

## Position Description

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<b>Position</b>	Service Facilitator
<b>Team / Service</b>	Capital Support
<b>Directorate</b>	Medicine, Cancer and Community Directorate
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Service Leader – Capital Support
<b>Children’s Act 2014</b>	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Kenepuru Hospital, but the area covered is across Capital and Coast region.

## Te Whatu Ora

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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 equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that 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 five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

**Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

**Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

**Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Service Perspective

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Capital Support is a Needs Assessment and Service Coordination (NASC) agency that provides access to disability support services for people who face long term disability who live across the Capital and Coast region. Capital Support is an independent agency run by Te Whatu Ora. It is contracted to the MOH to carry out community-based needs assessment and service coordination (NASC) services.

The following Ministry of Health contracts are managed by Capital Support to provide the following services:

- Community-based needs assessment and service coordination (NASC) services for clients who are under 65 and have long-term disability support needs. The Disability Services Directorate (DSD), Ministry of Health (MOH) contracts for this service.

Following the needs assessment process, packages of services appropriate to the needs of the client are developed and implemented through the service coordination process. This includes home support services, carer relief and residential care and a variety of other disability support packages.

The contract includes managing an indicative service budget for the range of disability support services available in the community or in residential care placements.

The service is based in Porirua. It is available during standard office hours, with an on-call arrangement for after-hours crisis response.

#### Role Perspective

- Taking all practicable steps to ensure personal safety and the safety of others.
- To ensure that practice does not bring into disrepute the service Capital Support offers or the services that are referred to.
- Work toward enhancing and developing relationships within the organisation and the community for the betterment of the people accessing Capital Support.
- Practice in a way that ensures that a person is encouraged to be self-determining and that their goals are respected and worked toward.
- Practice to the degree where contractual expectations are supported and achieved.

### Purpose of the role

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To provide clients with options that promote and enable them to gain maximum function and quality of life

### Key Accountabilities

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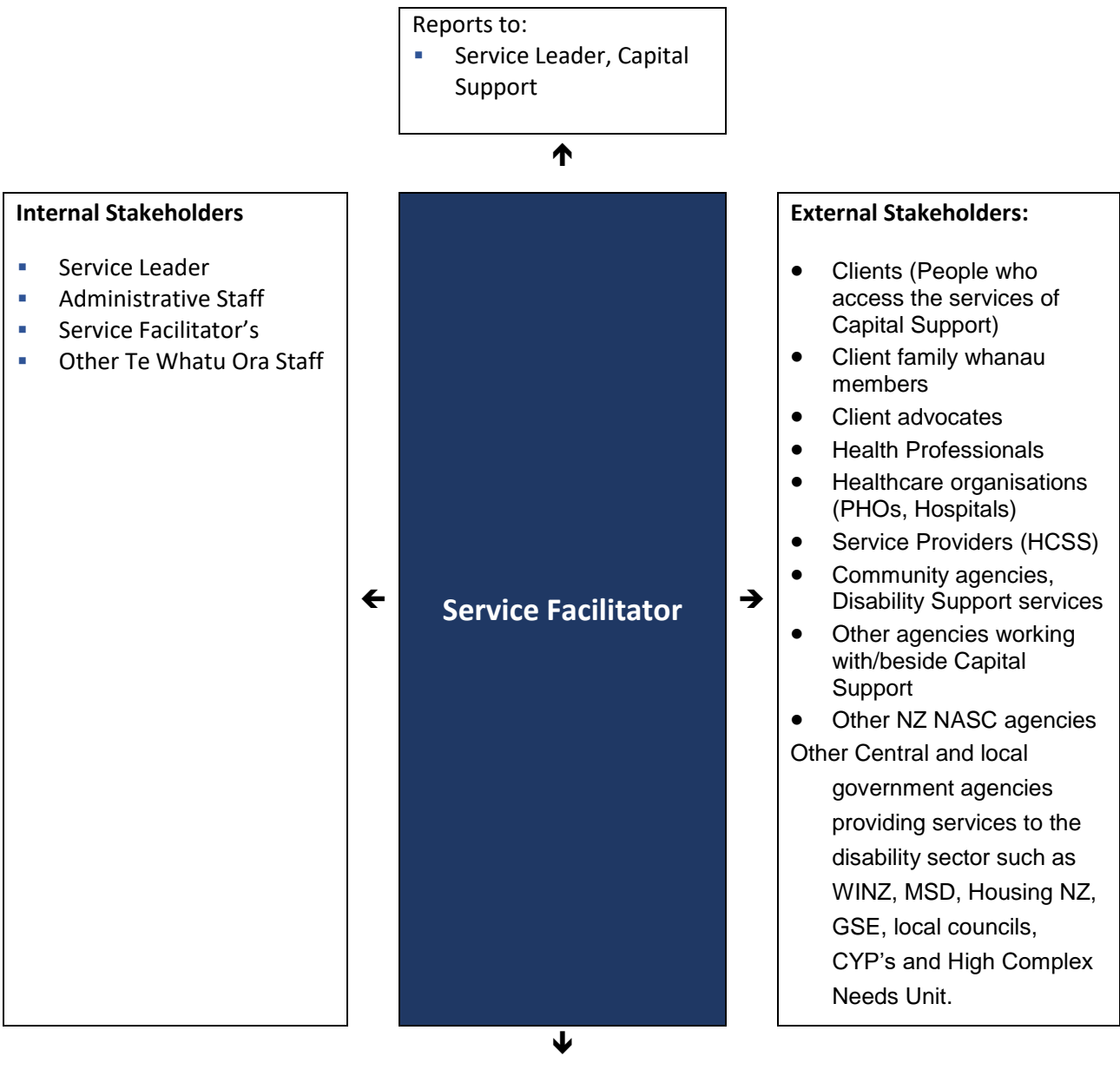
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>1. Needs Assessment</b> <i>Conduct person centred assessments with people using the service, ensuring that all needs are identified and assessed.</i>	<ul style="list-style-type: none"> <li>• Effective communication with the clients/family/carers/Whanau in, written and verbal form.</li> <li>• Communication, assessment and documentation in line with the NASC contract/service specification and service standards.</li> <li>• Responds in timely manner to requests for information from the clients/family/carers/Whanau/referrers</li> </ul>
<b>2. Service Co-ordination</b>	<ul style="list-style-type: none"> <li>• Effective communication with the clients/family/carers/Whanau in, written and verbal form.</li> </ul>

<p><i>Identify all non-funded and funded services and support options for people who access Capital Support services at any need level. Co-ordinate a package of support, in consultation with the client, which is based on the client's assessed and prioritised needs, one that will incorporate natural networks, funded and unfunded services where appropriate.</i></p>	<ul style="list-style-type: none"> <li>• Communication, assessment and documentation in line with the NASC contract/service specification and service standards.</li> <li>• Responds in timely manner to requests for information from the clients/family/carers/Whanau/referrers/providers</li> </ul>
<p><b>3. Review Process</b> <i>Ensures the review process is effectively managed.</i></p>	<ul style="list-style-type: none"> <li>• Effective communication with the clients/family/carers/Whanau in, written and verbal form.</li> <li>• Communication, assessment and documentation in line with the NASC contract/service specification and service standards.</li> <li>• Responds in timely manner to requests for information from the clients/family/carers/Whanau/referrers/providers</li> </ul>
<p><b>4. Documentation Management</b> <i>Needs assessment and service co-ordination documentation is accurate, appropriate and up-to-date.</i></p>	<ul style="list-style-type: none"> <li>• Effective communication with the clients/family/carers/Whanau in, written and verbal form.</li> <li>• Communication, assessment and documentation in line with the NASC contract/service specification and service standards.</li> <li>• Responds in timely manner to clients/family/carers/Whanau/referrers/providers</li> </ul>
<p><b>5. Referrals</b> <i>Relationships with referral agencies are developed and maintained.</i></p>	<ul style="list-style-type: none"> <li>• Effective communication with referrers in, written and verbal form.</li> <li>• Timely response to referrals providing useful and comprehensive information about process/acceptance/decline</li> <li>• Timely referral on to other agencies as appropriate</li> </ul>
<p><b>6. Continuous Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Service provided is appropriate</li> <li>• Staff show up-to-date knowledge and provision of support to all clients</li> <li>• Staff work collaboratively to meet client needs</li> </ul>
<p><b>7. Risk Minimisation</b> <i>Actively contributes to risk minimisation activities within the service</i></p>	<ul style="list-style-type: none"> <li>• Risks are identified, and mitigation or elimination plans are in place.</li> </ul>

