

## POSITION DESCRIPTION

<b>Position Title:</b> Clinical and Change intern	<b>Department:</b> Clinical and Change
<b>Reports into:</b> Clinical and Change Advisor	<b>Date:</b> 15 December 2021
<b>Direct Reports:</b> None	

## POSITION PURPOSE :

The Clinical and Change intern is responsible for ensuring all projects run smoothly and on time. This role will support the Clinical and Change Advisor to plan projects, develop a time line, create schedules, handle all administrative tasks, and oversee progress to make sure goals are met on time. This role will support project strategies, coordinate and attend meetings, including setting agendas, taking minutes, co-ordinating follow up actions, ordering equipment and supplies, managing deadlines and workflow, and scheduling meetings and appointments.

In addition this role will liaise with and support the clinical teams, providing communication channels, evaluating processes and outcomes and providing administrative support to maintain and improve services.

Accountability:	Key Activities:
<b>Project co-ordination</b>	<ul style="list-style-type: none"> <li>• Assisting and supporting the Clinical and Change Advisor in the management of all relevant projects</li> <li>• Developing project plans and timelines, including liaising with clients to determine the project's objectives</li> <li>• Maintaining project plans, project documentation and reports</li> <li>• Assigning tasks and controlling schedules</li> <li>• Communicating project progress to key stakeholders, preparing presentations to update senior management on the project's progress and to showcase the project's value</li> <li>• Tracking and communicating project risks and opportunities</li> <li>• Documenting project costs</li> <li>• Looking for ways to increase the project's profitability and reduce expenses wherever possible, and handling some financial queries</li> <li>• Managing project workflow against timelines and ensuring deadlines are met</li> <li>• Organising and attending stakeholder meetings, project team meetings, providing agendas, recording minutes and action points</li> <li>• Providing administrative support</li> </ul>
<b>Clinical and change support</b>	<ul style="list-style-type: none"> <li>• Liaising with clinicians, facilities, PHO, DHB, community services and the internal Third Age Health team</li> <li>• Supporting the Clinical and Change Advisor with drafting communications for patients, clinicians, facilities or whanau</li> <li>• Prototyping new ideas, critically evaluating the processes and outcomes</li> <li>• Supporting communication channels and feedback loops</li> <li>• Utilizing various digital technologies such as PMS, Microsoft suite and Teams</li> <li>• Administration and other tasks to support the maintenance and improvement of services</li> </ul>
<b>Any other duties</b>	<ul style="list-style-type: none"> <li>• Any other duties as required by the Clinical and Change Advisor</li> </ul>

## **Q U A L I F I C A T I O N S   &   E X P E R I E N C E   R E Q U I R E D :**

- Degree in health, management or a related field is desirable
- Experience with stakeholder management and communication
- Project planning experience
- Risk management and risk monitoring experience
- Strong competency in IT and software packages

## **C O M P E T E N C I E S   R E Q U I R E D :**

- Demonstrate relationship management skills necessary for working effectively with internal and external stakeholders/partners
- Excellent organisational and time management skills
- Strong leadership skills
- Excellent written and verbal communication skills
- Strong teamwork and client facing skills
- Confident presentation skills
- A resilient problem solver keen on implementing solutions
- Experience in achieving results in a fast-paced environment with changing priorities and multiple stakeholders
- A resilient and positive approach to developing relationships with stakeholders
- Ability to gather and interpret information necessary for decision making, can make sense of data and explain to others
- Ability to identify trends and analyse complex information
- Ability to prioritise work under pressure