

Position Description

Position Title:	Musculoskeletal Programme Manager (MPM)
FTE:	1.0
Term:	Fixed Term 1 Year
Reports To:	Primary & Community Care Workforce Leader
Business Area:	Whangarei/Northland
Position Location:	Whangarei
Direct Reports:	Nil
Delegated Authority:	Nil
Budget Responsibility	Nil
Key Relationships	Internal: <ul style="list-style-type: none"> • Primary & Community Care Workforce Team • Locality Leaders and Long Term Conditions Team • Executive Leadership Team (ELT) • Wider Mahitahi Staff
	External: <ul style="list-style-type: none"> • General Practices and Māori Health Providers • Northland District Health Board (NDHB) • Ministry of Health (MoH) • Locality Community Leaders

Mahitahi Hauora Overview

Mahitahi Hauora is the primary health entity for Te Tai Tokerau. It is a charitable social enterprise with a vision for everyone in Tai Tokerau to have an equitable opportunity to receive the care and wellbeing support they need, in the way that works for them, and to be at the centre of decisions about their care and wellbeing.

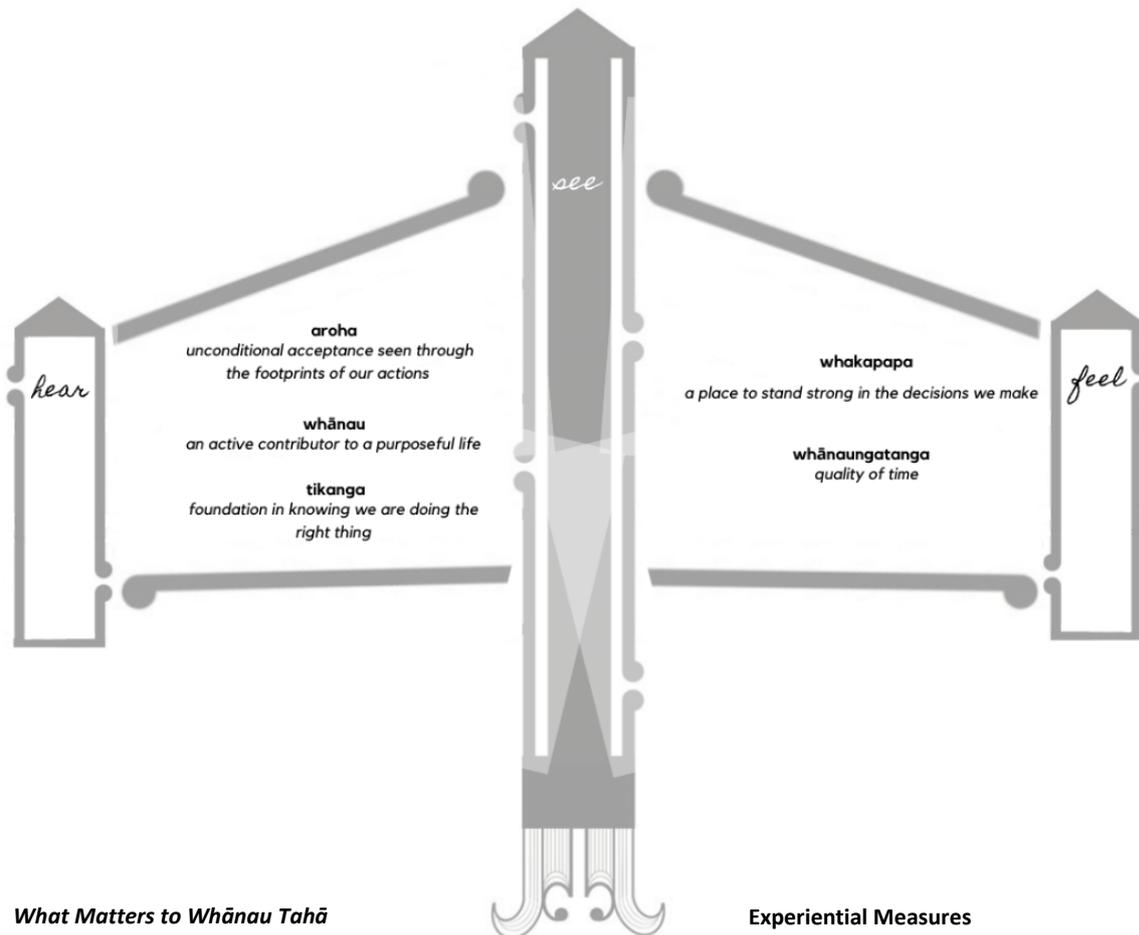
Mahitahi Hauora supports Primary Healthcare providers including General Practices and Māori Health Providers to deliver care and to look after the wellbeing of their communities and whānau. We also deliver care and wellbeing support directly to the community and whānau.

Mahitahi Hauora follow the kaupapa of “*What Matters to Whānau*”, working to the framework of Papa Tikanga. Together, achieving What Matters to Whānau means engaging and listening to whānau voice to inform service design and delivery while also supporting community and whānau-driven solutions that promote wellness.

