



Te Whakatūranga ō Mahi | Position Description

Kaikōkiri - Champion of Wellness

Title	Kaikōkiri – Physician’s Assistant		
Reports to	Transformation Lead		
Team	Practice Team		
Direct Reports	NIL	Total FTE	0.80

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1996 at a hui at Papawai Marae, Greytown. Ngāti Moe hapu, led by Dr Janice Wenn and Kim Workman, structured a proposal for a ‘by Māori for Māori’ community-based health service for the Wairarapa. Initially Whaiora Whanui was developed under the umbrella of the Ngāti Kahungunu Māori Executive, Taiwhenua (NKMET). With the mandate from Wairarapa hapū, Whaiora Whanui became an autonomous entity and was established as a Charitable Trust on 13 December 2000.

Whaiora provides a range of community health and social services to the Wairarapa community, our boundaries are Pukaha Mt Bruce to Remutaka Summit – we also work with whānau in Eketahuna.

Our services also include a Very Low Cost Access Medical Centre for Masterton residents.

VISION
Wairarapa He Waioira / Wairarapa A Place of Wellness

MISSION
He rarapa I nga ahuatanga e u ai te ha o te ora / To pursue and participate in ways of bringing about wellness

Tēnei tūranga | About the role

The Physician’ Assistant will provide administrative and executive support to our clinical staff

to ensure an efficient clinical workflow. Reporting to a supervising GP and/or the Transformation Lead, this role will be essential to the smooth running of our practice and to improving the patient experience.

This is an active role where you will engage your clinical and organisational skills to help our GPs stay on top of their paperwork. You will use your initiative to review current processes and, where possible, implement more efficient solutions.

You will also apply your aptitude for problem-solving by ensuring the best course of action is being taken for individual patients. Your strong communication skills will assist you in the writing of clinical reports and in other day to day tasks the GP requires you to do.

Due to the highly confidential nature of this position, discretion, along with excellent people skills, are vital.

Essential Functions

Competency	Activities	Expectations
<p>Patient Care:</p> <p>Participate in tasks that supports and assists the General Practitioner to ensure an efficient clinical workflow</p>	<ul style="list-style-type: none"> Working in support of the GPs/NPs in your team under direction and delegation. Monitor templates for GP's in allocated team to record when they are absent or on leave. Processing normal results as per practice policy Scheduling appointments, referrals, and tests for patients, and coordinating Shared Medical Appointments, where appropriate. Follow up patients as to the outcome of hospital or other encounters Providing patients with health information from trusted sources 	<ul style="list-style-type: none"> Monitor inboxes for GPs absent or on leave to ensure anything urgent is brought to the attention of another Clinician. Clear communication with patients regarding results and health outcomes. Entering various results to screening and recall Health outcomes and results are communicated to patient. Results are entered accurately and appropriately using correct codes Timely action of follow-up appointments and referrals to external services Appropriate health information is made available to patients
<p>Communication and Documentation:</p> <p>Ensure effective communication and documentation of tasks are relayed to the clinical team as per policies and guidelines</p>	<ul style="list-style-type: none"> Sorting incoming correspondence, prioritising for the GP in terms of action as per practice policy Follow up all post results from GP Escalate any task that is not listed within the delegation document. Working with the HCA and nurses. 	<ul style="list-style-type: none"> Filtering/reviewing clinical correspondence, Actioning follow up, tasks, recalls are actioned, new classifications entered, and medication changes are noted for clinician attention Ensuring Information requiring coding and adding to patient notes are extracted from clinical correspondence, Patient communication and care documented accurately and appropriately Assisting with HCA and Nurse clinical enquiries.
<p>Continuous Improvement and Quality Focus:</p>	<ul style="list-style-type: none"> Identify quality improvement opportunities and assisting the patient care team in the implementation of quality initiatives Comply with relevant legislation and practice standards 	<ul style="list-style-type: none"> Assistance with maintaining Foundation / Cornerstone / Accreditation standards
<p>Learning and Professional Development</p>	<ul style="list-style-type: none"> Participate in performance review processes Ensure knowledge base is up to date and relevant for tasks performed 	<ul style="list-style-type: none"> Attend relevant internal and external education seminars and skills-based training courses Training plan completed, where appropriate
<p>Administration Support</p>	<ul style="list-style-type: none"> Coordinate and provide administration support for meetings, when required Preparing and sending outgoing 	<ul style="list-style-type: none"> Meetings are organised, and documentation prepared and distributed to the team, when required

	<p>correspondence</p> <ul style="list-style-type: none"> • Liaise and communicate with outside agencies on behalf of the GP where instructed 	
Health and Safety	<p>Comprehensive understanding and compliance of clinical policies and procedures and the NZ health framework, including;</p> <ul style="list-style-type: none"> • Health and Safety, • Patient Code of Rights, • professional code of conduct, ethics, cultural aspects and privacy <p>Emergency management procedures and compliance education and training completed</p> <p>Identifying, isolating, and reporting any workplace hazards and safety concerns</p>	<ul style="list-style-type: none"> • Upholds and maintains Whaiora's clinical policies and procedures • Appropriate emergency management training completed
Variation to Duties	<ul style="list-style-type: none"> • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. • Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee. 	

