



Position Title:	Change Facilitator
Area:	Health Care Home
Reports to:	Programme Lead Health Care Home
Primary Location:	Compass Health Wellington Office
Hours:	40 hours per week
Nature of Position:	Permanent position
Background:	<p>Compass Health is a not-for-profit Trust registered with the Charities Commission and governed by a Board consisting of 11 Trustees.</p> <p>Compass Health provides quality primary health care services to an enrolled population of 286,669 people across the Wellington, Porirua, Wairarapa and Kapiti areas. We work in two health alliances: with Wairarapa DHB; and with Well Health, Cosine, Ora Toa, and Capital and Coast DHB. We employ around 100 people and contract with 60 medical practices. We also provide corporate services to Central PHO and a number of general practices.</p>
As an organisation and as individuals we value:	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>

ROLE PURPOSE

The Change Facilitator will be a member of the HCH team, working with Compass Health, and with practices, to support the Health Care Home roll out across the region.

KEY RELATIONSHIPS

<p>Internal</p> <ul style="list-style-type: none"> Programme Lead HCH GM Service Development • Practice Development Team • Quality Manager • Analyst Team • Compass Leadership Team 	<p>External</p> <ul style="list-style-type: none"> • General Practice Teams • DHB key staff • Community Health staff • Other PHO's and Primary networks
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Key Competency	Activities	Expectations
Change facilitation experience	<ul style="list-style-type: none"> • Able to support General Practice staff to make the key changes required to implement the HCH model of care • Works as part of the Health Care Home Team and supports overall team objectives • Understands and applies the principles, types and stages of change and develops approaches to suit the situation • Understands the principles of change management and the stages of change acceptance and can coach employees in dealing with a changing environment • Designs approach and plans with an awareness of prevailing cultures • Critically questions information and uses insights obtained to understand the changing general practice environment 	<ul style="list-style-type: none"> • Work to develop a robust relationship to support HCH processes • Coach practice team members in dealing with a changing environment
Supporting Compass Health Lean Culture	<ul style="list-style-type: none"> • Support practice team members in understanding LEAN principles 	<ul style="list-style-type: none"> • Lead by example demonstrating LEAN processes • Act as a role model for others, share knowledge and coach others • Display a credible presence and positive image
Team Work	<ul style="list-style-type: none"> • Work cooperatively with others in the team: <ul style="list-style-type: none"> • Share expertise • Work for solutions that all team members can support • Listen and respond constructively to others ideas and proposals 	<ul style="list-style-type: none"> • Works as a competent member of a team willingly providing back up support when appropriate and actively supports group goals
Health and Safety	<ul style="list-style-type: none"> • Ensure that work is done in a safe environment • Report and work to eliminate, isolate or minimise any hazards • Participate in health and safety management practices for all employees • Apply the organisation's health and 	<ul style="list-style-type: none"> • The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation • Be able to demonstrate actions in an emergency situation that are specific to the workplace and are

	safety policies and procedures	designed to keep individual safe.
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PERSON SPECIFICATION

Qualifications	
<ul style="list-style-type: none"> • Tertiary Qualification 	
Essential skills, knowledge and experience	Desirable skills, knowledge and experience
<ul style="list-style-type: none"> • Demonstrated experience in leading and facilitating change processes in an operational environment • Excellent communication and stakeholder management skills • Able to build trust for people to support and lead continuous improvement • Accomplished in the area of planning, goal setting and co-ordination of tasks • Ready to learn continuously and share new skills. Will need to go through continuous training and on-the-job coaching. • Able to work across cultures, particularly with Maori and Pacific groups. 	<ul style="list-style-type: none"> • Expertise in Lean/Kaizen methodologies is desirable, but full and ongoing training will be provided as required • Extensive expertise in leading change processes using recognized tools and methodologies, ongoing training will be provided if required • Clinical background in primary care

EMPLOYEE ACCEPTANCE:

This Position Description has been agreed between:

 Management Representative (print then sign)

and

 Employee (print then sign)

Date: ____/____/____