

## Position Description

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<b>Position</b>	<b>Kaiawhina Manaaki - AWHI</b>
<b>Team / Service</b>	Advancing Wellness at home Initiative
<b>Group</b>	CAHOA
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader - AWHI
<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 multiple locations across the district.

## 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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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 o Waitangi 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.

## Te Mauri o Rongo – The New Zealand Health Charter

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

- Wairuatanga** Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.
- Rangatiratanga** 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.
- Whanaungatanga** We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.
- Te Korowai Āhuru** A cloak which seeks to provide safety and comfort to the workforce.

## 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.

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.

## Team Perspective

Older Adult, Rehabilitation and Allied Health (ORA) Services are provided to people of all ages in inpatient, outpatient and community settings. The services include Allied Health staff, Nurses and Medical staff. The Advancing Wellness at Home Initiative is one of the ORA Teams and its key purpose is to support patients to discharge home from hospital and deliver their rehabilitation at home. AWHI are an Interdisciplinary Team who work in the Te Whare Tapa Whā model to provide a holistic approach to healthcare. The AWHI team is made up of Physiotherapist, Occupational Therapists, Social Workers, Speech Language Therapists, Registered Nurses and Allied Health Assistants. The team is based across three sites; Ewart Building/Wellington Hospital, Te Taha Manaaki Building, Kenepuru Hospital and Hutt Hospital. The AWHI Team work with older adults who have been admitted to hospital following a medical event, stroke or injury.

## Purpose of the role

The Kaiāwhina Manaaki – AWHI is a key member of the AWHI Team. Their mahi has a primary focus of providing face-to-face cultural support to patients and their whānau in the event of a hospital admission. In particular the Kaiāwhina prioritises working in partnership with patients and whānau who are at greater risk of poor health outcomes to identify and engage with the services that will be of benefit to them. This role will work in the hospital setting with a focus on initial engagement in AWHI services and in the community to support the transition out of hospital to home. The role may assist with simple, clinical tasks when trained and delegated by a registered clinician, and only within demonstrated competency and documented supervision arrangements. All delegated clinical tasks must be within the employee's training and competency, and remain under the supervision and accountability of a registered clinician. The Kaiāwhina will promote cooperative relationships through positive interactions with patients, families and Health New Zealand staff. They will also work in collaboration with primary care, community, iwi and hapū and non-government agencies to achieve and maintain hauora within the community.

