breaches

### Relationships

External	Internal
<ul style="list-style-type: none"> <li>SMHS consumers and their families-whānau</li> <li>Health &amp; Disability Commissioner</li> <li>Office of the Privacy Commissioner</li> <li>Minister of Mental Health's office</li> </ul>	<ul style="list-style-type: none"> <li>SMHS Quality &amp; Patient Safety Team</li> <li>SMHS Complaints Review Committee</li> <li>SMHS Divisional Leadership Team</li> <li>SMHS Service Leadership Teams</li> <li>SMHS Clinical Teams</li> <li>Health NZ Legal Team</li> <li>Health NZ Privacy</li> <li>Christchurch Hospital Customer Services</li> <li>Te Waipounamu Commissioning</li> </ul>

### About you – to succeed in this role

#### You will have

#### Essential:

- Knowledge and/or experience of the legal or health sectors
- Excellent understanding of the New Zealand health environment including the requirements of health-related legislation
- Be experienced in working with the public from a service perspective.
- Excellent interpersonal skills and the ability to communicate and work effectively with a wide range of people, including experience in engaging with people who may be distressed or frustrated.
- Ability to work independently as well as part of the team, showing appropriate initiative and organisational ability.

- Strong organisational skills with the ability to work under pressure and meet required time frames for completion of work.
- Excellent written communication skills with focus on a person-centred approach to communication.

**Desired:**

- Knowledge and experience in privacy activities
- Knowledge and experience of working within the mental health sector.
- Working knowledge of SMHS's patient management system and Microsoft Office products (e.g. Word, Outlook)
- Knowledge of quality improvement and implementation processes within the health sector.
- Understanding of operational processes for service delivery in a large organisation.
- Skills in effective teaching and facilitating networks.
- Experience in implementing Te Tiriti o Waitangi in action.

**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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

*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.*

*\*The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*