

Job Expectation

Position:	Regional Manager		
Reports to:	Chief Executive	JE number:	JE02
Location:	XXXXX Centre	Region:	XXXX (which can be subject to change)

The New Zealand Artificial Limb Service, (NZALS) has a vision of independent and productive lives of the people we care for. NZALS provides a nationwide service including the provision, fitting and maintenance of prosthetics and orthotics with integrated manufacture, rehabilitation and coordination of care services, and rehabilitation support. These services are provided through five city-based Limb Centres that run Regional Clinics in other areas of the country.

our vision

Independent and productive lives for our patients.

our mission

To enable our patients to achieve independence by delivering prosthetic and rehabilitation services.

2021 strategic objectives

NZALS has a significant impact on our patients' independence and productivity. We are excited to see how you will personally contribute to the achievement of our strategy through your day-to-day interactions with our patients, medical professionals, the community and your colleagues. You are important. We cannot deliver this strategy without your specialist knowledge and input. We are excited about the challenges ahead and hope you are too!



This role requires you to provide a 'whole of life', patient centred care approach that maximises the patients independence and productivity. This is achieved through appropriate and innovative prosthetic and/or orthotic prescriptions, (within your personal scope of practice) and active participation with the patients' multi-disciplinary care team. Integration with the patient's rehabilitation is of critical importance in this role.

Position Purpose

for NZALS to deliver on our 2021 strategy you are here to:

As Regional Manager, you will create a world class patient centred service in your region through excellence in team and stakeholder leadership and business management.

To deliver on this purpose, you will build an expert workforce, embrace technology/research & development and ensure equity in service delivery, where the patient is at the centre of everything you do.

There is a requirement to travel throughout the region on a regular basis in order to create and maintain professional relationships and networks with staff and other health organisations.

Accountability expectations

a summary of what we expect you to achieve:

Service

- Provide leadership, direction and management to ensure we provide a world class customer experience where the patient is at the heart of everything we do.
- A primary focus on building effective and long-lasting relationships to provide a better continuum of care for patients, and a co-ordinated, wrap-around service linking surgeons, technicians, prosthetists, physiotherapists, rehabilitation specialists, peer support volunteers, the community and collaborating with other health service providers.
- Run your business as a health service provider, managing the responsibilities, professional standards, risks and legislation associated with this.
- Embrace rehabilitation opportunities to enable patients to live independent and productive lives, and maximise the return on prosthetic limb investments to our funders.
- Create and maintain a structured internal and external rehabilitation and consultation programme, incorporating pro-active contact, visitations and feedback forums in hospitals, with surgeons, orthotic centres, community visits and other health providers.
- Ensure the prescription and fitting of prosthetic limbs is based on the best evidence to help patients reach their potential.
- Optimise NZALS' service delivery by running an effective regional clinic program that maximises patient participation and makes it easy for Maori and Pacific Islander patients to access our services.
- Embrace national priorities, policies, guidelines and projects to lift NZALS' clinical practices.
- Active member of the management team in planning, managing and coordinating operational activities linked to NZALS's vision and business strategy.
- Prepare annual and quarterly business plans for your region that are consistent with our national strategy and ensure KPI's are measured, analysed and reported on.
- Actively participate in work programme planning and projects, ensuring all reporting, audit, budget and quality assurance standards requirements are met and maintained.
- Formulate key performance measurement benchmarks for network management, monitoring performance outcomes and providing direction and support to achieve optimum results.
- To continuously monitor and review regional operational efficiencies to get better outcomes for patients.
- Patient concerns and complaints on policy, practices or performance are reviewed and responded to promptly, in accordance with NZALS' policies and procedures.
- NZALS board strategies and directives to be embraced and implemented. Future examples could include patient centred software and a property improvement program.

- Form and maintain good working relationships with patients, ensuring confidentiality, professionalism and discretion are maintained at all times.

Expert Workforce

- Demonstrate and exhibit a leadership style and management practice that is aligned to our core values of fair, impartial, responsive, trustworthy, challenging and quality.
- Provide mentoring and coaching to improve skills and capability within the team, ensuring staff are motivated and receive adequate support and direction to achieve our business goals.
- Ensure your team have clear role boundaries, and perform in accordance with NZALS' strategy, policies, procedures and service standards and demonstrate and promote NZALS values in all aspects of the role.
- Ensure your region is staffed with a high performing team and staffing levels and skills sets meet the demands of your business needs.
- Liaise with HR and Workforce Planning Manager regarding regional training needs and personal development planning programmes. Ensure annual performance reviews and any interim reviews are completed on time.
- Ensure the occupational health, safety and welfare of all individuals through the provision of a safe workplace; observing safety policy; identifying, assessing and controlling hazard in the workplace.

Technology/Research

- Engage in local technology opportunities with universities and research entities in your region to add value to NZALS' service for patients and provide development opportunities for your team.
- Ensure you and your staff remain contemporary in terms of technical and industry knowledge and capability through ongoing research, reading, relevant training and development opportunities.
- Keep up to date with technological advances in prosthetics to ensure we provide patients with the best products we can offer.

Equity

- Maximise opportunities in our ACC and health contracts to get the best outcomes for patients in your region.
- Ensure ACC Interventional Therapy is utilised at every opportunity.
- Ensure all project physiotherapy and occupational therapy budgets are utilised at every opportunity.
- Strive to understand the needs of patients and provide credible solutions that create mutually beneficial and equitable outcomes for patients and NZALS.
- Comply with all relevant legislation, policies, procedures and standards.
- Meet your obligations under the health and safety legislation in both your capacity as an employee and as the employer's representative, and abide by NZALS' health and safety policies and procedures.
- Complete other tasks, assignments and projects as necessary to achieve our vision and mission statement.

