

Position Description

CEO

Upper Hutt Health aspires to be leaders in delivering healthcare excellence and help our community to stay healthy for longer

Our values are

- Integrity
- Patient centred care
- Personal responsibility
- Supportive teamwork
- Acceptance of diversity

The role description is as follows

RESPONSIBLE TO: The Board of Directors: Upper Hutt Health Centre Limited through the Chairman.

FUNCTIONAL RELATIONSHIPS WITH:

Internal -

Chair and Board Members
 Doctors: Partners/Locums/Registrars
 Management Team
 Clinical Director
 Nurse Manager
 Administration Manager
 Nurses
 Reception and Administrative staff
 Lakeland Clinical Trials business
 Other health providers (sub tenants)
 Students (Medical and Nursing)

External -

The Upper Hutt Community
 Wellington region medical organisations
 Cosine PHO
 Patients
 Visitors both within and outside the health sector
 Other health professionals
 Other relevant healthcare organisations

MAIN PURPOSE OF THE JOB:

To lead and manage the company and its operations, implement strategy, policy, processes and systems that drives and supports the UHHC business.

Key Tasks			Standards/Outcomes Expected
1		Implement Company Strategy	
	1.1	Key role in leading and effecting all strategic priorities	<ul style="list-style-type: none"> • Reporting to and working with the Director Strategy on implementing strategy <ul style="list-style-type: none"> ○ Increase the range services to reduce capitation as percent of revenue

			<ul style="list-style-type: none"> ○ Proactively build partnerships in the wellington region such that we have a regional voice, and these partnerships expand the company offering and revenue base ○ Continuous operational improvement for patients and staff ○ Other strategies that the company may select
	1.2	Leadership	<ul style="list-style-type: none"> • Actively lead the business with a professional and approachable leadership style • Be aware of and at forefront of events in the primary care health sector • Lead and support innovative practices throughout the business • Propose new opportunities supported by a business case.
2		People Leadership and Management	
	2.1	Recruitment and training of staff	<ul style="list-style-type: none"> • Ensure sufficient, competent staff are engaged to achieve UHHC goals and objectives • All staff have position descriptions and person specifications appropriate to their role • All staff are trained to a required level of competency • Performance reviews conducted with all staff on annual basis • Oversee and facilitate succession planning
	2.2	Workplace Culture	<ul style="list-style-type: none"> • Maintain a friendly, positive, staff workplace environment • Strengthen staff engagement via staff meetings, huddles, regular and open communications, celebratory events • Empower staff to reach their potential within their roles by fostering continuous professional development •
	2.3	Ensure the company staff operations are well organised and compliant with regulatory requirements and company policies	<ul style="list-style-type: none"> • All staff have Employment Agreements that are up to date with current legislation • Staff and leave rosters are in place and functioning well. • Payroll system operates smoothly, correctly and all staff have performance and remuneration reviewed annually • Ensure the staff works in a safe environment and employ good health and safety practice in accordance with Health and Safety at Work Act 2015
3		Business Leadership and Management	
	3.1	Financial Management	<ul style="list-style-type: none"> • Overview of all financial management / performance of UHHC <ul style="list-style-type: none"> ○ Full understanding of the financial position of the business ○ Achieve financial / KPI targets

			<ul style="list-style-type: none"> ○ Financial and management reporting and budgeting to UHHC Board / Shareholders completed within agreed timeframes ○ Financial systems and operations work well
	3.2	Quality and Performance	<ul style="list-style-type: none"> • Ensure that <ul style="list-style-type: none"> ○ UHHC achieves accreditation by external compliance audit to required timeframes ○ UHHC meet all legal and regulatory requirements including external standards • Development of new policies as required and overall management of the same
	3.3	UHHC operations	<ul style="list-style-type: none"> • Ensure patient enrolment processes are efficient and up to date • All external reports are completed to schedule • The business operates efficiently and supports both the patients and clinicians • All funding opportunities are maximised • Ensure the facilities are adequate and well maintained
4		Customer Service Delivery	
	4.1	Customer Services	<ul style="list-style-type: none"> • Continues to introduce innovative approaches to addressing the needs of our customers • Ensure customer services reflect UHHC values on quality and customer focus • Overall customer satisfaction maintained at consistently high level as evidenced by feedback from customer survey • Ensure all complaints are dealt with in a professional and empathetic manner, within agreed time frames • Ensure that the company <ul style="list-style-type: none"> ○ Continues to build informative website with current news updates ○ Develops social media tools to develop patient / UHHC relationships ○ Trains staff in customer services
	4.2	Service Provision	<ul style="list-style-type: none"> • All services are profitable unless otherwise agreed by the Board • Operation of the Health Care Home model, ensuring aspects of the model enhances UHHC patient services and health outcomes • Increase and strengthen the number of nurse managed clinics • Ensure use of patient management tools and programmes to improve their experience and ensure the company provides the best care possible
5		Board Management	
	5.1	Board Processes	<ul style="list-style-type: none"> • Co-ordination of strategic planning process and facilitation of input by UHHC staff • Development of annual business plan and budget for approval and implementation • Risks identified appropriately mitigated • Ensure administrative support to the Board • On behalf of the Board, manage UHHC shareholder meetings and provide administrative support

