



Eastern Bay
Primary Health Alliance

Healthy Whānau, Healthy Lives

JOB DESCRIPTION
General Practice Liaison

Purpose of Position:

The General Practice Liaison role is responsible for supporting General Practice through promoting achievement and fostering performance improvement within General Practice. This includes communicating and monitoring performance targets, supporting practices to enhance their performance and maximise claiming.

Reports To:	Chief Executive, Executive Leadership Team
Key Focus Areas:	<p>Support General Practice and Practice Managers/Owners</p> <p>Oversight of EBPHA and Te Whatu Ora performance targets, supporting General Practice to achieve targets</p> <p>Leads Programmes to Improve Access</p> <p>Leads CVRA, Breast and Cervical Screening Health Targets</p> <p>Liaises with MoH and Te Whatu Ora to provide quality information to ensure General Practice compliance with legal and contractual obligations</p> <p>Leads Cornerstone Accreditation</p> <p>Provides the Chief Executive with information, advice and recommendations to enable EBPHA to fulfill its duties</p> <p>Enhance the reputation of EBPHA within the health sector and wider community</p>
Role Objectives:	<p>Assists with the development and implementation of strategies to increase quality and performance</p> <p>Establish robust planning and implementation processes</p> <p>Provides mentoring and training to new Practice owners and managers</p> <p>Provides Helpdesk service for General Practice staff via Team Viewer</p> <p>Key Liaison and Champion for Halcyon claiming system</p> <p>Co-ordinates and chairs monthly Practice management meeting including all associated administrative tasks</p> <p>Completes and circulates quarterly calendar</p> <p>Provide direction and leadership toward the achievement of the organisations purpose, mission and strategy</p> <p>Provide sector leadership within the EBOP region</p>

Relationships	
Internal:	<p><i>EBPHA Staff</i></p> <p><i>EBPHA Contractors</i></p>
External:	<p>General Practice and other health provider staff</p> <p>Te Whatu Ora, Hauora a Toi Bay of Plenty</p> <p>Education Providers</p> <p>Ministry of Health</p> <p>Iwi & Maori organisations within the Eastern Bay of Plenty</p> <p>Other DHB's & PHO staff</p> <p>Health PAC</p> <p>Regional and national forums</p> <p>Community Organisations</p> <p>Local authorities</p> <p>Health service providers</p> <p>Other government agencies</p>
Key Accountabilities and Competencies	Key Activities / Decision Areas / Achievements
1. Health outcome targets for Eastern Bay Of Plenty Region and localities as defined by Te Whatu Ora and EBPHA's plans are achieved.	<p>Ensure the organisation is working to a plan agreed with key Maori stakeholders that will improve health outcomes and/or access for Maori.</p> <p>Participate and contribute to the annual planning processes to produce well-conceived operating plans based on accurate data and analysis.</p> <p>Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of the service.</p>
2. Budgetary and other financial targets are achieved.	<p>Assist with the development and maintenance of contract, financial and monitoring system and processes including regular report updates to Chief Executive.</p>
3. Workplace culture and practices are sustainable and focused at all times on meeting stakeholders' needs.	<p>Abide by the policies and management practices that promote sustainable high performance against the strategic objectives of the organisation.</p> <p>Create a workplace environment that encourages staff to do their best work and enables them to enjoy their work.</p> <p>Keep abreast of current political and international trends and issues affecting the health sector.</p>
4. Communication with stakeholders is timely and aligned to achieving the organisation's objectives.	<p>Establish, develop and maintain effective working relationships with service providers and other key stakeholders.</p> <p>Ensure service providers are kept informed of Te Whatu Ora and sector activities, and that Te Whatu Ora are kept informed of key sector and local information and issues.</p> <p>Participate in wider community consultation and information sharing opportunities.</p>