## Key Accountabilities

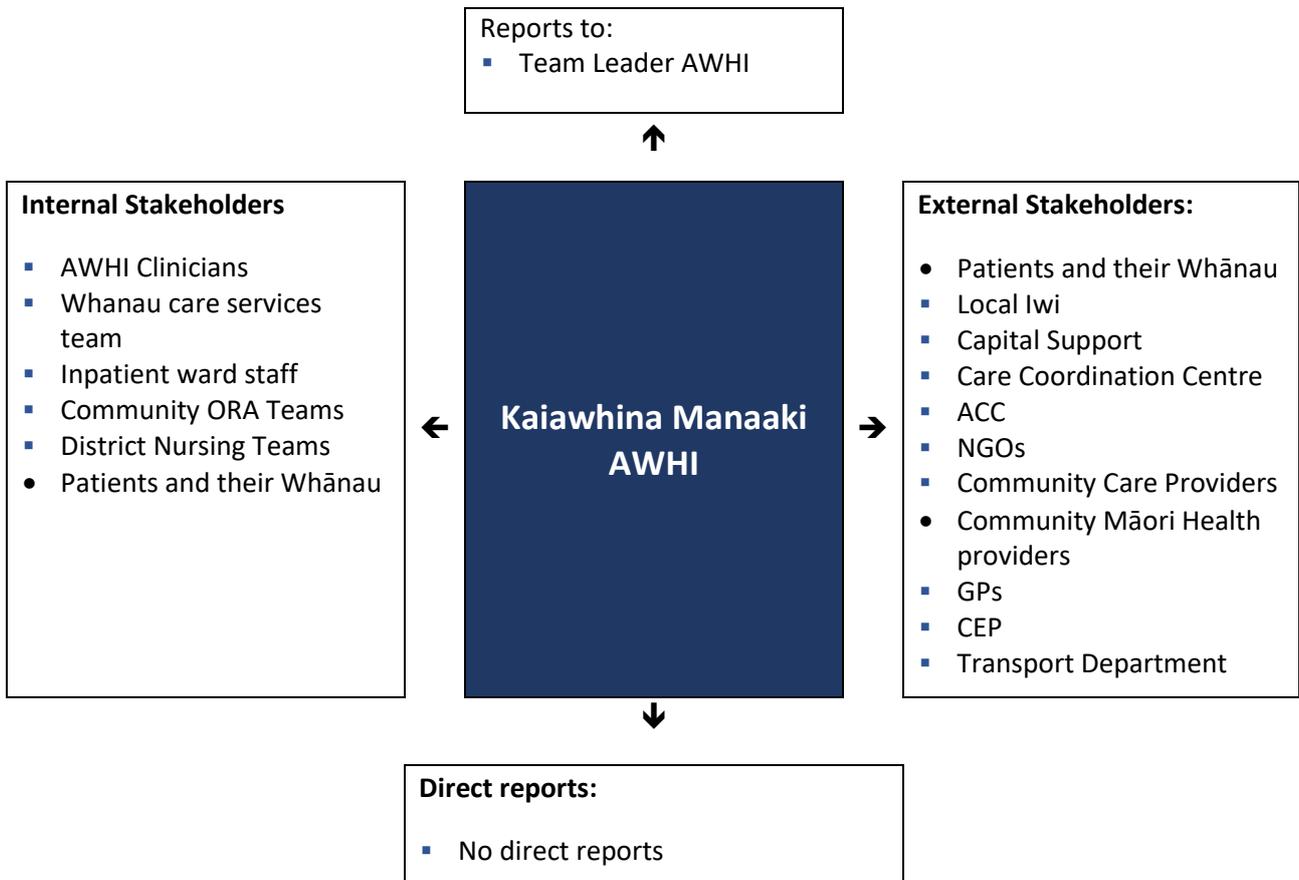
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Clinical Practice	<ul style="list-style-type: none"> <li>● Provides cultural support to patients and their whānau to access AWHI Services</li> <li>● Facilitates access for Māori to services, including linking with Whānau Care services               <ul style="list-style-type: none"> <li>▪ Supports the delivery of patient- and whānau-focused care</li> <li>▪ Facilitates access for Māori to other community services</li> <li>▪ Promotes and supports positive working relationships with ward staff, health providers and community</li> </ul> </li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Assists with and adheres to patient treatment plans and programmes as directed / delegated by the nominated health professional, seeking clarification when required</li> <li>▪ Accepts responsibility for own actions and decisions within area of work and manages assigned work within agreed timelines</li> <li>▪ Accurately reports &amp; documents the outcomes of interactions with patients/whānau and clinical staff in a timely manner</li> <li>▪ Maintains a cooperative and effective working relationship with the rehabilitation team</li> </ul>
Teaching and Learning	<ul style="list-style-type: none"> <li>▪ Completes all core competencies for the role within required timeframes</li> <li>▪ Maintains an awareness of developments in the clinical areas being worked in</li> <li>▪ Undertakes initial and ongoing training as required to acquire knowledge and skills relevant for the effective performance of duties</li> <li>▪ Demonstrates an understanding of the roles of the healthcare team</li> <li>▪ Supports new staff and students as directed by the nominated health professional</li> <li>▪ Provides support and guidance to other assistants as directed by team leader</li> <li>▪ Completes mandatory training as applicable for the role</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities including completing observed patient sessions with satisfactory feedback</li> <li>▪ Maintains a record of continuous professional development</li> <li>▪ Participates in regular professional supervision in line with the organisation's requirements</li> <li>▪ Develops an understanding of Māori and other cultures' views of health and wellbeing</li> <li>▪ Participates in service-based education and learning activities</li> </ul>
Leadership and Management	<ul style="list-style-type: none"> <li>▪ Attends and contributes to relevant department, clinical and team meetings</li> <li>▪ Identifies risks, potential solutions and notifies manager / delegating clinician of these</li> <li>▪ Demonstrates and develops an ability to self-manage own caseload and task list with oversight from delegating clinicians when required</li> <li>▪ Models Health New Zealand Te Whatu Ora ( Te Mauri o Rongo) values in everyday interactions with patients, staff and whānau</li> </ul>
Service Improvement and Research	<ul style="list-style-type: none"> <li>▪ Supports awareness and promotion of AWHI with other services</li> <li>▪ Works with the team to reduce the DNA rate for Māori patients</li> <li>▪ Supports quality services, including effective organisational health literacy practices</li> <li>▪ Is actively involved in appropriate work/projects within the service area as agreed with the professional leader/team leader</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process</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> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> <li>● Follow Health &amp; Safety policies, use PPE as required, and promptly report hazards, incidents, and risks to the Team Leader.</li> <li>▪ Is aware of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and Safety at Work Act 2015, Privacy Act 1993, Children’s Act 2014, Privacy Act, ACC service specifications, reportable events policy, personal protective equipment etc.).</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>Matauranga Māori Competent</b>	<ul style="list-style-type: none"> <li>Supports patients/whanau to establish or enhance bonds with own whānau, hapū or iwi.</li> <li>Provides awahi, tautoko aroha for patients/whanau</li> <li>Displays knowledge of local tikanga/kawa of Tangata Whenua in order to demonstrate respect for their mana whenua</li> <li>Incorporates whānau participation in all interventions</li> <li>Visibly demonstrates capability in a tikanga Māori code of practice</li> <li>Engages in korero tangata whenua and has access to powhiri processes, whaikorero, karangatanga, waiata, tapu, noa.</li> <li>Implements kanohi ki te kanohi</li> <li>Acknowledges concepts of Mauri and Wairua</li> <li>Acknowledges patients whānau perspectives of health determinants</li> <li>Respects patients whānau in determining choice of rongoa</li> </ul>

