



GONVILLE HEALTH LIMITED

Services Support Lead POSITION DESCRIPTION

ROLE: **Gonville Health Ltd, Services Support Lead**

RESPONSIBLE TO: **Strategic Development Manager**
Whanganui Regional Health Network

FUNCTIONAL RELATIONSHIPS WITH:

Gonville Health leads and team
Whanganui Regional Health Network management and team
Gonville Health patients and visitors
Other providers working within the Gonville Health community
Gonville Health stakeholders

PURPOSE OF THE JOB:

Gonville Health Limited (GHL) is a community orientated general practice, committed to ensuring access to primary health care service that is focused on equitable health outcomes for its high need population and delivering health services that work effectively for Māori.

The primary role of the Service Support Lead is to support the team to align services with the strategic aims of GHL in a manner that acknowledges Gonville Health's values and purpose, to ensure best outcomes for the enrolled population. Gonville Health is a subsidiary business wholly owned by Whanganui Regional Health Network (WRHN).

Key Tasks		Standards/Outcomes Expected
1	Human Resources	
1.1	Recruitment and training of staff for a sustainable workforce	<p>An effective workforce plan is in place and maintained to ensure a workforce that delivers a service that works for its population.</p> <p>All staff are aware of their responsibilities and have up to date agreements, job descriptions and objectives.</p> <p>Understands the obligations of the team aligned to the vision and values and the upstream Pae Ora Act. Commits to understanding tasks within the frontline team and supports quality improvement and cover as required.</p> <p>Interim gaps in staffing are managed according to WRHN policy and within agreed budget constraints. Any risks are reported.</p> <p>Workflow and productivity are maintained with minimal disruption to access for patients.</p> <p>All staff are orientated and trained to a required level of competency that meets clinical and business standards.</p> <p>Recruitment and retention of staff including management of associated obligations within employment agreements, e.g. housing, vehicle.</p> <p>Cultural safety and workforce development is a foundation of service delivery.</p> <p>Ensure all patients are communicated in a culturally appropriate manner and that regular training and orientation develops a strong inclusive workplace culture, particularly for Māori and Pacific Island people.</p> <p>All staff are orientated to policies and procedures and understand their responsibilities to work within expected parameters and delegations.</p>

	1.2	Employment agreements and negotiations	All staff have completed police vetting and safety checks as per WRHN policy and no employee commences that requires direct interface with children prior to appropriate vetting and safety checks.
	1.3	Payroll overview	Works with WRHN payroll coordinator to ensure there is authorisation and monitoring of all aspects of payroll across the spectrum, including but not limited to; accurate payments, meeting contractual obligations, timesheet approval, safe practice, leave entitlements, etc. Timesheets activity is reconciled against contract. Banking authorisation is achieved on time.
	1.4	Motivation, management, and discipline of all staff	Staff performance is monitored and managed in accordance with policy. Coordinates the completion of staff appraisals. Workplace wellness strategies are adopted and coordinated.
	1.5	Staff leave rosters – all areas	Workflow and productivity are maintained with minimum disruption to access for patients. All staff know when they are on duty and are advised well in advance of any changes to their roster. Any leave or variation to roster is authorised. Coordinates clinical and room rostering, which may also include after or extended hours duties. All rosters are completed within timeframes that are considered reasonable by the workforce. Ensures appointment scheduling aligns with staff rostering.
	1.6	Health and safety	Is aware of and complies with responsibilities under Health and Safety at Work Act (2015) and any subsequent amendments or replacement legislation.

			<p>Demonstrate leadership regarding Health and Safety matters in the workplace.</p> <p>Ensure staff work in a safe environment and employ good health and safety practices, and apply the policy framework to their day-to-day business.</p> <p>Responsible for monitoring compliance with existing risk mitigation strategies and treat all potential new risk seriously and appropriately safeguarding the welfare of patients, employees, contractors and visitors to the health clinic.</p> <p>Participate in WRHN Health and Safety meetings and ensure training and orientation processes are adhered to by the workforce.</p>
2		Business Management	
	2.1	Financial management	<p>In partnership with WRHN team, ensures completion of accurate financial statements and reports in line with Governance Best Practice and established reporting schedules and expectations.</p> <p>In partnership with WRHN team, completes accurate and timely forecasting with variances analyzed and documented alongside planned mitigations.</p> <p>In partnership with the WRHN team, there is appropriate maintenance of a fixed asset register.</p> <p>Evidence of effective debt management.</p> <p>Reports identify risks, trends and variances, including outcomes against KPI measures.</p>
	2.2	Quality assurance and improvement	<p>Ensures the practice team uphold legislation, WRHN policy, contractual obligations, and cornerstone accreditation. Participates as appropriate in any quality improvements.</p> <p>The team are committed to upholding the duties of the Health and Disability Consumers Rights.</p> <p>The team are committed to the 13 Privacy Principles within the Privacy Act.</p>

