

## Position Description

<b>Position</b>	<b>Lactation consultant</b>
<b>Team / Service</b>	Women's Health Service
<b>Directorate</b>	Surgical, Women's and Children's
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	<b>Midwife Manager - Community</b>
<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 Hutt Hospital

## Te Whatu Ora

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

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

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:

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|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | 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. |
| <b>Mana tāngata</b>    | 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.

## Team/Service Perspective

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The Women's Health Service provides Maternity, Obstetric, and Gynaecology care as associated support services on an acute or elective, inpatient, day patient or outpatient basis. Maternity services provide for approximately 1800 births at Hutt Hospital.

## Purpose of the role

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This role provides women, babies, family/whānau with specialist input that relates to their breastfeeding journey. It involves Training, Education and Professional Development to ensure staff are providing consistent breastfeeding advice and also encourages continuous Quality improvement activities.

## Key Accountabilities

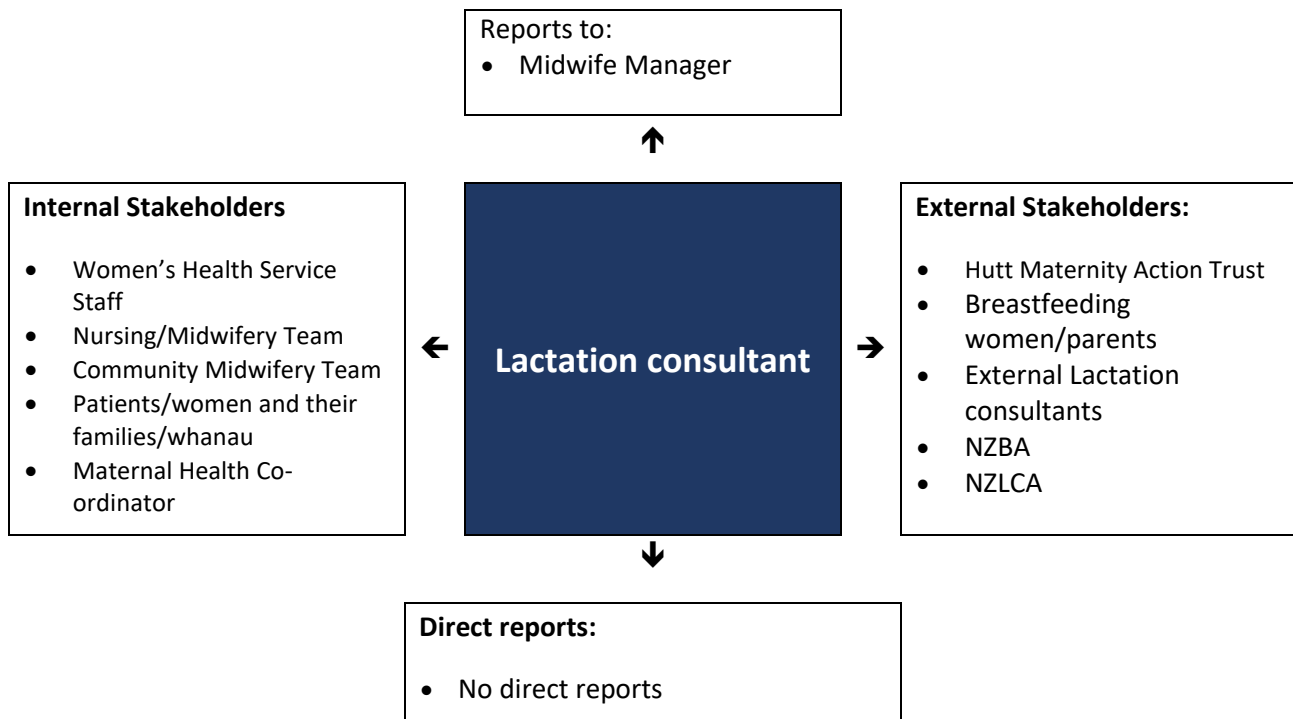
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Provision of specialist clinical practice for women, babies and family/whanau	<ul style="list-style-type: none"> <li>• Promotes and encourages exclusive breastfeeding as the optimal way of feeding an infant.</li> <li>• Utilises expert assessment and support skills to develop and evaluate plans of care for breastfeeding women/parent, including family/whānau where appropriate.</li> <li>• Plan of care is developed in consultation with woman/parent, is whanau/family focused, cognisant of cultural needs and is documented in the Te Whatu Ora health care records.</li> <li>• Employs comprehensive clinical judgment and decision making when implementing or adapting interventions.</li> <li>• Endorses and role models a problem solving approach, which is based on evidence based best practice.</li> <li>• Employs expert knowledge and experience to manage complex situations.</li> <li>• Accurately documents assessments, interventions, referrals and/or follow ups.</li> <li>• Offers realistic educational and emotional support to women/parent and their family/whānau.</li> <li>• Incorporates Treaty of Waitangi principals into practice and education.</li> <li>• Works in partnership with external breastfeeding services who provide Māori specific care in the community.</li> </ul>
Training, education and professional development	<ul style="list-style-type: none"> <li>• Practice is contemporary and based on best practice initiatives in breastfeeding and BFHI.</li> <li>• Plan and provide education programmes to groups and/ or individuals to maintain compulsory education requirements for The Midwifery Council midwifery recertification, and BFHI requirements.</li> <li>• Staff will be coached to demonstrate increasing autonomy in their practice and skills as a result of education and support.</li> <li>• Effective evaluation of education programmes/strategies and resource requirements against objectives</li> <li>• In partnership with Midwifery Manager, Clinical Midwifery Managers and Midwifery Educator contributes to an annual unit level, in-service plan with goals, timeframes and documentation process.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>Establishes effective networking/liaison with service providers within the hospital and community.</li> <li>Maintains mandatory certifications and advances own clinical competence and professional development related to breastfeeding/lactation/BFHI.</li> <li>Ensures personal performance is evaluated and feedback is sought.</li> <li>Acts within legal boundaries and Te Whatu Ora policies.</li> </ul>
Provision of continuous quality Improvement activities.	<ul style="list-style-type: none"> <li>Participates in the development of relevant breastfeeding and BFHI policies/protocols/guidelines.</li> <li>Form collaborative relationships with relevant Health Care Providers to achieve BFHI accreditation outcomes.</li> <li>Identifies and is actively involved in clinical audit activities related to breastfeeding and BFHI, providing evaluation, feedback and implementation of agreed improvements.</li> <li>Participation in the generation of reports which are accurate, timely and available to key stakeholders.</li> <li>Identifies and initiates quality improvements using data-driven decision making.</li> <li>Actively contribute to Continuous Quality Improvement activities within the service.</li> <li>Is prepared to work regionally with colleagues in external Breastfeeding support agencies and other Te Whatu Ora providers.</li> </ul>
Dignity and Privacy	<ul style="list-style-type: none"> <li>No embarrassment to patients will occur due to undue exposure or discussion of themselves or other patients.</li> <li>Patients' right to privacy is respected in all situations demonstrating an understanding of the intent of the Privacy Act.</li> <li>Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the DHB's Code of Conduct.</li> </ul>
Resource Management	<ul style="list-style-type: none"> <li>Information, advice and recommendations for business planning and budgeting are provided.</li> <li>Service is provided according to contracted service descriptions.</li> <li>Ensure provision and monitor appropriate economic and efficient use of</li> <li>equipment and supplies.</li> </ul>
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to.</li> <li>Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>• Cultural competence is grown across the team, supporting inclusion and partnership.</li> <li>• Champion equality and diversity in the workplace including the Treaty of Waitangi</li> </ul>
Health & Safety in employment	<ul style="list-style-type: none"> <li>• Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the DHB's policies and processes and contributes to a culture of safe practice.</li> <li>• Comply with all safe work procedures, policies and instructions.</li> <li>• Report all incidents, hazards and injuries to supervisors in a timely manner and complete an incident report.</li> <li>• Actively participate in the ongoing development of safe workplace practices in Te Whatu Ora.</li> <li>• Maintains infection control standards as per HVDHB policies.</li> </ul>