Competency	Behaviours
<b>Partnership with Māori</b>	<ul style="list-style-type: none"> <li>▪ Recognises the status of Māori as the tangata whenua of Aotearoa New Zealand</li> <li>▪ Recognises the Government’s obligations and responsibilities that arise from Te Tiriti o Waitangi (the Treaty of Waitangi) which flow to health organisations such as Health NZ.</li> <li>▪ Demonstrates an understanding of Māori Indigenous rights and current issues in relation to health and health equity</li> <li>▪ Shows commitment to working in ways that impact positively on Māori and contribute to improving Māori health</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <li>▪ Can orchestrate multiple activities at once to accomplish a goal</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Arranges information and files in a useful manner</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Accurately scopes out length and difficulty of tasks and projects</li> <li>▪ Sets objectives and goals</li> <li>▪ Breaks down work into the process steps</li> <li>▪ Develops schedules and task/people assignments</li> <li>▪ Anticipates and adjusts for problems and roadblocks</li> <li>▪ Measures performance against goals</li> <li>▪ Evaluates results</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>▪ Sought out by others for advice and solutions</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Probes all fruitful sources for answers</li> <li>▪ Can see hidden problems’</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Looks beyond the obvious and doesn’t stop at the first answer</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>Negotiating</b>	<ul style="list-style-type: none"> <li>▪ Can negotiate skilfully in tough situations with both internal and external groups;</li> <li>▪ Can settle differences with minimum noise;</li> <li>▪ Can win concessions without damaging relationships;</li> <li>▪ Can be both direct and forceful as well as diplomatic;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Has a good sense of timing</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### **A. Knowledge, Skills & Experience:**

- A fluent speaker of Te Reo Māori would be an advantage
- Recent experience within a healthcare setting dealing with clients / whānau
- Working in Māori health or other Māori organisations
- Comfortable in tikanga Māori and situations where Te Reo Māori is being spoken.
- Ability to work without supervision, to be highly self-motivated and prioritise customer service in a positive manner
- Good self-awareness around abilities and limitations
- An understanding of the roles of Nurses and Allied Health Professionals i.e. Occupational Therapy / Physiotherapy / Social Work/ Dietetics/ Speech Language Therapy
- Competent using basic computer systems e.g. email and word processing

### **B. Essential Professional Qualifications / Accreditations / Registrations:**

- Knowledge of the health sector and preferably of government organisations and / or Districts
- Current and clean driver's license
- Good basic education – NCEA level 2 minimum

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

- The health and well-being of whānau, hapū, iwi and Māori communities
- An understanding and lived experience of the diversity and range of socio-economic realities of Māori
- Ability to work under direction but also carry out activities independently
- Ability to work under stress and respond to a variety of changing situations and coping with the unexpected
- Good oral and written English and communication skills
- Patience and ability to show empathy
- Integrity, trust, highly organised and effective time management
- Willingness to be flexible, innovative and undertake other duties as required.

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