

## Digital health manager and medical writer

Kia ora, nau mai haere mai, māhō and welcome to Health Navigator NZ

Are you looking for a role that helps make a difference in people's lives? At Health Navigator NZ you can be part of ensuring New Zealanders get access to free, accurate, relevant and up-to-date health information and resources.

Getting the right information at the right time in a way that is easy to understand reduces the literacy demands of navigating the health system and contributes to more equitable health outcomes.

### About us | Ko wai hoki

[Health Navigator NZ](#) is Aotearoa's largest health information site for consumers. It is widely used and trusted, with more than a million page views per month.

We provide information on health conditions, medicines and healthy living, supported by videos, brochures and other resources, some in multiple languages. We also manage the [New Zealand health app library](#), funded by the Ministry of Health.

We are a small team of clinicians, medical writers and editors, with IT, admin and comms support. We create content for the website as well as our own brochures and videos, and curate other resources to add or link to the site. Our newsletters and social media channels promote this work.

Health Navigator NZ is overseen by the Health Navigator Charitable Trust board and an advisory group that includes a mix of funders and providers from primary care, secondary services, universities, non-governmental organisations and consumers. Our content is clinically reviewed by subject matter experts.

Our team works remotely from locations around Aotearoa, with most based in Auckland. We stay in good contact through Zoom and Teams and use shared tools and an intranet for our workflow processes. We have a weekly WIP meeting for the whole team and huddle for the writers, as well as a monthly in-person and online team meeting. Meetings are held in Meadowbank, Auckland, including full team meetings a few times a year.

Although there is flexibility in our working hours, it is expected that most team members will be available for several hours most days in order to facilitate an efficient workflow.

### Our values | Ō tātou uara

- Connectedness | Whanaungatanga kotahitanga
- Equity | Tikanga
- Self-determination | Mana, rangatiratanga
- Empathy and compassion | Manaakitanga
- Self-management | Kaitiakitanga

### About the role | Atu mo te mahi

We are currently recruiting for a 0.8 to full-time medical writer and digital health manager, with the hours split evenly between the two aspects of the role.

## Digital health manager

Key tasks will include:

- Manage and further develop the process of selecting and reviewing health apps for the library.
- Project lead App Library and related projects. Currently this includes working with the Ministry of Health to finalise an evaluation framework for assessing digital solutions for the Digital Mental Health and Addiction Services (DMHAS).
- Liaise with clinical reviewers for reviews of selected apps as per the agreed priorities.
- Seek reviews from users.
- Liaise with admin team regarding uploading information into the CMS.
- Maintain quality assurance processes.
- Document the review process.
- Provide information for reporting as required.
- Lead fortnightly App Library meetings, including setting agenda, ensuring notes are made and tasks followed up on.
- Other tasks as required.

## Medical writer role

- Research and write new content for the website.
- Review existing content on the website.
- Load content into the CMS.
- Review content written by other writers on the team.
- Follow content quality assurance processes, including use of tools, systems and documentation.
- Participate in weekly team WIP meetings, weekly writers' huddles and monthly team meetings, including in Auckland from time to time.
- Deputise for the editorial manager when she is on leave.
- Contribute ideas to assist continuous quality improvement.
- Other tasks as required.

## About you | Pehea koe

- You are likely to have a background in some aspect of clinical healthcare provision with experience in medical/health writing or digital health.
- You'll be passionate about implementing innovative ideas and solutions and ensuring the most effective use of service resources.
- Excellent leadership and people skills with an ability to support and inspire others to deliver their best.
- Experience and skilled in managing a project, team or campaign.
- Excel at communication, oral and written.
- Able to write clear, easy-to-read copy and reports.
- Able to work in a collaborative and constructive manner.
- Self-motivated and able to work independently/remotely.
- Familiar with using apps, their purpose, benefits and limitations.

- Experience in Microsoft 365 and using a CMS and other digital tools.
- An understanding of issues around health literacy and health equity.
- An understanding of Te Tiriti o Waitangi and its implications for the health sector.
- A willingness to continue to develop cultural awareness, particularly of tikanga and te reo Māori.
- A collaborative and flexible style, with a strong service mentality. Needs to be seen as a team player who is committed to lifelong learning.

