

# Programme Lead

## Position Description



# About Te Pou and Blueprint for Learning

A wholly owned subsidiary company of Wise Trust, and funded by the Ministry of Health and Health Workforce New Zealand, Te Pou is a national centre for evidence based workforce development. Our work is to enhance the knowledge, skills, values and attitudes so people with mental health, addiction and disability issues achieve better outcomes in their lives. Te Pou is a source of information and tools to inform service and workforce development. Blueprint for Learning is a Private Training Establishment that has NZQA approval. Blueprint is governed by Te Pou's Chief Executive and Board. The core business of Blueprint for Learning is learning and development. There is a transition occurring for Blueprint and Te Pou to bring their workforce expertise together. The Programme lead role is the first position to work between these unique entities.

Te Pou supports the sectors to address workforce needs through initiatives and resources for leadership and practice development, information use, training and grants.

The government policies underpinning our work are:

- Rising to the Challenge: Mental Health and Addiction Service Development Plan (Ministry of Health)
- The Mental Health and Addictions Workforce Action Plan (Ministry of Health)
- Disability Workforce Action Plan (Ministry of Health)

As part of the Wise Group, Te Pou collaborates with other stakeholders to ensure service delivery gets the best outcomes for people using services.

Blueprint aims to be the leading provider of learning and development for people working in mental health and addiction services and to see the difference our learners make for people and communities because of their experience with us.

# Peak Performing organisation

Te Pou has adopted a peak performance philosophy to guide its strategic and operational decision making processes and to enable organisational development to be an inclusive and transparent process for shareholders and employees. This philosophy is a way of looking at, and capturing, the principles that drive an organisation, in order to make it as effective and successful as it can be. In this context, a peak performing organisation is one that is continuously exceeding its best in pursuit of its purpose.

The figure presents Te Pou's purpose and other prominent peak performance characteristics. These statements were co-created by Te Pou employees and are reviewed regularly to reflect the company's evolution and development.



## Programme Lead

<b>Responsible to:</b>	Manager, Practice and Leadership Development, Te Pou	
<b>Location:</b>	Auckland or Wellington	
<b>Purpose:</b>	<p>The Programme Lead will provide leadership for the successful delivery of MH101 and Skills Matter to improve the capability of the workforce to appropriately respond to people with mental health and addiction issues at a level that is appropriate to their role.</p> <p>These projects will contribute to achieving the purpose of Te Pou and Blueprint for Learning.</p>	
<b>Relationships:</b>	Internal	<ul style="list-style-type: none"><li>▸ Te Pou and Blueprint managers, staff and contractors</li><li>▸ Wise Management Services</li></ul>
	External	<ul style="list-style-type: none"><li>▸ Ministry of Health</li><li>▸ Relevant key education, tertiary institution and research stakeholders (including students)</li><li>▸ NZQA</li><li>▸ External facilitators</li><li>▸ Mental health and addiction stakeholders</li><li>▸ Other workforce development organisations</li><li>▸ Relevant stakeholders in district health boards (DHBs), non-government organisations (NGOs), and primary health organisations (PHOs)</li><li>▸ Learning and Development professionals</li><li>▸ Professional bodies - Independent Tertiary Education New Zealand (ITENZ)</li><li>▸ Directors of Mental Health Nurses, and Directors of Allied Health</li></ul>

