

Te Whakatūranga ō Mahi | Position Description

Kaitātāki - Senior Leadership

Title	Kaitātāki - Practice Manager		
Reports to	Kaihautū (General Manager)		
Team	Te Kāhui Tātāki		
Direct Reports	General Practitioners Clinic Coordinator Nurse Team Lead Reception Team lead Extended Care Paramedic Physicians Assistant	Total FTE	1.0

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1995 at a hui at Papawai Marae, Greytown. Ngāti Moe hapu, led by Dr Janice Wenn and Kim Workman, structured a proposal for a 'by Māori for Māori' community-based health service for the Wairarapa. Initially Whaiora Whanui was developed under the umbrella of the Ngāti Kahungunu Māori Executive, Taiwhenua (NKMET). With the mandate from Wairarapa hapū, Whaiora Whanui became an autonomous entity and was established as a Charitable Trust on 13 December 2000.

Whaiora provides a range of community health and social services to the Wairarapa community, our boundaries are Pukaha Mt Bruce to Remutaka Summit, we also work with whānau in Eketahuna.

Our services also include a Very Low Cost Access Medical Centre for Masterton residents.

VISION

Whānau Wairarapa / he pepe ora
Whānau Wairarapa – healthy futures

MISSION

He rarapa i nga ahuatanga e u ai te ha o te ora / Fostering innovation to achieve wellness.

Tēnei tūranga | About the role

The Practice Manager is a key member of Te Kahui Tātāki (senior management team). The purpose of this position will focus on leading the Medical Centre to ensure the delivery of Hauora services exceeds meets the needs and expectations of our whānau and wider community.

The role is responsible for supporting the Practice to operate within a safe working environment, that organisational policies and procedures are understood and reflect whānau centred best practice and accountability.

The Practice Manager will invoke kotahitanga within the Practice by dismantling the silo's and developing a sustainable whānau centric model of care within the practice setting. They will also provide support for planning, performance monitoring, and risk identification.

This role will have overall accountabilities for all Medical Centre operations and will lead and develop a strong sense of collaboration and partnership for the team. The Practice Manager will cultivate manaakitanga as fundamental operational 'norm' and incorporate ongoing focus on the patient experience as a motivator for development and growth.

Essential Functions

Key Result Area	Expected Outcomes / Performance Indicators
Tirohanga Māori	<ul style="list-style-type: none"> • Champion of kaupapa Māori models of care and matauranga māori opportunities for yourself and your team • Create a collective consciousness and confidence of mataora and actively reinstate, embed and practice indigenous knowledge into your mahi
Leadership & Staff Management	<ul style="list-style-type: none"> • Responsible for the development of a whānau centred model of care where the whānau voice is heard and elevated up through the organisation. • Share and Implement learnings from training undertaken to enhance skill level of self and of team • A sincere commitment to leadership evidenced in the Kaikōkiri development and growth into resourceful, resilient and competent practitioners. • Ensure succession plans are in place as part of the development of the Kaikōkiri.
Team Responsibilities	<ul style="list-style-type: none"> • Contribute towards organisational strategic goals and achievements. • Shows consideration to the needs and workloads of other kaimahi and offers assistance and support where necessary and able. • Contribute to positive team and organisational culture. • Recognise and support the contribution of our iwi, hapū and whānau within the organisation.
Contract Management	<ul style="list-style-type: none"> • Manage contracts with key responsibility that contract standards, compliance and funder confidence are maintained, and positive relationships are sustained.
An Accountable System	<ul style="list-style-type: none"> • Champion connections with whānau, hapū and iwi Māori to promote whānau voice and improve whānau service experiences and outcomes. • Promote development of a culturally safe workforce supporting others to better understand their own cultural perspectives to advance the work of the organisation across a range of social contexts. • Demonstrate life-long learning in kawa whakaruruhau, holding themselves accountable for providing culturally safe leadership, service design and delivery. • Ensure the unique needs of priority populations including tāngata whaikaha are understood and kept at the forefront of service delivery
Collective Impact	<ul style="list-style-type: none"> • Support the pursuit of Māori health gain and achieving equitable health outcomes for Māori including tāngata whaikaha through the application of kaupapa hauora models. • Support the dismantling of policies, procedures and practices that cause inequity

Health and Safety	<ul style="list-style-type: none"> • Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by: • Observing Whaiora H and S procedures • Participating in health and safety initiatives and training • Providing suggestions for improvement of health and safety • Reporting all accidents/incidents, near misses and symptoms of discomfort • Identifying and reporting workplace hazards
Indigenous Health System	<ul style="list-style-type: none"> • Influence the application of mātauranga Māori, te reo and tikanga Māori in in compelling and constructive ways of aligned with organisational vision. • Promote wairuatanga as determinant of your own wellbeing and that of your team. • Knowledge and application of kaupapa Māori methodologies and frameworks as it pertains to the role
Risk Management	<ul style="list-style-type: none"> • Identify any people related, reputational and/or organisational risks and take action to minimise their impact. • Effectively manage and escalate risks with proposed appropriate mitigation where necessary
Sustainable and Equitable Resourcing	<ul style="list-style-type: none"> • Support the secure use of digital tools that foster organisational effectiveness. • Maintain positive working relationships with colleagues within public and private sectors, related industry and community interest groups and the wider local, regional, national communities as required for the role
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way. • Provide leadership to colleagues, supporting them to understand the organisation's Te Tiriti stance, and its application to their work in the workplace

Whānaungatanga | Relationships

Internal	External
<ul style="list-style-type: none"> • Kaihautū – General Manager • Te Kahui Tātāki • Clinical Staff • All Whaiora staff 	<ul style="list-style-type: none"> • Whānau / Hapū / Iwi / Marae • Medical Centres • Public health • Tu Ora Compass Health • Te Whatu Ora • Ambulance Services • Suppliers

Ngā Āhuetanga | About you

You will have	<p>Essential</p> <ul style="list-style-type: none"> • Proven management and leadership skills • Deep understanding of Te Tiriti o Waitangi and commitment to kaupapa Māori service delivery. • Patient/Client Management System experience. • Confidence in managing risk, change, and operational improvement in dynamic environments. • Skilled in Microsoft Office Suite (Word, Excel), and reporting workflows. • Strong interpersonal skills with the ability to engage respectfully with diverse whānau and stakeholders. • Current CPR and / or Advanced Life Support Certification. • Smoke free / Vape Free <p>Desirable</p> <ul style="list-style-type: none"> • Skilled in MedTech Evolution • Capability to facilitate learning and support upskilling of clinical and non-clinical staff. • Knowledge of PHO relationships and enrolment funding mechanisms. • Experience working with iwi-led or kaupapa Māori health providers.
You will be able to	<p>Skills</p> <ul style="list-style-type: none"> • Champion and role model for Tirohanga Māori • Work under pressure to meet timeline requirements • Think critically and rationally • Good analytical skills and attention to detail • Tackle complex initiatives by breaking down health barriers and have a passion for planning, performance monitoring and risk identification • High level of integrity and professionalism • Ability to maintain confidentiality and discretion
Other Duties	As this is not an exhaustive list of duties, and you may be required to follow other lawful and reasonable requests and instructions.

PLEASE SIGN TO ACKNOWLEDGE YOUR ACCEPTANCE OF THIS JOB DESCRIPTION.

Employee Name

Signature

Date

Initial _ _ _ _ _

Employer Name

Signature

Date

Initial _ _ _ _ _