

SCHEDULE 2

POSITION DESCRIPTION

TITLE	
Job Title	Whānau Ora Kaiārahi – Wellness Centre Health Navigator
Service Location	Poutiri Trust
Reports to	Practice Manager – Adrienne Godbold

PURPOSE
<p>Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.</p> <p>With the establishment of Poutiri Wellness Center in 2021, Poutiri services will integrate to provide holistic, proactive, continuous and preventative whānau-centred care. The Whānau Ora Health Navigator is a new ‘change-agent’ role responsible for working alongside whānau to improve health and wellbeing, focusing on their strengths and wellness goals. This involves hauora coaching, whānau health-management education, advocacy, navigation and co-creation of whānau plans to support improved health outcomes.</p> <p>This role is responsible for:</p> <ol style="list-style-type: none"> 1) making whānau wellness more achievable by developing an integrated Whānau ora wellness plan¹ in partnership with 15 kiritaki/whānau a quarter, and walking the journey with them, taking a proactive wellness approach 2) activate kiritaki/ patient, whānau engagement to improve healthy lifestyles, improve health outcomes in partnership with the Wellness team, GP and Nurses (clinic and community) <ol style="list-style-type: none"> a. smoking cessation b. nutrition whānau meal planning c. physical exercise d. diabetes prevention, education and management e. respiratory health education and asthma management f. cardiovascular risk assessments g. ante-natal and post-natal care, breastfeeding education and support h. sore throat management for Māori and Pasifika tamariki i. attendance of outpatient appointments and transport support when needed 3) proactively link kiritaki/patient needs to relevant Poutiri community services 4) support recalls for Poutiri Wellness Centre targets 5) help whānau navigate and maximise Wellness Center services and the wider health care system 6) plan, coordinate and facilitate whānau workshops that compel and inspire whānau wellness 7) encourage, engage, encourage, follow-up, encourage, re-engage and encourage again the building of self and whānau-confidence and normalise health improvements and trust in hauora services.

KEY TASKS	EXPECTED OUTCOMES
Mahi Toiora – Whānau Ora Health Coach	<p>Mahi toiora - Improve whānau health by:</p> <ul style="list-style-type: none"> • Activate whānau engagement and hauora-management through: <ul style="list-style-type: none"> - Genuine engagement and manaaki - Co-construct 15 Whānau ora plans per quarter and support proactive implementation - Co-construct wellness goals with PWC kiritaki/patients

¹ Identifies current health status and needs, sets achievable hauora goals that target areas for improvement, increases seamless access to relevant Poutiri primary and community services in a coordinated way

	<ul style="list-style-type: none"> - Walk alongside whānau step-by-step to make health gains against goals achievable - Provide information and education - Navigate whānau health management so it is achievable and do-able for whānau to achieve and maintain success - Promote healthy expectations, attitudes and behaviour change - Reignite hauora problem solving skills - Encourag participation and follow-up in general practice service delivery - Plan and facilitate relevant, engaging, educational whānau workshops - Work in partnership with whānau to achieve their wellness goals and aspirations. <ul style="list-style-type: none"> • Bridge the gap between clinician and kiritaki/ patient and whānau by: <ul style="list-style-type: none"> - Work in partnership with whānau and clinicians - Proactively removing barriers to whānau health screenings, health targets and whānau wellness goals with clinic, pahi and KMANS services - Proactively monitor referrals, DNA, recalls and support engagement, re-engagement - Opportunistic hauora consultations - Support increased preventative and whānau consultations - Provide advocacy and whānau support, especially in the area of health literacy and trust. • Help whānau maximise Wellness Center services and navigate the health care system through: <ul style="list-style-type: none"> - Have a thorough knowledge of all Wellness Center procedures and Poutiri services to proactively promote services for whānau - Coordinating shared integrated consultations where kiritaki/ patients and whānau can engage with several Poutiri hauora services when in the Wellness Center - Proactively connect kiritaki/ patients, whānau with resources and services via text, phone and face to face opportunities - Ensure kiritaki/ patient and whānau voice is heard.
<p>Mahi Wahaunaungatanga – Reliability and Trust</p> <p>Mahi Tahī – Collaboration</p>	<p>Mahi whanaungatanga - Maintain trust (professional relationship with patients and whānau) by:</p> <ul style="list-style-type: none"> • Understanding the impact of colonisation, privilege and power on health outcomes and engagement • Welcome and manaaki whānau tautoko as natural and normal • Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code • Demonstrates knowledge of Toiora Wellness Center philosophy and model to accelerate equity of Māori health outcomes • Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau • Responding openly to complaints or feedback. <p>Mahi tahī - working collaboratively by:</p> <ul style="list-style-type: none"> • Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care • Develop collaborative working relationships within the team, health services, BOPDHB, WBOPPHO, and non-government public health providers, ACC and relevant non-health agencies • Establish professional relationship with a range of primary and secondary health care providers.