## Key Result Areas

Focus	Actions	Outcomes
<i>Support and lead effective programmes of work</i>	<ul style="list-style-type: none"> <li>• Provide leadership for a programme of work that includes MH101 within Blueprint for Learning, and Skills Matter within the practice and leadership portfolio of Te Pou.</li> <li>• Keep up to date with trends and developments in the education sector</li> <li>• Ensure development and trainings are consistent with best practice for adult education</li> <li>• Provide contract management support for the MH101 and Skills Matter programme</li> <li>• Work collaboratively with organisations to influence service and practice change through the use of Te Pou and Blueprint's resources and initiatives</li> <li>• Ensure the projects have well defined project plans that include goals, benefits, timeframes, and implementation plans using evidence based practice.</li> <li>• Ensure programmes utilise effective improvement, and change management strategies, resource and financial management discipline, and strengthen integration of key initiatives with the wider range of projects and programmes across Te Pou, Matua Raki and Blueprint for Learning</li> <li>• Ensure project progress is documented and monitored against milestones and goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Successful delivery and ongoing enhancement of MH101</li> <li>• Successful delivery of Skills Matter to ensure the programme is responding to the workforce development needs of mental health and addiction services</li> <li>• Stakeholder needs are reflected in the design and implementation of all activities</li> <li>• Capability of workforce planning in mental health and addiction providers is enhanced through accessing Te Pou workforce development initiatives</li> <li>• Projects are planned and delivered in a timely manner based on evidence based practice</li> <li>• Projects are effective in assisting DHB, NGO and primary care organisations to build workforce planning capability and practice development.</li> <li>• Effective tracking processes are developed to ensure programmes are realising benefits, achieving milestones and satisfying contractual requirements of funders</li> <li>• Uses project management tools including CRM, RASCIT, Nga Pou Tāhuhu (Te Pou framework) Sharepoint project site.</li> <li>• Reporting is timely and accurate.</li> <li>• Provides expertise and input on across programmes projects</li> <li>• SLT are fully informed of emerging risks so they can support the mitigation of these</li> </ul>

Focus	Actions	Outcomes
	<ul style="list-style-type: none"> <li>• Work with external contractors to ensure that all work is aligned to other Te Pou, Matua Raki and Blueprint for Learning work and that this is based on workforce development methodologies.</li> <li>• Identify key stakeholders that need to be considered in the development of resources and activities and plan how these stakeholder needs are reflected in the design and implementation of projects.</li> <li>• Lead relevant project teams to ensure a team approach to all activities. Participate in other relevant project teams, committees and forums</li> <li>• Ensure post implementation activities are undertaken and lessons learnt are integrated into on-going learning and capability development</li> <li>• Implement robust reporting mechanisms</li> <li>• Ongoing programme of evaluation attached to all training, including ongoing analysis and interpretation of results to enhance programme delivery</li> </ul>	<ul style="list-style-type: none"> <li>• All training and programmes are based on evaluative outcomes, and can evidence significant and ongoing impact of training programmes across values, skills, knowledge, attitude and behaviour.</li> <li>• Utilise research outcomes to inform ongoing content development and review</li> </ul>
<b>Meet NZQA requirements for ongoing PTE registration</b>	<ul style="list-style-type: none"> <li>• Understand NZQA requirements for maintaining registration as a PTE.</li> <li>• Implement and monitor NZQA requirements relevant to the role of Programme Lead and to the delivery of Skill Matter and MH101.</li> <li>• Understand and ensure best practice principles in adult education and training are applied to programmes.</li> <li>• Prepare and participate in NZQA external evaluation and review (EER)</li> <li>• Comply with up to date quality management policies and systems</li> <li>• Be committed to embedding quality practices in all aspects of work</li> <li>• Be aware of opportunities to improve systems and processes to ensure sustainability of programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• A culture and practice of continual self review and improvement is evidenced by regular reviews and updates of systems and processes and reported as required.</li> <li>• Information is collected, collated and analysed, used to inform decision making and evidence quality and impact of the programme delivery.</li> <li>• Areas of strength and improvement are identified and effectively addressed resulting in improved outcomes.</li> <li>• The valued outcomes of stakeholders are well met.</li> </ul>

