

# Job Description

<b>Job Title:</b>	interRAI Software Services Manager
<b>Date:</b>	May 2017
<b>Responsible to:</b>	General Manager, interRAI Services
<b>Location:</b>	Wellington
<b>Job Status:</b>	Permanent
<b>Direct Reports:</b>	3
<b>Delegated Financial Authority:</b>	Tier Three

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## Background

Central Technical Advisory Services successfully partners with the Health sector to provide a range of both Regional and National services and expertise. This includes strategic advice, planning and support, as well as the coordination and management of collaborative programmes and projects that support DHBs to achieve their health care targets, and improve the services they provide.

Providing value to our customers and stakeholders – professionals in the New Zealand health sector – is at the centre of why we exist and why we do what we do. Our work is primarily driven by our passion to see patients' health outcomes, and their experience of the public health system optimised.

We currently comprise five core service lines of business (Planning and Collaboration Services, Workforce Services, Audit and Assurance Services, Health Informatics and interRAI National Services) as well as managing key programmes of work on behalf of DHB's, including the Health of Older People and Community Pharmacy Programmes. The services lines and programmes are underpinned by the Business Support Services team – who provide internal capability and support to our external facing service delivery teams.

TAS is committed to building a values based high achievement culture and practices across all our business relationships and activities.

## Business Group

interRAI Services has responsibility for a Comprehensive Clinical Assessment (CCA) tool, interRAI, which is used to understand an individual's needs in order to plan their care. New Zealand uses the interRAI assessment system across all DHBs to assess the need for older people to either access long term publically funded home support or access entry into Aged Residential Care (ARC).

The interRAI Team also has responsibility for the interRAI Long Term Care Facilities (LTCF) assessment which is used to inform the care plan of all residents in aged residential care facilities in the country. This particular assessment has the benefits of focusing on issues related to the older person that can be addressed and lead to improved health outcomes for the individual. Information related to the individual can also be aggregated to help understand population needs leading to improved planning and decision-making.

## interRAI Software Services

The interRAI Software Service provides software hosted services to DHBs and other approved interRAI users in New Zealand. The instruments are currently targeted at assessment for people over 65 years who require need assessment for access to long term publicly funded services in the community or residential care, although it is planned that use of interRAI assessments will expand over time.

To support the delivery of a national interRAI service for New Zealand an interRAI National Software Service is established.

The interRAI Software Service

- is overseen and governed by the interRAI National Software Governance Group and interRAI NZ Governance Board
- is comprised of two host sites based at Canterbury District Health Board in Christchurch and Taranaki DHB in New Plymouth
- provides implementation support to DHBs and other approved interRAI users
- manages the supplier relationship with the interRAI software vendor
- Manages enhancements and extensions to interRAI software as used in New Zealand

## Job Purpose

The interRAI Software Services Manager is responsible for:

- delivering interRAI software services to interRAI users in New Zealand
- ensuring the interRAI software host services and interRAI software vendor deliver on their contracts and annual work plans
- identifying any relevant risks to the interRAI Services Management Team and providing advice on their management
- Being a key member of the interRAI Services Management Team.

## Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the ambit of activity the role is responsible for.

<b>Accountability Area</b>	<b>Description</b>
Leadership	<ul style="list-style-type: none"><li>• Develop, update and implement an interRAI Software Services plan that aligns with the strategic direction of interRAI New Zealand, the objectives of interRAI Services and fits with TAS objectives</li><li>• Ensure an annual plan for interRAI software host services is developed</li><li>• Ensure key stakeholders understand and implement interRAI software strategies and priorities</li><li>• Work proactively and constructively as a member of the interRAI Services Management Team to develop and enable achievement of interRAI Services objectives</li><li>• Provide software services management advice to the interRAI Services Management Team</li><li>• Lead or contribute to the delivery of the interRAI Services Business Plan</li><li>• Lead or contribute to interRAI Services projects</li></ul>

