
Jennie Auton - CV

Recent Career Summary

Company	Position	Period
Auton & Associates Ltd	Administrator	January 2010 - current
Otara Union Health Centre	Practice Manager	July 2008 – Dec 2009
Royal New Zealand Plunket Society	Clinical Leader, PlunketLine Auckland	May 2005 – July 2007
Royal New Zealand Plunket Society	Telenurse, PlunketLine Auckland	Feb – May 2005
Royal New Zealand Plunket Society	Plunket Nurse, Manurewa	Oct 1999 – July 2003
	Plunket Nurse, Otara	1990 - 1997

Qualifications

Diploma in Business Administration – MIT 2008

Mauri Ora Certificate, Te Wananga O Aotearoa, July 2008

Registration (Past)

Plunket Certificate, Plunket Society, Manukau (1990)

Registered Nurse, General Nursing Council for England and Wales (1977)

Registered General and Obstetric Nurse, Auckland Hospital (1976-2009)

Summary of Key Skills

- **Leadership** - An effective and supportive leader; a collaborative leadership style that encourages open communication and builds trust - also able to make autonomous and unpopular decisions. Proven ability, by measuring times and actions, to understand problem areas and take decisive remedial action. Strong systems development capability; proven ability to lead organisation to achieve quality accreditation
- **Management, General** – Sound business acumen and general management competencies – in both the operational and strategic phases of business. Innovative and pro-active – strong commitment to quality.
- **Stakeholders** - Very experienced at working in multicultural communities, able to work cooperatively and effectively with Board Directors and other shareholders to achieve strategic goals. Strong verbal and written communication skills; a confident and successful negotiator.
- **Staff Management** - Well developed skills to select and lead a responsive, customer orientated team; a motivator of individuals and teams in all areas of the company to take a pro-active attitude towards quality improvement. Very experienced in all aspects of staff supervision:

performance reviews, establishing benchmarking appraisal systems and staff training. A talent for blending new team members with existing staff - creating new cultures.

- **Organisational Change** - Adept at Change Management and providing good leadership during periods of stress. Results focused and a high productivity rate; a successful track record of utilising quality systems and processes to drive change; skilled at designing and implementing strategies based on a comprehensive needs analysis and thorough planning.

Auton & Associates Ltd

January 2010- present

Auton & Associates is a company which provides leadership and direction in Governance, strategic thinking, organisational design, business planning, and environmental planning/spatial planning.

Shareholder/Administrator/Contractor

Scope: To establish and maintain core systems for the Company and to provide operational support; to provide services under contract to a range of community health providers, largely in the administrative and quality areas.

Achievements:

- Established the office of Auton & Associates Ltd, including selection of equipment, computer systems, appropriate insurances; and determining legal and accountancy requirements,
- Developed the company's business model, together with the Company Principal
- Integral involvement in development and maintenance of website content
- Provided administrative support to the SCM Group Board since February 2010
- Wrote the draft Policy Manual for Ngapuhi Asset Holding Company Ltd (NAHC) and for SCM Group Ltd
- Participant in Te Wana Quality Programme reviews since July 2010 and Coordinator on these reviews since November 2010

Otara Union Health Centre

July 2008-December 2009

Otara Union Health Centre is a general medical practice established by the trade union movement in 1989, to provide affordable health care for working people, at a time when it was very expensive to access care. Otara Union Health Centre is part of the Health Care Aotearoa network, a national organisation which promotes the health interests of poor communities to the Government.

Practice Manager

Scope: To provide leadership and management in the operational aspects of the centre, including: Legislative Compliance, Governance, Human Resource Management (recruitment, training, development and performance), provision of Information systems, financial management and general administration

Staff: Between 7-10 direct reports and between 0-3 indirect reports (clinical and administrative)

Achievements:

