



## ABOUT US

The Department of Corrections is New Zealand's largest and most complex government agency. We exist to keep New Zealand safe, to achieve government's goals relating to rehabilitation and reducing the prison population by 30%.

Our key organisational priorities include safety, rehabilitation, transitions and our people.

Our values are:

**Rangatira (Leadership)** We demonstrate leadership and are accountable

**Manaaki (Respect)** We care for and respect everyone

**Wairua (Spirituality)** We are unified and focused in our efforts

**Kaitiaki (Guardianship)** We are responsive and responsible

**Whānau (Relationships)** We develop supportive relationships



## THE BUSINESS GROUP OR TEAM

**'Kotahi anō te kaupapa, ko te oranga o te iwi' – 'There is only one purpose to our work: the wellness and wellbeing of our people.**

Hōkai Rangi, our over-arching strategic direction, places the focus on health at the heart of our business. Building our frameworks from a Mātauranga Māori basis is our focus to drive and support equity for Māori, which in turn will contribute to achieving our outcomes of reducing reoffending.

Corrections Health Services lead the delivery of patient-focused primary health care services to tangata in our care and their whānau, across Aotearoa. It is a nurse-led service providing nursing services and general practice services. Health teams are multidisciplinary in nature with various primary health clinicians (including medical officers and dentists) contracted by the department.



## YOUR ROLE

**Position Title:** Health Centre Manager

**Business Group:** Health Services

**Reports to:** Regional Operations Director Health

**Direct Reports:** Yes

**Location:** Various Prison Sites

The Health Centre Manager (HCM) is a statutory role responsible for a number of functions pursuant to the Corrections Act 2004 and Corrections Regulations 2005. Primarily, the HCM is responsible for ensuring the provision of health care and treatment for people in our care. The HCM is a leader of health services in prison sites and has overall responsibility for the day to day operations, clinical governance activities, and quality and resource management in the health services. They oversee and manage health centre staff competence and compliance with policy, monitor for quality improvement and lead implementation of new policies and initiatives. The HCM works closely with the regional and national health leaders. The HCM holds finance, IT and Human Resource delegation for their area.

### The role accountabilities and responsibilities include:

- Understanding of the rights of Māori as tangata whenua and the Treaty of Waitangi obligations for Corrections Health Services to improve health outcomes for Māori.
- Responsible for the provision of comprehensive health service to manage emergencies, acute and long-term health conditions and mental health, and managing this within the allocated finances and resources.
- Responsible for leading best practice, planning, controlling, managing and supervising all aspects of day to day health care on site, including: budget and resources, management of a 24-hour health service.
- Provision of regular reporting on clinical aspects of health service delivery to the Regional Operations Director - Health.
- Monitors and evaluates the delivery of health services against standards and outcome indicators.
- Contributes to regional and national quality assurance and risk management activities, and primary assurance for the sites health service delivery. Implements national and regional health strategies.
- Investigates clinical incidents, monitors plans to improve the quality of the Corrections Health Service.
- Plans, organises and evaluates health services in response to the health needs of the prison population.
- In collaboration with the Regional Operations Director, is responsible for the monitoring and management of contracts, Service Level Agreements, and Shared Service Protocols.
- Contributes role specific knowledge to local and regional planning, leading clinical governance and quality improvement activities on site, including complaints and adverse events management.
- Plans and executes strategies to empower and develop the clinical workforce.
- Demonstrates and maintains high professional and ethical standards.
- Controls all aspects of medicine management on the site in compliance with legislation and Coordinates responses to Ombudsman and Health and Disability Commission as required.



## WHAT YOU WILL BRING TO CORRECTIONS

### Knowledge, Skills and Experience

- Understanding of Maori health services, including the rongoā Māori practitioners, and experience of working with Maori health, whanau, hapu, iwi, hapori Māori and Māori communities to address Māori health inequities.
- Advanced clinical knowledge and expertise in nursing.
- Leadership and / or management experience in a health care setting.
- Excellent understanding of health legislation and standards.
- Experience in contract management, financial and resource allocation.
- Excellent understanding of Government and organisational health policy and strategy as it relates to people in prison. Understanding of the greater impacts of international, national and regional health sector strategies and drivers in health service delivery.
- Experience partnering and maintaining relationships with hospital and health professionals, community groups, services and agencies to develop and deliver quality health services.
- Demonstrated clear, concise and logical written communication skills.
- A resilient leader who encourages a positive team culture.
- Demonstrated understanding of a philosophy of care which ensures staff, systems and processes are focussed on providing safe competent and timely health care for people in prison. Excellent communication, interpersonal, leadership and relationship management skills.
- Ability to establish and maintain positive and collegial relationships with Medical Officers and other contracted allied health practitioners.

### Qualifications

- Registered Nurse with a current practising certificate essential.
- Holds or is working towards a relevant post graduate qualification is desirable.
- A qualification in the area of leadership /management would be advantage.

### Other Requirements

- Current full driver licence.
- Some travel may be required.
- Current CPR Certificate



## YOUR JOB COMPETENCIES

### STRATEGIC LEADERSHIP

#### Navigating for the future

**Leading Strategically:** Think, plan, and act strategically; to engage others in the vision, and position teams, organisations and sectors to meet customer and future needs.

**Leading with Influence:** Lead and communicate in a clear, persuasive, impactful, and inspiring way; to convince others to embrace change and take action.

**Engaging Others:** Connect with people; to build trust and become a leader that people want to work with and for.

### TALENT MANAGEMENT

#### Identifying and developing our talent

**Enhancing People Performance:** Manage people performance and bring out the best in managers and staff; to deliver high quality results for customers.

**Identifying and Developing Talent:** Coach and develop diverse talent; to build the people capability required to deliver outcomes.

**Enhancing Team Performance:** Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.

### LEADERSHIP CHARACTERISTICS

**Curious:** Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives; to make fit-for-purpose decisions

**Honest and Courageous:** Deliver the hard messages, and makes unpopular decisions in a timely manner; to advance the longer-term best interests of customers and New Zealand.

**Resilient:** Show composure, grit, and a sense of perspective when the going gets tough; to help others maintain optimism and focus.

**Self-Aware and Agile:** Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people.

### SYSTEM LEADERSHIP

#### Stewardship

**Enhancing Organisational Performance:** Drive innovation and continuous improvement; to sustainably strengthen long-term organisational performance and improve outcomes for customers.

**Enhancing System Performance:** Work collectively across boundaries; to deliver sustainable and long-term improvements to system and customer outcomes.

**Leading at the Political Interface:** Bridge the interface between Government and the Public Sector; to engage political representatives and shape and implement the Government's policy priorities.

### DELIVERY MANAGEMENT

#### Making it happen

**Managing Work Priorities:** Plan, prioritise, and organise work; to deliver on short and long-term objectives across the breadth of their role.

**Achieving Through Others:** Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of direct reports and staff to deliver outcomes for customers.

**Achieving Ambitious Goals:** Demonstrate achievement drive, ambition, optimism and delivery focus; to make things happen and achieve ambitious outcomes.