	Promote collaboration and integration between service providers.
5. EBPHA Development and Growth	National and international trends and evidence within the health sector are monitored to identify risks and opportunities.
6. Relationship Management	<p>Effective working relationships with the contractual key stakeholders are developed and maintained i.e. Te Whatu Ora, MoH, and any other relevant organisation/agency.</p> <p>Co-operative relationships with local Maori and Iwi Services are fostered to identify and help meet the needs of the community.</p>
7. Project Development and Implementation	<p>All projects aligned to Te Whatu Ora proposals meet the specific needs of population health in region or specified locality and are be able to demonstrate population health outcomes.</p> <p>Projects are implemented as approved by the EBPHA and Te Whatu Ora, with in-built audit and/or review for demonstration of health outcomes.</p> <p>Projects have implementation plans that include activities, timeline, data collection specifications, reports and review processes in place at the on-set of each project. Work with Karo to create new Halcyon programmes if not already available.</p> <p>Ensure any new claimable programmes are available on Halcyon, release to practices with appropriate training and resources.</p>
8. Financial Management	<p>Expenditure is controlled in accordance with relevant purchasing and approval authority policies.</p> <p>Records are available for audit as and when required by authorised auditors</p>
9. IT Support	<p>Provides set up, training and support for the implementation, utilisation and reporting of EBPHA contracts.</p> <p>Provides Medtech and Best Practice training and support to other EBPHA users</p> <p>Provides monthly support to the Finance Manager to facilitate timely PIA invoicing, data capture and reporting</p> <p>Provides Helpdesk service for General Practice staff via Team Viewer.</p> <p>Troubleshoot any issues that arise, including the use of Halcyon and/or claims.</p>
10. EBPHA Operational Planning, Management & Leadership	<p>Develop and implement short and long term plans for the organisation in partnership with the Chief Executive.</p> <p>Internal and external risks to the organisation are identified and adequately managed.</p>
11. Reporting	<p>Quarterly Reporting requirements are fully understood, planned and completed.</p> <p>Reports simply and accurately demonstrate outcomes and objectives required.</p> <p>All reporting requirements for the EBPHA are completed on time.</p>
12. Health & Safety	Displays commitment to the Workplace Health and Safety Programme Policy and relevant procedures through promotion, active planning and support.

	<p>Ensures own and others safety at all times.</p> <p>Ensures correct use of Safe365</p>
13. Treaty of Waitangi	<p>Service activity, development and implementation are undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation.</p> <p>Consultation is undertaken with appropriate Maori communities.</p>
14. Interpersonal skills	<p>Personable and friendly, relates well to most people.</p> <p>Builds an effective level of rapport with people within a short period of time.</p> <p>Reads situations effectively, and tailors their responses to reflect the needs of the situation.</p> <p>Has good problem solving skills, solution based focus</p> <p>Effectively communicates in situations requiring tact and diplomacy.</p> <p>Is able to communicate complex and involved (e.g. technical, medical) ideas to others.</p>
Essential Qualifications	Key Activities / Decision Areas / Achievements
Experience, Skills & Attributes	<ul style="list-style-type: none"> • Experience in General Practice management and leadership • Demonstrated experience in leading and managing successful quality initiatives • Experienced with excellent skills and ability with IT, particularly patient management systems, including Medtech32 • Experience and understanding of accreditation methodology and requirements • High level of understanding, acumen in quality systems • Experience in developing and implementing strategic and management plans • Experience in successfully managing operations within a budget • Excellent skills in: <ul style="list-style-type: none"> - verbal, written and interpersonal communications - negotiation - leadership of work teams and committees - chairing meetings • Demonstrates honesty and integrity • Good working knowledge and skills related to current office technologies • Good knowledge of structured financial reporting and interpretation • Strategic thinker • Politically aware • Capable of appropriately balancing various stakeholder needs e.g. Te Whatu Ora, Iwi, community, General Practice • Understanding of Treaty of Waitangi partnership principles in health sector environment and how to apply them

	<ul style="list-style-type: none"> • Basic knowledge of tikanga/kawa as a minimum along with the ability to successfully work with Maori organisations.
Desirable Qualifications	Key Activities / Decision Areas / Achievements
Academic Qualifications	<ul style="list-style-type: none"> • Post-graduate qualifications in business, quality and/or health related fields
Experience, Skills & Attributes	<ul style="list-style-type: none"> • Experience in the health sector as a manager, preferably in the New Zealand context • Experience in a contract management role of a commercial or not-for-profit organisation • Personal desire to make a significant difference to the health and well-being of communities. • Adaptable to a changing and highly political sector