			<p>Is the complaints officer and coordinates, in partnership with clinical leads, to make sure all complaints are dealt with in a professional and empathetic matter, within agreed timeframes and managed in a way where possible de-escalation techniques are applied to limit risk.</p> <p>Coordinates achievement of accreditation and quality standards.</p> <p>Alongside the clinical leadership team, establishes and supports strategies to maximize population health outcomes. Action plans are in place for improving population health outcomes and these will guide team activity.</p>
3		Infrastructure	
	3.1	ICT	<p>Alongside the WRHN ICT team, ensures the ICT system is functional and meets the needs of the workforce.</p> <p>All shortfall or issues are corrected in a timeframe that assumes limited disruption to the provision of services.</p> <p>Alongside ICT team supports the development of ICT plans, e.g. remote access planning.</p>
	3.2	Facility management	<p>Assessment, planning and use of facilities is on-going to ensure community engagement and maximise agility, efficiency and a range of services required by the community can be accommodated.</p> <p>Ensures that the facility is fully functional and meets the needs of the GHL workforce.</p> <p>Identifies areas of risk or concern and follows process of remedy within budget delegations.</p> <p>Mitigate and manage all security risks and breaches to ensure the ultimate safety of all staff and visitors at the Centre.</p>

	3.3	Equipment	<p>In partnership and WRHN with other leads, a capital plan is developed that identifies useable and replacement life of equipment and is signed off annually by the Board.</p> <p>Procurement is managed within budget.</p>
4		Practice Management	
	4.1	Access, equity and customer service	<p>Patient enrolment is maintained to ensure accuracy and population targets are met to maximize potential revenue. In partnership with WRHN and other leads, a capital plan is developed that identifies useable and replacement life of equipment and is signed off annually by the Board.</p> <p>Complaints, feedback and CQI encourages culturally sound services, improved health access and reduces inequalities for vulnerable populations.</p> <p>Provides an environment and team culture that enables the service to operate to a safe clinical and cultural standard of care.</p> <p>Ensures that GHL operates a service that the community has confidence in and operates on a partnership/stakeholder approach to shared solutions and advancements.</p>
	4.3	Practice reporting and governance	<p>Operational reports are completed within agreed timeframes.</p> <p>Collaboration and participation alongside WRHN leaders and Direct Report is kept up to date on any issues. Board reporting is appropriate and timely.</p>
5		Communication	
	5.1	External	<p>In partnership with WRHN, an effective communication plan guides the service in ensuring a high level of communication occurs with relevant stakeholders in a timely way, which contributes to health community strategies and an informed enrolled population.</p>

			Maintains good working relationships with key stakeholders and consumers, and feedback support continuing quality improvement.
	5.2	Internal	All staff and direct report are kept informed through regular and appropriate communication strategies such as morning huddles, staff meetings, peer review meetings, training and orientation education forums. Evidence of minutes are kept of all staff/team or other meetings, as appropriate.
6		Consumer and Cultural Appropriateness	
	6.1	Customer service	Ensure that GHL operates a service that the community has confidence in and applies a partnership approach to shared solutions and advancements.
	6.2	Cultural appropriateness	GHL will deliver a culturally appropriate service by a culturally trained and educated workforce, through alignment with appropriate GHL Board and WRHN workforce leads. The GHL staff are committed to their Te Tiriti O Waitangi obligations and target and deliver services in a way that observes that different approaches and resources are needed to achieve equitable health outcomes.
9		Other	
	9.1	Other duties	Maintain regular and ongoing relationship with identified key community stakeholders, to ensure the health care home is at the heart of delivering wellness for the community it serves.

This job description is not exhaustive, and the employee may be asked from time to time, to perform other tasks to maintain the smooth and effective service of GHL and WRHN.