

## HEALTH AND DISABILITY COMMISSIONER POSITION DESCRIPTION

<b><u>POSITION:</u></b>	Senior Quality Improvement Advisor   Kaitohutohu Matua Whakapiki Kounga
<b><u>DEPARTMENT:</u></b>	Strategy
<b><u>REPORTS TO:</u></b>	Deputy Health and Disability Commissioner   Te Toihau Hauora, Hauātanga Tuarua

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### **Ko wai tātou | Who we are**

Under the Health and Disability Commissioner Act 1994, the Commissioner is required to promote and protect the rights of consumers of Health and Disability services. One of the ways the Commissioner exercises her statutory functions is by making recommendations to providers for improvements in service. These recommendations ensure that providers and the system learn from complaints and help to reduce preventable harm. To ensure they are effective, recommendations are actively followed up, analysed and reported on by HDC.

### **Mō tēnei tūranga mahi | About this role**

Reporting to the Deputy Health and Disability Commissioner, the Senior Quality Improvement Advisor is responsible for providing timely evidence-based advice to HDC on high quality recommendations; analysing and reporting on provider's compliance with recommendations; maintaining oversight of a database of recommendations to guide and inform future decisions; and undertaking trend analysis to identify areas of systemic concern. The Senior Quality Improvement Advisor will also oversee the work of the Recommendations Administrator and the Recommendations Officer who are responsible for following up with providers to ensure recommendations and matters referred to providers have been actioned.

### **He aha tāu e mahi ana | What you'll be doing**

- Providing advice within HDC on effective, evidence-based recommendations
- Monitoring compliance with recommendations made by the Commissioner, including overseeing the work of the Administrator assisting with this.
- Providing oversight of the Recommendations Officer ensuring matters referred to providers are actioned in a timely, appropriate manner.
- Analysing complex recommendations to ensure that they have been complied with
- Carrying out trend analysis of recommendations to identify areas of systemic concern
- Carrying out analysis and reporting on recommendations on a monthly basis to the Deputy Health and Disability Commissioner
- Measuring and reporting annually on compliance with the Commissioner's recommendations, with an update at the end of each quarter

- Working with other staff to develop and maintain a central repository for reporting and tracking of recommendations.
- Working with and assisting the Principal Advisor, Research and Education on education, research and reporting functions as required.
- Identifying and reporting on
  - Trends occurring with providers that may indicate a need for education and training to improve their response to recommended actions or areas of systemic concern
  - Actions taken by providers in response to the Commissioner's recommended actions that may provide educational benefit to other providers
  - Opportunities for shared learning, internally and externally
- Identifying and recommending opportunities and options for increasing awareness and responsiveness of providers to the Commissioner's recommended actions
- Advising on complaint and investigation files.
- Maintaining a process for sharing information with the Complaints Assessment and Investigation teams to ensure actions already taken by a provider (whether independently or as a result of previous recommendations made by the Commissioner) are taken into account when considering recommendations in the future
- Complying with the HDC's information management strategy and policy.
- Supporting engagement with key stakeholders including HQSC, registration authorities and the Ministry of Health.

**Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful:**

- Knowledge of and experience in quality improvement, including experience making recommendations, preferably in health and disability sector
- Knowledge of quality improvement methodology
- Proven ability to identify and apply evidence and best practice
- Excellent written and oral communication skills – with a proven ability to communicate with external stakeholders
- Strong analytical and critical thinking skills
- Enquiring mind with a strong ability to express complex ideas in a logical and easy to understand way
- Recognised ability to review, summarise and comprehend large amounts of information
- Articulate and able to explain recommendations clearly and rationally
- Ability to work unsupervised, managing a busy workload and competing demands in an organised and professional manner
- A good understanding of relevant legislation, policies and procedures, with a well-rounded knowledge of the New Zealand health and disability sector
- Initiative, particularly when problem-solving and making pragmatic decisions
- A team player – empathic and supportive of colleagues

- Demonstrated ability to use IT including databases and word processing packages. Accurate data entry and good typing skills are required
- Knowledge and understanding of the Treaty of Waitangi and cultural competence in health or other relevant settings.

### **Te Aronga o te Ratonga Tūmatanui | Public Service Purpose**

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

*Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop*