

Comprehensive Primary Community and Rural Role Descriptions Kaiāwhina

Kaiāwhina

Title	Kaiāwhina
Reports to	Comprehensive Primary Care Team Lead
Location	
Direct Reports	Total FTE (Full Time Equivalent)
Date	
Job band (indicative)	

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is health equity between all groups.

Building a healthcare system that works collectively and cohesively around a shared set of values and a culture, enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve six system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations to actively protect and enable Māori interests and aspirations to secure equitable outcomes for Māori, and take bold actions to address discrimination, bias, and systemic racism throughout the system.
2. Enable Māori to exercise their authority over Māori health in accordance with Māori philosophies, values, and Māori development. Enable and support whānau voice in the design and delivery of service that are culturally safe and produce equitable outcomes
3. All people will be able to access a comprehensive range of support in their local communities to help them stay well
4. Everyone will have equal access to high quality emergency and specialist care when they need it
5. Digital services will provide more people the care they need in their homes and communities
6. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. To guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled.”</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
Whanaungatanga	We are a team, and together a team of teams	<i>“Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora”</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>“The wearer of the cloak has responsibility to act/embody those values and behaviours”</i>

About the role

Kaiāwhina support tāngata whenua and mana whenua to deliver mana motuhake and Māori self-determination in the delivery and monitoring of health care for people and their whānau. This role is focused on the pursuit of Māori and Pacific health gain as well as achieving equitable health outcomes for Māori and Pacific peoples.

The Kaiāwhina is a pivotal member of the comprehensive Primary and Community team (CPCT), working within the Te Whare Tapa Whā model of care, the Kaiāwhina mahi has a focus primarily on supporting people and their whānau who are at greatest risk of poor health outcomes, including Māori and Pacific people. This work includes support with navigation with relevant hauora services, (includes - social determinates of health - beyond health - education, housing, justice, cultural connection, spiritual, environment) supporting a preventative focus on health and early intervention, and access to culturally appropriate supports to people and their whānau, working in partnership with whānau to provide a holistic approach to whānau wellbeing.

The kaiāwhina, irrespective of their employer will work as an integral part of the Comprehensive Primary and Community Team (CPCT) interdisciplinary team (IDT). As a member of the IDT the kaiāwhina will be actively involved in interdisciplinary (IDT) meetings, including using systems and processes that support IDT functioning and outcomes. The kaiāwhina will have strong relationships across the health and well-being sector that involves ‘diverse but dense’ networks and relationships. Whānau are leading health lifestyles, have a quality of life that meets their health needs and goals, are health literate and have access to evidence-based information to make decision about their needs and aspirations.

Kaiāwhina work in collaboration with hospital, specialist, primary, community, iwi and hapu, and non-government services to ensure Māori and Pacific people and their whānau maintain health and wellness (hauora) within the community, and when requiring hospital care, the journey from hospital to home is successfully achieved.

Kaiāwhina are often the first point of contact for people and their whānau coming into the health system. Providing appropriate and acceptable support to whānau, the core components of service delivery include

- *Whānau have a quality of life that meets their - cultural, physical, and spiritual wellness, which is nurtured by their access to and engagement with services and their natural environment needs assessment*
- *Whānau are leading healthy lifestyles - supporting the delivery of individual and whānau health management plans*
- *Whānau exercise rangatiratanga by being self- managing independent and making informed decisions - providing advocacy and support, information and education, and referral to other services where appropriate*
- *Whānau have timely access to exemplary and culturally adept health and disability services that meet their needs - supporting people and their whānau to enrol or reconnect with a comprehensive primary and community team*
- *Whānau are supported to attend follow up on health contacts and appointments, maintain contact, support travel coordination and working with Kaupapa Māori health providers*
- maintaining strong linkages with the key health services across the district, including Māori community groups and organisations

In some instances, kaiāwhina will undergo additional training and micro credentialling to take on the functions of a health care assistant (HCA) to support comprehensive primary and community care teams by collecting vital signs, measurements, and support digital health access. As such there is opportunity to support new models of care, connecting services to those at greatest risk of health inequities.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Equity	<ul style="list-style-type: none"> • Demonstrate knowledge and work within the Te Whare Tapa Whā model of care to support Pae Ora • Remain focused on the pursuit of identification of people and their whānau at greatest risk of health inequity through supporting access into services by mentoring, motivating, encouraging, challenging, and supporting people and their whānau • Support those whānau to engage in activities to promote health and well-being such as screening and immunisation • Work alongside those to identify and overcome barriers to accessing health care • Support Māori-led and Pacific-led responses, including tāngata whenua- and mana whenua-led care coordination to deliver mana motuhake and Māori self-determination • Co-create, pro equity health planning and co-ordinating care for individuals, whānau and communities • Willing to personally take a stand for equity and commitment to helping all people achieve equitable health outcomes • Demonstrate awareness of colonisation and power relationships • Demonstrate critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery

Comprehensive Primary and Community Teams	<ul style="list-style-type: none"> • Work in accordance with Te Mauri o Rongo • Identify skill acquisition opportunities and delegation from other roles • Demonstrate commitment and understanding of simplify and intensifying care based on risk profile and risk of health inequities. • Promote comprehensive primary care teams by being fully involved and active participant in the care for those with the most complex health needs. • Utilise as available IT enablers for interdisciplinary team functioning, including record sharing, tasking, messaging, and care plans • Active participation in CPCT interdisciplinary processes, including model of care development and cross-agency approaches.
Hospital avoidance/supporting early discharge	<ul style="list-style-type: none"> • Work alongside and advocate for people and whānau at highest risk of hospital admission to support successful care in the community • Prioritises hospital avoidance and early supported discharge activities within workload to facilitate and coordinate services • Coordinates the interdisciplinary team to support people and whānau where applicable • Act as a point of contact for CPCT/Hospital services where applicable • Be responsive to acute needs
Supporting those at greatest risk of poor health outcomes	<ul style="list-style-type: none"> • Provide information, and advocacy for people and whānau within the interdisciplinary team processes and support the implementation of care plans • When requested, work under the direction and delegation of a health professional to undertake tasks • Identify people and whānau at greatest risk of complex health issues, and assess and / or review health and wellbeing need, including contribution to NASC assessments • Pro-actively plan and co-ordinate care for individuals and whānau as part of the IDT
Collaboration	<ul style="list-style-type: none"> • Support interdisciplinary team functioning and collaboration of the CPCT and other services by actively contributing to leading, nurturing, and supporting team development • Demonstrate commitment, urgency and be visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Model good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing the best and collegially supports others to do the same • Active participation within the interdisciplinary team and collaboration with other services
Professional	<ul style="list-style-type: none"> • Accept responsibility for ensuring that care and conduct meet the standards of ethical and relevant legislated requirements. • Understand the principles of the Te Tiriti o Waitangi and be respectful of people and whānau personal beliefs, values, and goals.

	<ul style="list-style-type: none"> • Read and adhere to the organisation’s vision, values, policies, and procedures while representing the organisation in a committed manner and projects a positive image. • Demonstrate understanding of the Code of Health and Disability Services Consumer Rights and Health Information Privacy Code • Undertake and education and / or qualifications required for the service • Maintain confidentiality and appropriate escalation of concerns • Ensure infection control and health and safety measures are understood and followed • Recognises and values the roles and skills of all members of the health care team in the delivery of care • Communicates effectively in an appropriate and professional manner with people and whānau, and members of the health care team that reflects the cultural needs of whānau. • Establishes and maintains relationships with people and their whānau, other members of the interdisciplinary team and providers of services. •
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and contribute to a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develop and maintain appropriate external networks to support current knowledge of leading practice
Health & Safety	<ul style="list-style-type: none"> • Take all reasonable practical steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others’ health, safety, and wellbeing centrally, alongside high-quality patient outcomes
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of the role • Follow any workplace policies and procedures, reporting any identified risks or concerns

Matters which must be referred to the [insert title of reporting manager]

- [insert matters which must be referred]

Relationships

External

Internal

Strong trusted relationships with whānau to support coordination across a broad range of services and providers including:

- People accessing services, their whānau and carers
- Māori and Pacific Providers and community services
- Community and hospital pharmacy teams
- Hospital and Specialist Services
- Aged care and other residential and community care services and facilities
- NGOs, social service agencies and other government agencies
- Home Based Support Services

- Comprehensive Primary and Community Team members
- Māori and Pacific Providers and community services

About you – to succeed in this role

You will have **Essential:**

- A passion to work alongside whānau to achieve their well-being needs and aspirations
- Knowledge of Te Tiriti o Waitangi, Te Whare Tapu Whā and biculturalism in action
- Strong communication skills with people and their whānau
- Strong links and experience within Māori communities
- A strong whānau centred focus
- Work well within a team environment and able to foster good interpersonal relationships
- Demonstrates ability to communicate effectively at all levels within the health sector and key stakeholders
- Good interpersonal skills, including ability to work effectively with people at all levels of the organisation

Desired:

- Have achieved or be working towards relevant NZQA (New Zealand Qualifications Authority) qualification such as NZ (New Zealand) certificate in health and wellbeing, level 3, or New Zealand Apprenticeship in Health & Wellbeing (Social and Community) (Level 4)
- Primary or community healthcare experience
- Knowledge of the health and disability code of rights
- Excellent reading and writing skills and computer literacy
- Skills to mentors and influence the practice of others, motivating individuals and managing cultural conflict
- Established networks in the community

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to support complex health and social situations
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose, and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry, and community interest groups
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and is interested in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty, and integrity
- Demonstrate a focus on providing exceptional levels of service to whānau Māori and Pacific
- Work in an evolving role and health system and be adaptable and flexible
- Demonstrate an understanding of the intent of comprehensive primary and community teams and model appropriate practice
- Proactively build trust and whanaungatanga with individuals and whānau so conversations and the sharing of information is effective for all, and enabling of self-determination and autonomy of people receiving care
- Develop and maintain relationships within the practice team, wider community and secondary care providers, external agencies, and NGOs
- Effectively gather and report to the IDT necessary information
- Advocate for an individual's health through identifying health literacy and health needs, identifying problems or concerns and their potential solutions, provides support to the individual to enable them to self-manage and self-determine their health.
- Maintain an exceptionally high level of confidentiality
- Self-motivated, independent, and able with a high level of initiative
- Professional and demonstrates a high level of personal integrity
- Be dependable, honest, and ethical; showing a good level of personal judgment
- Always acts with discretion and sensitivity
- Advocate for an individual's health through identifying health literacy and health needs, identifying problems or concerns and their potential solutions, provides in conjunction with IDT, support to the individual to enable them to self-manage and self-determine their health.

Desired:

- Demonstrate the ability to be independent – able to prioritise work effectively, develops one’s own ways of doing things able to guide oneself with little or no supervision
- Demonstrates the ability to manage changing and unpredictable workloads and be innovative and proactive

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.