6		Technology	
	6.1	Security & Disaster Recovery Processes	<ul style="list-style-type: none"> IT security systems are in place and are best practice Back-up processes are in place and maintained accordingly to agreed guidelines All software licenses are held and upgraded as necessary
	6.2	Advancement of Patient Services	<ul style="list-style-type: none"> Adoption of online tools i.e. phone apps, personal self-monitoring services to assist patients to manage their own health care Fully integrate the shared health care record system to enable the sharing of patient relevant health information with other health professionals to enhance patient care from a variety of providers. Work with HNZ and PHO to provide for greater access to diagnostic capability by adopting advances in digital and portal technology to adapt to a changing care environment
7		Marketing & PR	
	7.1	Marketing	<ul style="list-style-type: none"> Ensure all external marketing meets group and centre values on quality and customer focus, and MCNZ guidelines on advertising UHHC is perceived as integral part of local and Wellington community
	7.2	PR	<ul style="list-style-type: none"> Maintain good working relationships with all business partners and suppliers, HNZ and PHO. Represent UHHC at professional meetings related to general practice and primary care Support the reputation of UHHC
8		Compliance	
	8.1	Health & Disability Commission	<ul style="list-style-type: none"> As the UHHC Complaints Officer, ensure all complaints are dealt with in a professional and empathetic manner, within agreed time frames
	8.2	Privacy Act & Health Information Privacy Code (HIPC)	<ul style="list-style-type: none"> Ensuring all staff are fully aware of privacy and HIPC standards and obligations and that standards are maintained As the UHHC Privacy Officer, ensure that the integrity of patient privacy is upheld
	8.3	Health & Safety	<ul style="list-style-type: none"> Ensure that the Health and Safety Officer maintains up to date registers i.e. incident, hazard management Fire and evacuation plan in place and regularly practiced Protocols are in place for when emergencies occur and assistance is required immediately Comply with current NZ legislation
10		Other Duties	
			The Board may ask the CEO to perform other tasks in order to maintain the smooth and effective service of the practice

Key Competencies	COMMUNICATION <ul style="list-style-type: none"> Effective communicator (with Board and staff) Able to speak directly and effectively with staff
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	<p>INTERACTION</p> <ul style="list-style-type: none"> • Networking skills • Team work/team enhancement • Social tact • Patience <p>MOTIVATIONAL</p> <ul style="list-style-type: none"> • Persistence • Drive for achievement <p>ANALYTICAL</p> <ul style="list-style-type: none"> • Problem solving • Lateral thinking • Objectivity <p>PERSONAL</p> <ul style="list-style-type: none"> • Coping with pressure • Flexibility • Perseverance/follow-up • Responsibility • Well organised, good time management <p>MANAGEMENT</p> <ul style="list-style-type: none"> • Leading others • Performance management • Conflict resolution/management • Delegation • Team building <p>BUSINESS</p> <ul style="list-style-type: none"> • Understanding of Financial management • Innovative • Strategic orientation
Qualifications	<ul style="list-style-type: none"> • Tertiary qualifications in business and/or health
Knowledge / Experience	<ul style="list-style-type: none"> • At least 5 years in leadership / management position preferably in a clinical setting • Clinical experience • Leadership / management experience
Skills (including technology)	<ul style="list-style-type: none"> • Advanced Microsoft Office and Outlook • Policy writing • Project management

Delegations

- 1) Financial:

Capital Expenditure within budget	Delegated
Capital Expenditure – not budgeted	Confer with Board
Operating Expenses within budget	Delegated

Operating Expenses – not budgeted	Confer with Chairman / Board
2) Staff:	
Day to day management of:	Nurse Manager Finance & Admin Manager Medical Receptionists Administrative staff Practice Nurses GPs, Registrars and Medical Students
Additional or replacement staff	Delegated
Formal discipline of staff	Confer with Chairman