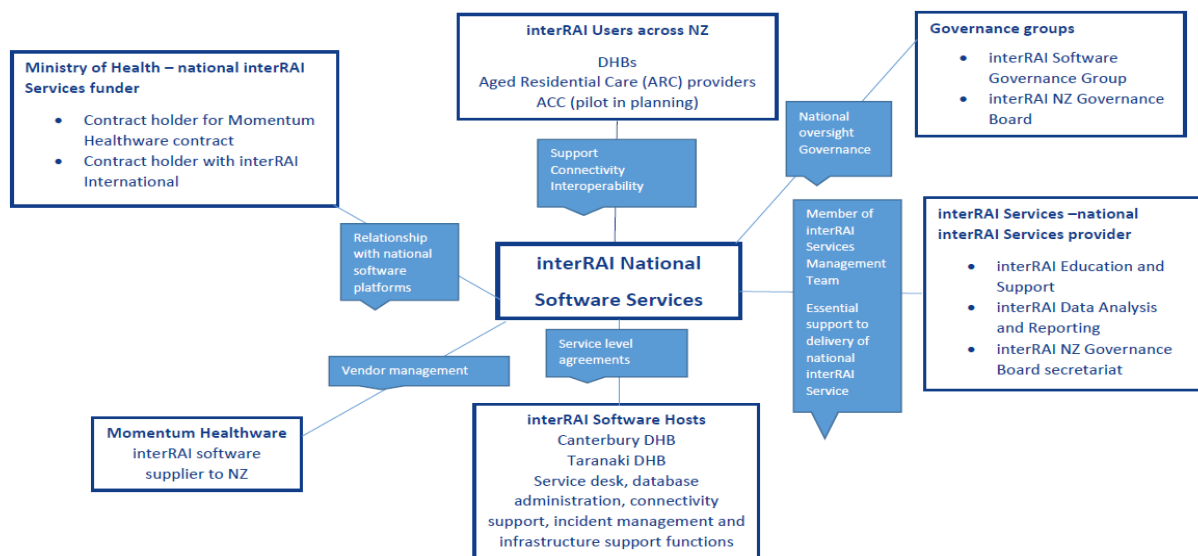
	<ul style="list-style-type: none"> <li>• Maintain oversight and understanding of the wider digital health landscape in NZ and seek opportunities to promote the interRAI software platform</li> </ul>
Team leadership and staff development	<ul style="list-style-type: none"> <li>• Proactively support and develop team members to through coaching /mentoring and performance plans</li> <li>• Drive for continuous team performance and improvement</li> <li>• Facilitate constructive dialogue to mitigate team conflict and communication problems</li> <li>• Team performs at a consistently high standard and delivers outputs on time and within agreed KPIs</li> <li>• Take responsibility for meeting TAS's obligations in workplace health and safety</li> </ul>
Service delivery	<ul style="list-style-type: none"> <li>• Ensure that all software service support processes are delivered in a timely manner as per the Service Level Agreement</li> <li>• Manage service delivery issues/incidents to resolution with host services or software vendor</li> <li>• Manage the enrolment of customers for specific services eg interoperability</li> <li>• Ensure that all software service policies and documentation are reviewed, updated and communicated</li> </ul>
Software vendor management	<ul style="list-style-type: none"> <li>• Manage the commercial and operational relationship with the interRAI software vendor</li> <li>• Uphold and promote high standards of performance and team work across the two host sites</li> <li>• Ensure in conjunction with the host sites that the required resources, tools and processes are in place to ensure effective service delivery.</li> <li>• Ensure appropriate arrangements are in place with any third party providers including licensing and support/maintenance agreements.</li> </ul>
Software Governance	<ul style="list-style-type: none"> <li>• Support and provide regular reports to the interRAI Software Governance Group</li> <li>• Provide reports and updates as required for the interRAI NZ Governance Board</li> </ul>
Software enhancements and updates	<ul style="list-style-type: none"> <li>• Lead and facilitate the interRAI Software User Group</li> <li>• Lead the interRAI Software Enhancement Prioritisation process</li> <li>• Lead the implementation of all interRAI Software updates and enhancements including the delivery of detailed delivery and testing plans</li> </ul>
Quality/Risk management	<ul style="list-style-type: none"> <li>• Lead the development and monitoring of software service quality standards</li> <li>• Ensure compliance with recognised data governance and security requirements eg HISO</li> <li>• Maintain a risk and issue log and manage risks and issues to lowest level</li> </ul>
Relationship management	<ul style="list-style-type: none"> <li>• Provide interRAI software support and advice to interRAI users</li> <li>• Build and maintain professional partnerships and effective working relationships across interRAI stakeholders</li> </ul>

	<ul style="list-style-type: none"> <li>Seek opportunities to grow customer satisfaction, educate and enhance stakeholder relationships</li> </ul>
General	<ul style="list-style-type: none"> <li>Undertake other reasonable duties as required relating to the functions and responsibilities of the interRAI Services Team/TAS.</li> <li>Participate in the development and continuing improvement of TAS's business performance and reputation, and provide positive contribution to the functioning of your team and wider organisation.</li> <li>Take responsibility for meeting TAS's obligations in workplace health and safety by making sure your own actions keep self and others safe.</li> </ul>

## Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

### interRAI Software Service Key relationships



## Internal

Who	For what purpose
General Manager, interRAI Services	<ul style="list-style-type: none"> <li>Provide sound software services advice for interRAI Services</li> <li>Work in partnership to develop and deliver effective solutions</li> </ul>
interRAI Services Management Team	<ul style="list-style-type: none"> <li>Proactively engage with and build relationships with peers</li> <li>Support and drive the interRAI NZ strategic plan and interRAI Services business plan</li> <li>Work collaboratively to provide integrated support and accurate reporting to customers and stakeholders</li> </ul>
TAS Business Units and TAS staff	<ul style="list-style-type: none"> <li>Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with managers and staff to keep abreast of TAS business initiatives and support future plans.</li> </ul>
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### External

<i>Who</i>	<i>For what purpose</i>
Stakeholder community – as per diagram above	<ul style="list-style-type: none"> <li>• Proactively build peer relationships and networks that maximise business value add and enhance growth opportunities</li> <li>• Manage relationships in a manner the represents TAS values and commitment to excellence</li> <li>• Consult and inform on interRAI software service approaches and deliver the outcomes required</li> <li>• Keeping abreast of changes in the sector to understand and assess the impact on interRAI Services</li> </ul>

## Person Specification

### Education/qualifications

- A relevant tertiary qualification(s) in ICT or equivalent experience
- A clinical qualification and background would be an advantage
- A project management qualification would be an advantage

### Experience

- Experience of the implementation and rollout of clinical support tools within healthcare
- Experience in leading and managing teams across organisations and working with virtual teams
- Experience in developing and maintaining business relationships at senior manager and operational levels in the public sector
- Experience of ICT service management and service delivery
- Experience in the development of ICT solutions and management of ICT life cycle processes
- Experience of project management

### Skills/knowledge requirements

- Excellent written and oral communication skills, particularly the ability to communicate clearly, concisely and in plain language; adapting communication styles to meet the variety of different audiences and objectives.
- Excellent interpersonal skills with the ability to foster constructive stakeholder relationships through consultation and partnership
- A strong commitment to continuous quality improvement with a customer focus and a keen sense of purpose and direction
- Knowledge of business principles, processes and practices and familiarity with opportunities to maximise service delivery
- Understanding and knowledge of business analysis
- Proven ability to work under pressure
- High level of computer literacy, in particular Microsoft Office and Adobe InDesign
- Commitment to ongoing professional development
- Strong influencing skills
- Sound judgement and discretion
- Able to travel occasionally

## Leadership Core Competencies

<b>Competency Area</b>	<b>Description</b>
<b>Strategic Leadership</b>	<ul style="list-style-type: none"> <li>• Understands the Health sector operating environment, its policies, practices and technology and is able to tailor services to optimise value add and identify future opportunities</li> <li>• Clear and logical thinker who is able to think outside the box/take calculated risks</li> <li>• Methodical and analytical problem solver</li> <li>• Courageous and proactive contributor to organisational planning and development</li> </ul>
<b>Results driven</b>	<ul style="list-style-type: none"> <li>• Able to prioritise and focus on what's important and needs doing rather than 'noise'</li> <li>• Keeps the needs of the customer front and centre to deliver what they need, how they need it, when they need it</li> <li>• Effectively links people capability and processes to ensure continuous improvement that promotes excellence</li> <li>• Sets goals, objectives and measures for individuals and team to that ensure the effective and efficient achievement of work</li> </ul>
<b>Achievement Focused</b>	<ul style="list-style-type: none"> <li>• Energetic and passionate about achieving their own and the organisations Vision and Purpose</li> <li>• Is committed to growing their own skills and knowledge and that of their team members</li> <li>• Focussed on consistently exceeding personal and team objectives and outcomes</li> <li>• Deals constructively and in a timely manner with any problems or people issues</li> </ul>
<b>Effective Communicator</b>	<ul style="list-style-type: none"> <li>• Able to communicate the organisations Vision and Purpose with passion and urgency</li> <li>• Relates well to a diverse range of people across all organisational levels</li> <li>• Actively listens and observes nonverbal cues to inform communication approach</li> <li>• Self-aware and approachable</li> </ul>
<b>Politically Astute</b>	<ul style="list-style-type: none"> <li>• Accepts politics are a part of every organisation and is able to navigate them constructively and sensitively</li> <li>• Able to adapt approach to ensure they achieve the best outcome for the audience and situation</li> <li>• Astute and sensitive written and verbal communicator</li> </ul>
<b>Change Facilitator</b>	<ul style="list-style-type: none"> <li>• Optimistic and responsive about opportunities to change,</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to motivate and support others through change</li> <li>• Is able to adapt own approach and teams to effect change</li> <li>• Not afraid to ask 'why'</li> </ul>
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## Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager of this Job and any changes will be discussed with the Job holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

<b>Agreed:</b>	
_____	_____
People Leader	Date
_____	_____
Employee	Date