<p>Mahi Mauriora - Uphold Kaupapa Māori models of practice</p>	<p>Mahi mauriora - improve equitable outcomes with a specific focus on Māori by:</p> <ul style="list-style-type: none"> • Assist in improving Māori health and reducing health inequalities between Māori and non-Māori • Take a proactive whānau ora approach and affirm positive Māori approaches that improve an integrated whānau-centered approach and Māori health outcomes • Promote Māori services delivery systems that value health and social service integration as well as employing whānau centred interventions • Understand service models that address the needs of whānau, hapū, iwi and Māori communities • Enhance physical, spiritual, mental and emotional health, giving whānau control over their own destinies.
<p>Mahi Manukura - Compliance with best practice</p>	<ul style="list-style-type: none"> • Practice in accordance with relevant ethical codes • Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate) • Application of explicit ethical decision-making processes to ethically complex situations • Knowledge of best practice guidelines in area of practice.
<p>Mahi Manukura - Technical skills</p>	<ul style="list-style-type: none"> • Proficiency in the use of personal computers and related software applications required for the role (including My Practice, Recordsbase, Microsoft Word, Excel, Power Point) • Gather and compile data, information and prepare reports • General administrative planning skills, particularly in filing and systems management • Strong understanding of time management and presentation skills; • Ability to monitor, review and/or maintain quality improvement processes and standards • Skill in organising resources and establishing priorities.
<p>Mahi Manukura - Compliance</p>	<ul style="list-style-type: none"> • Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures • Undertake personal practice review activities or audits to enhance practice • Participate in Poutiri based audits • Involvement in Poutiri accreditation activities and Cornerstone • Understand and implement safe work practices and operating procedures • Take appropriate action to ensure a safe healthy working environment for self and others • Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice • Completing event/incident forms as per Poutiri policy • Completing tasks in a timely fashion, or delegating if absent.
<p>Mahi Manukura - Professionalism</p>	<ul style="list-style-type: none"> • Engage in ongoing professional development • Contribute to an environment that nourishes the wairua of people • Staff are familiar with and practice appropriate cultural tikanga for different forms of care • Familiarise and apply Te Pae Mahutonga in practice • Proactively contributes to the realisation of Poutiri Trust's vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> - Commitment to health, wellness and fitness - A repertoire of waiata for pōwhiri and other occasions is known by staff - Te Reo is freely used throughout the organisation - Cultural occasions are practiced appropriately • The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Center

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications

- Full and clean driver's licence
- Certificate in Health and Wellbeing (level 3 or 4) or a relevant degree an advantage

- Able to engage effectively with Māori whānau including use of te reo me ōna tikanga
- General Practice experience
- A working understanding of Whānau Ora and how it is incorporated into your practice
- Passionate about delivering high quality experiences for whānau and kaimahi
- Is reliable, friendly, approachable and resilient
- Flexible, adaptable and resilient
- Ability to build and maintain credible relationships internally and externally
- Produce written communication that is clear, concise and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau
- Comfortable with computerised patient management systems
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people
- Exhibit well-developed communication skills that enable clear, relevant and appropriate presentation of ideas, opinions, views and recommendations
- Apply knowledge of policies and procedures and practical experience when developing solutions to field problems
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalates issues for wider consideration
- Report writing skills, in particular risk assessment
- Self-Management/ Planning Skills
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Poutiri Services • Poutiri provider network
Community	<ul style="list-style-type: none"> • Tapuika • Waitaha • Ngā Kura • Ngā Kohanga Reo • Whānau • Community organisations and agencies
External	<ul style="list-style-type: none"> • WBOPPHO • Ministry of Health • BOPDHB • Pharmacies • ACC • MOH