Key Performance Indicators how we know if you are doing a good job.

Key deliverables	Key Performance Indicators
External Relationship Development	<ul style="list-style-type: none"> • You participate in pre and post amputation ward rounds where appropriate. • A complete register of functional relationships with referring surgeons, rehabilitation physicians, ACC offices/case managers and DHB amputee representatives is created and maintained for your region. • At least quarterly briefings are held with referring surgeons, rehabilitation physicians, ACC offices and each DHB amputee representative in your region.

	<ul style="list-style-type: none"> • Identify and discuss with CEO service delivery improvements and development opportunities each quarter. • Established relationships with local universities and research entities.
Team Management	<ul style="list-style-type: none"> • Active participation and implementation of NZALS' business planning and budget efforts with 100% commitment and ownership. • National priorities identified in the annual prescription review are implemented. • Ensure your regional budgets are achieved and variances greater than 5% are reported to the finance team. • Work in progress and stock targets are achieved. • Services in your region are ACC and CCDHB contract compliant. • Fortnightly regional team meetings occur at least each fortnight • Your team complies with NZALS policies, processes and guidelines • Your team completes all NZALS training initiatives within the agreed timeframes. • Time sheets and job inputs reflect actual hours worked and tasks performed • Abide by the Health & Disability Commissioner's 'Code of Rights' which establishes the rights of consumers, and the obligations and duties of providers to comply with the Code.
Amputee & Project Service Delivery	<ul style="list-style-type: none"> • Every ACC patient receives at least 1 ACC Intervention Therapy for every prosthetic limb fitting appointment, (unless the patient specifically states they do not want an ACC Intervention Therapy and this is reflected in the patient's clinical record). • Run a Rehabilitation Physician Clinic at least once a month. • Ensure your regions allocation of microprocessor knees are invoiced by 30 June 2016. • Ensure each microprocessor knee recipient receive the allocated 10 hours of physiotherapy by 31 December 2016. • All primary patients with a trans-femoral amputation are considered for MPK assessment with a brief assessment form to provide the evidence that the above statement has been fulfilled. • All patients are assessed for suitability for a prosthesis, and where appropriate, a current prescription is documented in LIMS. • Ensure complaints are investigated and closed as per company policy.
Clinical	<ul style="list-style-type: none"> • As per the Clinical Prosthetics, Physiotherapist or Prosthetic Technician Position Expectation.
Health & Safety	<p>Comply with the new Health and Safety at Work Act 2015 (HSWA) which includes:</p> <ul style="list-style-type: none"> • Demonstrate leadership in health and safety and promote health and safety across the organisation business. • Ensure that hazards and risks within the business are identified and managed. • Ensure accurate reporting and recording of workplace incidents. • Investigate any reported incidents to identify areas for improvement. • Ensure that personnel receive training in the tasks they are required to undertake. • Take part in health and safety meetings. • Ensure that employee safety representatives have the time and resources to enable them to carry out their role. • Support safe and early return to work for employees who are unable to perform their normal duties due to injury or illness. • Ensure emergency, contractor management and visitor policies and procedures are followed in the business.

Person specification the knowledge, skills and experience we expect a competent person to demonstrate:

Education / Qualifications:

- Relevant Bachelor's degree or equivalent degree programme is preferred.

Experience:

- Proven leadership skills and ability to manage a specialised and diverse team including ability to manage performance, coach, mentor and develop staff reports to achieve the best outcomes for themselves and patients.
- A strong professional health service orientation and a proven success in leading a team of health professionals across multiple sites.
- Exceptional communication and relationship management skills; ability to build effective relationships with a diverse range of stakeholders, at all levels, within and outside the organisation.
- Knowledge of effective rehabilitation strategies and up to date research on optimising recovery and reducing secondary complications.
- Problem solving skills, ability to manage issues, legislative and regulatory requirements, patient satisfaction and any patient complaints
- Exceptional influencing skills coupled with tact and diplomacy
- Proven experience and expertise in best practice Human Resources processes including change management, performance management, employment relations and talent management.

Knowledge of:

- Health and Disability Commissioner's Code of Rights, Informed Consent and Privacy within a health service organisation.
- The latest trends, developments, and theories in prosthetic and rehabilitative care for patients.
- Up to date knowledge of Government's funding strategies within the health sector.
- General office software, particularly the Microsoft Office Suite and use of patient management software and databases.

Ability to:

- Foster and cultivate business opportunities and partnerships.
- Create and assess manufacturing reports, financial statements and budget documents.
- Recognise and be responsive to the needs of all stakeholders of the organisation, including patients ACC, DHB's, MSD, the Board of Directors, Amputee Federation of NZ.
- Supervise staff, including regular progress reviews and plans for improvement.
- Communicate effectively in both written and verbal form.
- Provide evidence of a recent Police Check and eligibility to work in New Zealand.

Performance and development planning planning and measuring your performance:

In accordance with NZALS's Performance and Development Framework, your performance will be measured each year against the expectations described in this Job Expectation. This includes an assessment of how you have performed against the accountability expectations of this job. Each year you and your manager will identify specific objectives, targets and measures which will focus on your continued development and the improvement of your performance.

Position parameters

HR Delegations: X	Number of direct reports: X
Financial Delegations: X	Coverage: Managers Employment Agreement