Papa Tikanga: What Matters to Whānau

Papa Tikanga What matters to Whānau is a Te Tai Tokerau whānau-informed framework for providers to approach Whānau wellness from a Te Ao Māori view within a provider setting.

It includes a conceptual framework below that distils the principles of practice (tāha) and a measurement framework with indicators.



What Matters to Whānau Tahā

The conceptual papa tikanga presents the tahā as expressed by whānau:

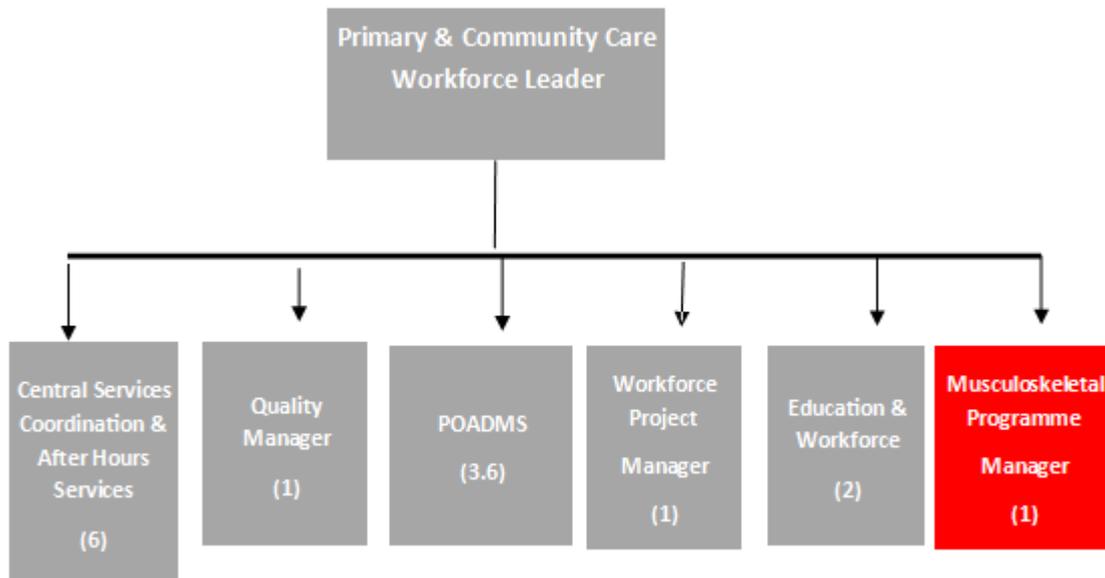
- Tahā Aroha – unconditional acceptance seen through the footprints of our actions
- Tahā Whānau – an active contributor to a purposeful life
- Tahā Tikanga (Values) – foundation of knowing we are doing the right thing
- Tahā Whakapapa (Identity) – a place to be strong in the decisions we make
- Tahā Whanaungatanga (Relationships) – quality of time

Experiential Measures

Within the whata, the measures of what whānau experience – what whānau **hear**, **feel** and **see** – are represented by the pou (posts) that hold up the whata and house the tahā.

In this way, whānau experiences become the indicators and measures for success.

Team Structure



Position Purpose

To support the locality led work and MDT's to ensure service providers are able to provide a high standard of recommended best practice in caring for the primary care population with musculoskeletal conditions. This role will also be responsible for a level of care delivery within the defined Musculoskeletal (MSK) programme.

Key functions include:

- To manage the ongoing development and implementation of musculoskeletal (MSK) programme for patients with long-term musculoskeletal conditions.
- To ensure a high standard of effective intervention from a range of providers and a responsiveness to primary care and that service priorities are met.
- Developing and coordinating a group-based programme to support the rollout of the programme across Tai Tokerau.
- To provide training and supervision of care providers to ensure the full and complete implementation of the new model of care.
- To contribute to the co-ordination and planning of the Locality based multidisciplinary care team aligned to the needs and priorities of the individual and their whānau.
- To contribute to the service coordination of the MSK service through the Central Services Coordination team.

Nature and Scope of Responsibilities

Key Accountabilities	Standards/Achievements
<p>Client Focus</p>	<p>Provides client focused care by:</p> <ul style="list-style-type: none"> • Consulting with clients to establish mutually agreed goals and priorities for outcomes of care. • Promoting the concept of self-care and inclusion of family/whanau in provision of care. • Communicating clearly and effectively with client, family/whanau and the interdisciplinary team the MSK management plan. • Working in partnership with clients/family/other health care providers to assess, plan, deliver and evaluate outcomes of care. • Providing education and information in a way that is understood to clients/families/whanau and community. • Develop and facilitate a group-based programme to grow self-management within individuals and whanau.
<p>Manage an Evidence based, and High Quality Standard of Practice</p>	<p>Work to a high recommended best practice providing a quality standard of service by:</p> <ul style="list-style-type: none"> • Following ethical guidelines, the code of ethics & conduct and the standards of practice for the profession. • Providing care that is based on best practice and working towards evidence-based practice. • Delivering care that meets the priorities of the service. • Ensuring relevant resources and equipment are used effectively and are safe. • Contributing to professional development practices and activities. • Participating in peer review, supervision and precepting of wider locality team. • Taking responsibility for clear and effective documentation that is in keeping with organisational policy. • Using effective time management & prioritisation strategies to manage workload.
<p>Work collaboratively to ensure continuous quality improvement and viability of the Musculoskeletal (MSK) management programme.</p>	<p>Demonstrate individual responsibility and accountability for the success of the programme by:</p> <ul style="list-style-type: none"> • Leading the ongoing development and evaluation of the new MSK system design. • Participating in and supporting staff in the processes of performance development, supervision and peer review and audit.