<p><b>8. Health and Safety</b> Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</p>	<ul style="list-style-type: none"> <li>Responsibilities under the Act are met</li> </ul>
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**Key Relationships & Authorities**



**Direct reports:**

- No direct reports

## Capability Profile

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Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Commitment to Health and Independence Improvement Goals</b>	<ul style="list-style-type: none"> <li>• Is committed to the values and goals of C&amp;C DHB.</li> <li>• Is committed to continuous learning and performance development.</li> <li>• Encourages the development of all team members.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Develops and maintains positive relationships and works in partnership with other team members.</li> <li>• Develops rapport and builds networks of constructive working relationships with key people.</li> <li>• Effectively uses team dynamics and individual operating styles to build team processes and strengths.</li> <li>• Shares knowledge and works cohesively with the team.</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Is innovative in the development of business initiatives and projects.</li> <li>• Is proactive and motivated and responds positively to new challenges and opportunities.</li> <li>• Develops new and/or more effective work processes and systems through lateral thinking and creativity.</li> </ul>
<b>Work Approach</b>	<ul style="list-style-type: none"> <li>• Is results focussed and committed to making a difference.</li> <li>• Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li> <li>• Adjusts work style and approach to fit in with requirements.</li> <li>• Focuses on quality improvement and customer satisfaction.</li> <li>• Perseveres with tasks and achieves objectives despite obstacles.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Listens with a preparedness to understand.</li> <li>• Is confident and appropriately assertive in dealing with others.</li> <li>• Deals effectively with conflict.</li> </ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>• Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision</li> <li>• Applies the notion of partnership and participation with Maori within the workplace and the wider community</li> <li>• Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved</li> <li>• Implements strategies that are responsive to the health needs of Maori</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

**a. Knowledge and Experience:**

- An understanding of issues concerning people with disabilities.

- Experience of office procedures, administration and computer systems.
- Excellent communication skills both verbal and written.
- Excellent interpersonal and public relations skills.
- Strong commitment to providing excellent customer service – willingness to listen, seeks solutions to enquiries, and ability to work effectively with people at all levels.
- Sensitivity to different cultural needs of clients, and demonstrated commitment to the principles of the Treaty of Waitangi.
- Flexibility, adaptability and initiative to undertake the duties required to maximise the support for the team.
- Management of delegated duties as required.
- Clear understanding of the Privacy Act and the requirements for confidentiality and discretion.
- Team player with a positive, friendly, flexible and ‘can do’ attitude

**b. Essential Professional Qualifications / Accreditations / Registrations:**

- A relevant tertiary or equivalent qualification and demonstrated experience of working within the disability sector.

**c. Someone well-suited to the role will place a high value on the following:**

- Having a commitment to Health and Independence Improvement goals, the values and goals of C&CDHB and to continuous learning and performance development.
- Encouraging the development of all team members.

**d. Skills:**

- A current driver’s license and the ability to drive a manual or automatic vehicle.
- Excellent time management and prioritisation skills.
- Ability to manage a changing caseload on a daily basis.
- Strong business judgment and decision making capabilities.
- Ability to communicate effectively on many levels.
- Expertise in casework or experience in a service delivery environment similar to Capital Support
- Sensitivity to issues related to equity, people with disabilities, and cultural and social needs.
- Safe work practice that does not put at risk peers or people who access the service.
- Enthusiastic, professional and self-motivating, with a ‘can-do’ attitude’
- Strongly person-focused, with a natural empathy
- A team player with strong organisational skills
- Adaptable and able to solve problems
- Tactful and diplomatic

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.



We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.