<b>Accountability</b>	<b>Measured by:</b>
<i>Service development, management &amp; leadership</i>	<ul style="list-style-type: none"> <li>• Support and lead work across the Trust to promote and deliver high quality digital health initiatives.</li> <li>• Providing independent reviews of health apps that are relevant and useful for New Zealanders.</li> <li>• Oversight of service delivery in accordance with Service specifications.</li> <li>• Help develop and implement activities/new initiatives to build capacity and capability within the digital health space.</li> <li>• Implement the necessary communication methods, meeting formats and frequency to guarantee all pertinent information and updates are cascaded in a timely but efficient fashion.</li> <li>• Develop projects in partnership with internal and external stakeholders including key Māori and Pasifika stakeholders.</li> <li>• Participate in and facilitate co-design approaches to developing and refining all necessary and related services and products.</li> </ul>
<i>Te Tiriti o Waitangi &amp; cultural safety</i>	<ul style="list-style-type: none"> <li>• Commit to recognising and acting upon the articles of Te Tiriti o Waitangi.</li> <li>• Contribute to the improvement of Māori wellbeing.</li> <li>• Promote cultural safety and equity.</li> </ul>
<i>Performance</i>	<ul style="list-style-type: none"> <li>• Service and project KPI's are achieved.</li> <li>• Quarterly and monthly service reports to meet internal and external contractual reporting requirements for Ministry of Health.</li> <li>• Ensuring data is routinely collected in a timely manner.</li> <li>• Excellent ability to organise and prioritise work to meet deadlines.</li> <li>• Writing demonstrates an excellent understanding of grammar, punctuation, syntax and other writing conventions.</li> </ul>
<i>Risk and issue management</i>	<p>Risks are proactively identified, managed and reported to Health Navigator management This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Maintain a risk register with appropriate risk management and mitigation strategies put in place as agreed.</li> <li>• Respond in a timely manner to issues and complaints from website visitors, developers, providers or other key stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure timely communication to senior management regarding any risk and/or issues which may impact on the delivery of assigned tasks.</li> </ul>
<i>Quality and continuous improvement</i>	<ul style="list-style-type: none"> <li>• Identify and implement service changes to improve outcomes for app library users.</li> <li>• Support the work of the Clinical Lead and writing team to ensure on-going service and programme quality.</li> <li>• Support the editorial manager and leadership team to continually improve the quality, outputs and value of HN projects and web content.</li> <li>• Engagement in continuing skills development.</li> <li>• Seeks appropriate professional and collegial support.</li> </ul>
<i>Active participation and accountability</i>	<ul style="list-style-type: none"> <li>• Function as a proactive member of the team continually looking for ways to refine and improve the overall value of the work of the Trust for everyone. (the public; primary care providers, funders etc)</li> <li>• Acts according to HNCT Code of Conduct and abide by service policy and procedures, legislation and principles of any affiliated governing professional body.</li> </ul>
<i>Communication and working in partnership</i>	<ul style="list-style-type: none"> <li>• Support the development and maintenance of effective working relationships with Health Navigator NZ stakeholders.</li> <li>• Develop mechanisms to enhance collaboration and communication within the digital health space and with app reviewers and subject matter experts.</li> </ul>
<i>Changing and evolving role</i>	<ul style="list-style-type: none"> <li>• Willingness and flexibility for role to change and evolve as priorities and needs of the organisation change.</li> </ul>

## Competencies

**Project management skills** including creating, maintaining, updating, and applying project management disciplines and methodologies.

**Excellent communication and presentation skills** including demonstration of the effective application of compelling presentation, report writing, 1:1 and 1: many influencing, coaching, and advising skills.

**Strong problem solving & analytical skills**, monitoring and report writing skills.

**Organisational skills** – excellent time management, planning, organising and coordinating skills for task and deliverables management with an ability to work independently within agreed boundaries.

**Leadership and change management skills** – facilitating, directing teams, and leading by influencing stakeholders.

**Relationship Management** – Excellent ability to forge new relationships and maintain existing ones.

**Financial** – budgeting, variance tracking and correction, and reporting of project/service planned and actual expenditure.

## Key working relationships

External	Internal
Funders Health providers Subject matter experts App advisory group PHOs, DHBs, Ministry of Health, Health NZ Local health and social service organisations and professionals	Editorial manager Executive director Writing team Admin, IT and support team Trust board

## Personal attributes

- Highly motivated with strong personal integrity.
- Shows initiative – willing to take responsibility for own actions and decisions.
- Displays respect and consideration for others.
- Willing to learn from others and accept constructive feedback and reflect on own actions.
- Life-long learner.