Management – General

- Assisted the Board to develop the organizational Strategic Plan Developed draft policies relating to Governance and Finance, for approval by the Board
- Developed a comprehensive understanding of the organization's legislative and constitutional requirements
- Ensured policies and procedures were developed and maintained, in accordance with legislation and quality guidelines (including OSH and safe work practice)
- Maintained Companies Office Register of Board Directors and Shareholders and made recommendations to the Board, for their approval
- Ensured the KPIs of the primary PHO contract for service delivery were achieved
- Reported to the Board on a monthly basis, including legal reporting of The outcomes from Sentinel Events and Complaints, and arranged the AGM
- Engaged appropriate resources as needed to train/supervise service delivery staff, thereby ensuring they were equipped to undertake specific DHB, MOH and PHO programmes
- Identified a need to restructure and called for voluntary redundancies, handled all issues sensitively.
- Provided advice/supervision to service delivery staff
- Clearly articulated the financial and administrative goals of the service to the team

Business Development

- Developed and successfully sold proposals for programmes of care; 'marketed' them to funders and led them through to implementation; liaised very effectively with clinical professionals, IT and administrative staff, and senior health managers
- Negotiated the primary PHO contract and provided background to other proposals for presentation to the Board, with recommendations for implementation
- Developed the Negotiating Brief and collaborated in the negotiation process of the GP Collective Employment Agreement

Financial Assistance

- Wrote the annual budget – \$1 million
- Updated the budget monthly for early identification of gaps between Budget and actual performance
- Maintained an asset register – cost price of assets \$244,000, depreciated to a book value of \$42,500 in 2009
- Ensured auditable records were maintained
- Worked with accountant, staff and the Board and made recommendations to grow and sustain the business; engaged fully with Board to keep them informed of financial status
- Developed a very credible reputation for consistently operating within the Policy guidelines for financial accountabilities
- Established sound processes for cash management - approved payments to creditors and provided correct paperwork to the accountant
- Managed debtors' register and determined procedures for debt recovery

Information Systems

- Ensured the provision of quality information system management services
- Updated the register when new IS assets were purchased
- Developed and maintained a file network for storage of shared and restricted folders of information

Staff Management and Leadership

- Facilitated training of staff; met legal and operational requirements
- Ensured Policies and Procedures were developed, maintained and followed
- Led the organisation to achieve Te Wana Quality Accreditation in March 2009
- Appointed staff, in consultation with the Board
- Ensured a process was developed to evaluate Job Descriptions routinely, so that they would remain relevant to the position
- Undertook performance appraisals for GP and administrative staff
- Identified performance gaps and engaged appropriate staff to assist with training
- Approved all staff leave, and appointed relief replacements as needed to maintain business and service delivery goals
- Instigated and collated staff timesheets, forwarded to external accountant for fortnightly payment of wages and liaised with accountant to ensure staff received correct pay and leave provisions

PlunketLine

Feb 2005 – July 2007

Plunketline is a free nationwide telephone service delivering information, advice and support on child health and parenting through its team of Plunket qualified telenurses. It is currently fully funded by the Plunket Society, a not-for-profit organisation with clinical staff and a volunteer network.

Clinical Leader (Auckland)

May 2005 – July 2007

Telenurse (Manukau)

Feb – May 2005

Achievements:

- Efficiently managed the roll-out of the new remote site and pioneered the roll out of two satellite sites (hardware and software) in February 2007, against a backdrop of a very transitional and conventional organisation.
- Developed potential and talent of staff; provided opportunities for five nurses to deliver the training and support packages to new recruits to achieve quality and quantity measures. Built a collegial environment and supportive culture; enabled tasks to be delegated whilst other staff managed the business as usual so that the service level requirements were met.
- Further developed and refined the training package, resulting in a practical tool for measuring the progress of newly appointed staff in the distributive model in which PlunketLine now operates

Royal New Zealand Plunket Society (Plunket) 1990 - 1997

Plunket is New Zealand's largest provider of services to support the health and development of children under five. Plunket's services help families (nationwide), through 600 branches, mobile clinics and a free phone service.

Plunket Nurse, Manurewa

Oct 1999 – July 2003

Plunket Nurse, Otara

1990 - 1997

Scope: To provide support for and assess the health of children and families, provide education and information on health and development issues

Achievements:

- Prepared health and parenting education displays; educated community groups about family health issues; prepared and delivered parenting education programmes to secondary school students
- Monitored and recognised the signs of child abuse and family violence; took appropriate action.
- Established trust and rapport with stakeholders; liaised between clients and community agencies (e.g. Work and Income and Housing New Zealand) and provide advocacy