## Key Relationships & Authorities



## Capability Profile

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

Competency	Behaviours
<b>Interpersonal Savvy &amp; Integrity</b>	<ul style="list-style-type: none"> <li>• Is widely trusted</li> <li>• Is seen as a direct, truthful individual</li> <li>• Can present the unvarnished truth in an appropriate and helpful manner</li> <li>• Keeps confidences</li> <li>• Admits mistakes</li> <li>• Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>• Is results focussed and committed to making a difference.</li> <li>• Plans and organises work, 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>• Perseveres with tasks and achieves objectives despite obstacles.</li> <li>• Is reliable - does what one says one will.</li> <li>• Consistently performs tasks correctly - following set procedures and protocols</li> </ul>

Competency	Behaviours
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Develops constructive working relationships with other team members.</li> <li>• Has a friendly manner and a positive sense of humour.</li> <li>• Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>• Supports in word and action decisions that have been made by the team.</li> <li>• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>• Provides quality service to those who rely on one's work.</li> <li>• Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>• Explores and trials ideas and suggestions for improvement made by others.</li> <li>• Shows commitment to continuous learning and performance development.</li> </ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>• Words and actions show an understanding of the implications of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.</li> <li>• Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>• Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.</li> <li>• Accesses resources to make sure culturally appropriate and language appropriate services are provided.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Practises active and attentive listening.</li> <li>• Explains information and gives instructions in clear and simple terms.</li> <li>• Willingly answers questions and concerns raised by others.</li> <li>• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>• Is confident and appropriately assertive in dealing with others.</li> <li>• Deals effectively with conflict.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Qualification, Knowledge & Experience:

- Registered Lactation Consultant
- Experience with Baby Friendly Hospital Initiative Standards
- Extensive experience of working with breastfeeding women and their families/whanau
- Deep knowledge of the NZ health system and the DHB environment
- Comprehensive knowledge of the DHB clinical environment, systems and processes

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

- Exclusive breastfeeding as the optimal way of feeding an infant but with a non-judgement approach to informed parental choice.



- Has an understanding of the Articles and Principles of Te Tiriti O Waitangi / the Treaty of Waitangi and applies the principles to aspects of their job, including attempts to pronounce Te Reo correctly and is aware of Kaupapa/Tikanga Maori
- Personable and friendly, relates well to most people. Builds an effective level of rapport with, people within a short period of time.
- Reads situations effectively, and tailors their responses to reflect the needs of the situation.
- Effectively communicates verbally and in writing to maintain effective plans and patient updates.
- Is enthusiastic about working with community groups, other providers and agencies for optimal breastfeeding results.
- Acts as a role model by setting a positive example when interacting with others (e.g. team members, patients/clients, community).
- Demonstrates a strong commitment to confidentiality (e.g. information about clients, staff and organisational activities).

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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.