<b>Focus</b>	<b>Actions</b>	<b>Outcomes</b>
<b><i>Provide pastoral care and leadership to Blueprint External Learning Facilitators (ELFs)</i></b>	<ul style="list-style-type: none"> <li>• Lead all aspects of pastoral care for Blueprint ELFs</li> <li>• Provide mentorship and supervision for ELFs in regard to personal and academic development as appropriate</li> <li>• Oversee and lead ELF training and ongoing professional development as appropriate to the relevant training programme</li> </ul>	<ul style="list-style-type: none"> <li>• ELF wellbeing and development is supported by Blueprint</li> <li>• ELFs continue to feel well trained and capable to deliver training programmes for Blueprint</li> </ul>
<b><i>Training and education</i></b>	<ul style="list-style-type: none"> <li>• Ensure all education and training provided by Blueprint is up to date, relevant and responsive to sector/audience needs</li> <li>• Undertake content reviews, programme evaluation and adaptation of training material for specific programmes and audiences</li> </ul>	<ul style="list-style-type: none"> <li>• Blueprint delivers training that is evidence based and current best practice</li> <li>• Training meets the needs of the training purchaser</li> </ul>
<b><i>Relationship management</i></b>	<ul style="list-style-type: none"> <li>• Maintain effective relationships with internal and external stakeholders, other project managers/leads/coordinators, managers and other employees.</li> <li>• Effectively manage contracting and provider relationships to ensure the smooth running of programmes and initiatives.</li> <li>• Develop knowledge of the wider environment in which Blueprint for Learning and Te Pou operates and make linkages to other areas as appropriate.</li> <li>• Align customer needs and expectations of project outcomes to ensure the success of work undertaken through coordination of resources and clarifying and managing expectations.</li> <li>• Respond promptly to stakeholders, and informs stakeholders about the progress of projects</li> <li>• Ongoing liaison and exchange of information with agencies and service providers as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Key stakeholder relationships are accurately identified, developed and maintained with key agencies and staff and service user leaders</li> <li>• Stakeholders report they are fully engaged and informed on project developments.</li> <li>• Forms and maintains collaborative relationships with colleagues and stakeholders</li> <li>• There is an appropriate level of understanding of key issues among stakeholders.</li> <li>• There is evidence of effective stakeholder engagement</li> <li>• Effective links are built and maintained with a range of people and agencies</li> </ul>

<i><b>Focus</b></i>	<i><b>Actions</b></i>	<i><b>Outcomes</b></i>
<i><b>Delivering the Te Pou and Blueprint workplan</b></i>	<ul style="list-style-type: none"> <li>• Embeds evidence in work and measures efforts in terms of impact</li> <li>• Use an integrated approach in all work with alignment between the different programmes of work at Te Pou, Matua Raki and Blueprint</li> <li>• Actively engage with services and regions to understand their needs</li> <li>• Plan interventions based on particular service or regional needs</li> <li>• Move flexibly between key projects if required where skills and experience is most required</li> <li>• Utilise Ngā Pou Tāhuhu to guide planning, development and delivery of work.</li> <li>• Always represent Te Pou and Blueprint with professionalism and competence</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently demonstrates impact of work with appropriate evidence</li> <li>• Maintains an understanding of the relevant sector/s and develop effective responses according to those needs</li> <li>• Is always willing to be involved in initiatives which draw on individual skills and experience</li> <li>• The sector provides feedback to Te Pou and Blueprint that all employees demonstrate a high level of professionalism and competence at all times</li> </ul>
<i><b>Be your very best</b></i>	<ul style="list-style-type: none"> <li>• Demonstrate an in-depth knowledge and commitment to Let's get real</li> <li>• Actively use Lets get real as a foundation to all work and individual professional and personal development</li> <li>• Participate in training and professional development to keep job knowledge up to date</li> <li>• Plan regular uninterrupted times to meet with your manager to review your 90 day plan and seek feedback on performance</li> <li>• Actively develop personal leadership skills</li> <li>• Develop a learning and personal development plan with your manager and implement this plan as agreed</li> <li>• Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates commitment and leadership in the use of Lets get real</li> <li>• Individual professional and personal development supports the values and attitudes and seven Real Skills of Lets get real</li> <li>• You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvements.</li> <li>• Evidence of Treaty of Waitangi principles are reflected in everyday practice and work, and future organisational planning and learning. Consider how you can address disparities in outcomes for Māori in all that you do.</li> </ul>