Key Accountabilities	Standards/Achievements
	<ul style="list-style-type: none"> • Identifying own learning needs, setting and meeting objectives, goals and strategies and supporting staff to do the same. • Participating in and contributing to continuing education activities internally and externally to the organisation and providing leadership on the development of these for staff. • Acting as an educational resource for other disciplines. • Contributing to the clinical training of those involved with the programme. • Work collaboratively to source funding streams for ongoing viability and expansion of the programme.
<p>Support Localities MDTs and referral management teams</p>	<p>Contributes to the achievement of the goals of the MSK programme through the wider multidisciplinary team by:</p> <ul style="list-style-type: none"> • Being an active member of both the locality neighbourhood network and supporting the development of an integrated multidisciplinary team. • Observing the agreed ground rules of the team. • Appreciating and respecting the contribution of self and others within the team. • Contributing to and promoting the maintenance of a safe and healthy working environment. • Participating in both team and profession-based meetings. • Supporting the referral process through team training and monitoring of the referrals, package allocation processes, and collation and analysis of outcome measures.
<p>Relationships</p>	<ul style="list-style-type: none"> • Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora. • Ensure ongoing engagement of stakeholders through facilitation of the Musculoskeletal Programme Steering Group. • Meets the needs of Maori in a culturally appropriate manner.
<p>Organisational</p>	<ul style="list-style-type: none"> • Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora. • Work as a contributing team member of Mahitahi Hauora to achieve team and organisational service requirements. • Maintain client confidentiality at all times, ensuring clients' rights, privacy, and confidential information are safeguarded.

Key Accountabilities	Standards/Achievements
	<ul style="list-style-type: none"> • Understand the principles of the Privacy Act 2020, the Health Information Privacy Code (1994), and the Children’s Act 2014, and the information sharing principles of the Oranga Tamariki Act (1989) and the Family Violence Act (2018) • Recognise individual responsibility for workplace Health & Safety under the Health and Safety at work Act 2015 (HSWA 2015). • Implements organisational policies and procedures, legislation and guidelines as appropriate. • Uphold Te Tiriti o Waitangi and equity as key foundations when planning, implementing and evaluating our work.

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed.

Employee Name:

Employee Signature: Date:.....

Managers Name:

Manager Signature: Date:.....

Person Specification: Improvement Partner

Education and Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> NZ Registered Physiotherapist, Nurse, Occupational Therapist, or other relevant Profession, with current practising certificate Advanced Computer literacy skills, e.g. Microsoft Office programmes Current and Un-encumbered Drivers Licence 	<ul style="list-style-type: none"> Relevant post graduate qualification
Experience	
Essential	Desirable
<ul style="list-style-type: none"> Minimum of 10 years practicing in relevant profession Minimum of 2 years' experience in rehabilitation Demonstrable and extensive experience and knowledge of clinical practice in Musculoskeletal conditions Demonstrable level of experience in programme management. 	<ul style="list-style-type: none"> Management training and supervisory experience Knowledge of community resources and networks Knowledge or experience in primary health care
A commitment to the development in competency of	
Essential	Desirable
<ul style="list-style-type: none"> The Treaty of Waitangi and its' application to the health setting. Tikanga, Maori protocols and Te Reo Maori. The application of Whanau Ora Outcomes Framework within Primary Care settings Privacy Act (2020) and Health Information Privacy Code (1994). 	<ul style="list-style-type: none"> Health and Safety at Work Act 2015(HSWA) Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996). New Zealand Council of Healthcare Standards.

Skills & Personal Attributes

Skills

- Strong communication skills, both written and verbal.
- Highly developed skills in Facilitation, negotiation, leadership and change management
- Strong interpersonal and relationship building skills.
- Has the necessary skills to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding that all such knowledge remain confidential to the organisation and, within the organisation used only for the purpose originally collected.
- Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure.
- Strong decision making ability and ability to meet deadlines
- Knowledge & proficiency with Microsoft Office applications, particularly Word, Outlook and Excel.

Personal Attributes

- Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy.
- Attention to detail and accuracy.
- Ability to exercise wisdom and initiative.
- A collaborative team approach
- Punctuality and reliability.
- Flexibility to cope with changing demands.
- A professional attitude displaying personal integrity and honesty.
- An ability to work with a range of individuals, demonstrating tact, a calm & caring nature.
- Open to learning opportunities and enhancing skills and knowledge relevant to the role.