<i><b>Focus</b></i>	<i><b>Actions</b></i>	<i><b>Outcomes</b></i>
	<ul style="list-style-type: none"> <li>• Empathy and understanding of Māori development challenges and inequalities as a result of colonisation and the history of the Crown and Tangata Whenua relations under the Treaty of Waitangi</li> <li>• Role model a healthy lifestyle</li> </ul>	
<i><b>Working safely</b></i>	<ul style="list-style-type: none"> <li>• Take responsibility for personal wellbeing and health management within the work place</li> <li>• Comply with legal obligations and safety and wellbeing policies and procedures</li> <li>• Role model excellent safety and wellbeing practices by reporting identified workplace hazards, accidents, incidents and or near misses through the Wise Group safety and well being policy and procedure</li> <li>• Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe for self and others</li> <li>• Policies and procedures are understood and followed as designed</li> </ul>
<i><b>Think and act as one</b></i>	<ul style="list-style-type: none"> <li>• Participate and collaborate as a member of the team, treating others in a fair and consistent way and providing support and encouragement to others.</li> <li>• Participating in a culture of think and act as one</li> <li>• Represent Te Pou and the Wise Group in a professional manner at all times</li> <li>• Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Contributes to a positive and professional team environment</li> <li>• The Wise Group services feel connected to each others work and each other</li> </ul>
<i><b>Other duties</b></i>	<ul style="list-style-type: none"> <li>• Undertakes other duties within capability as assigned by Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised as a team player who is willing to perform any task required to support Te Pou and Wise Group, and other key stakeholders.</li> </ul>

## Person Specification

	ESSENTIAL	PREFERRED
<b>Know How</b>		
<i>Education</i>	<ul style="list-style-type: none"> <li>• Tertiary qualification</li> <li>• Minimum experience of five years experience working the mental health and/or addiction sector</li> </ul>	<ul style="list-style-type: none"> <li>• Adult teaching qualification at advanced/post graduate level</li> <li>• Qualification in a health or disability related area of study</li> </ul>
<i>Skills and knowledge</i>	<ul style="list-style-type: none"> <li>• Tertiary education experience specifically in understanding; education performance, programme design and delivery, assessment and moderation</li> <li>• Proven successful project and programme management skills applying best practice project management theory across the project life cycle</li> <li>• Understanding of health and disability sector issues</li> <li>• Strong interpersonal relationship engagement, self-awareness and management skills</li> <li>• Track record of positive stakeholder engagement</li> <li>• Proven time management and prioritisation skills</li> <li>• Proven skills in communication planning</li> <li>• Excellent time management, organisation and file maintenance</li> <li>• Ability to work with budgets</li> <li>• Excellent working knowledge and high level of competence with Microsoft office suite, including Word, Excel and PowerPoint.</li> <li>• Excellent written and verbal communication skills</li> <li>• Demonstrated understanding and modeling of Te Tiriti O Waitangi, including the importance of the Treaty to the work of Te Pou, Blueprint for Learning and the sector</li> <li>• Experience working in a strategic environment and/or national initiatives preferred</li> <li>• Knowledge of evidence based practice and implementation science preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical experience within the mental health and addiction sector</li> <li>• Experience in working with people who use mental health, addiction and disability services</li> <li>• Sound facilitator of small and large group discussions</li> </ul>

Accountabilities		
<i>Authority</i>	<ul style="list-style-type: none"> <li>Financial and operational – as per budget</li> </ul>	
<i>Direct reports</i>	<ul style="list-style-type: none"> <li>1 programme coordinator</li> </ul>	