Key Result Area	Expected Outcomes / Performance Indicators (All Whaiora Kaimahi/staff)
An Accountable System	<ul style="list-style-type: none"> • Champion connections with whānau, hapū and iwi Māori to promote whānau voice and improve whānau service experiences and outcomes. • Promote development of a culturally safe workforce supporting others to better understand their own cultural perspectives to advance the work of the organisation across a range of social contexts. • Demonstrate life-long learning in cultural safety, holding themselves accountable for providing culturally safe leadership, service design and delivery • Ensure the unique needs of priority populations including tāngata whaikaha are understood and kept at the forefront of service delivery.
Collective Impact	<ul style="list-style-type: none"> • Support the pursuit of Māori health gain and achieving equitable health outcomes for Māori including tāngata whaikaha through the application of hauora models • Support the dismantling of policies, procedures and practices that cause inequity
Health and Safety	<p>You are responsible for a safe workplace and ensure the health & safety means:</p> <ul style="list-style-type: none"> • Place of work is private, free of noise and distractions. • Remote workplace set up is ergonomic. • Report all workplace near miss/incidents/accidents as per Whaiora policy. • Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by:

	<ul style="list-style-type: none"> • Observing Whaiora health and safety procedures • Participating in health and safety initiatives and training • Providing suggestions for improvement of health and safety • Reporting all accidents/incidents, near misses and symptoms of discomfort • Identifying and reporting workplace hazards
Indigenous Health System	<ul style="list-style-type: none"> • Influence the application of mātauranga Māori, te reo and tikanga Māori in in compelling and constructive ways of aligned with organisational vision • Promote wairuatanga as determinant of your own wellbeing and that of your team • Knowledge and application of kaupapa Māori methodologies and frameworks as it pertains to the role
Risk Management	<ul style="list-style-type: none"> • Identify any people related, reputational and/or organisational risks and take action to minimise their impact • Effectively manage and escalate risks with proposed appropriate mitigation where necessary
Sustainable and Equitable Resourcing as applicable	<ul style="list-style-type: none"> • Support the secure use of digital tools that foster organisational effectiveness • Maintain positive working relationships with colleagues within public and private sectors, related industry and community interest groups and the wider local, regional, national communities as required for the role
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way

Whānaungatanga | Relationships

Internal	External
<ul style="list-style-type: none"> • Transformation Lead • Nurses/HCA/NP/GP • Clinical Pharmacist • All Whaiora staff • Whaiora outreach Service 	<ul style="list-style-type: none"> • Whānau / Hapū / Iwi / Marae • Patients / patient representatives or advocacy groups • Medical Centres • Public health • Te Whatu Ora • Te Aka Whai ora • Ambulance Services

Ngā Āhuatanga | About you

Technical Skills and Knowledge	<ul style="list-style-type: none"> • Strong medical knowledge or someone with a medical qualification who is awaiting registration. • Previous experience in a patient care setting is desired. • Experience in the use of Patient Management Systems and Microsoft Office products including the effective use of email. • Willingness to participate in relevant education and skills-based training programmes to ensure knowledge base is up to date and relevant to the care provided. • Organisational and administrative skills.
Work Experience	Essential <ul style="list-style-type: none"> • Be eligible to work in NZ as a Physician's Assistant

Customer Focus and Communication	<ul style="list-style-type: none"> • Demonstrates an understanding of responsibilities under the Health and Disability and Privacy legislation. • Provide a patient-centred service ensuring patient needs are top priority. • Excellent written, verbal, listening and interpersonal skills. • Ability to communicate with a diverse range of people as well as an understanding of cultural differences. • Familiar with NZ medical terminology is desirable. • Calm when working under pressure.
Outcome focused and Self-Management	<ul style="list-style-type: none"> • Ability to prioritise multiple demands based on urgency and importance, modifying and reprioritising if the situation changes or if the initial approach doesn't achieve the desired results • Good time management • Able to work independently and show initiative and accountability for own actions • Demonstrates an ability to seek assistance appropriate to maintain integrity of role responsibilities • Self-motivated to achieve set deadlines to a high standard • Adaptability and resilience
IT/Data Systems Knowledge	<p>Essential Microsoft Word, Excel Good IT and keyboard skills with experience of using computerised medical record systems.</p>
<p>Capability requirements Capabilities are behaviours demonstrated and identify what makes a person most effective in a role.</p>	<p>Essential <u>Effective Communication</u>- shares information using appropriate mediums, information facilitates effective decision making. <u>Decision making/problem solving</u>. - effective and timely, aware of the impact of decisions on key stakeholders <u>Innovation/Initiative</u>- strive for new and improved work processes that will result in greater effectiveness and efficiency. Question traditional ways of doing things. <u>Resilience/Flexibility</u>- articulates different perspectives on a problem and will see merit of alternative view. Can modify or change own opinions and switch to other strategies when necessary. Adjusts behaviour to demands of work environment to remain productive in times of transition, ambiguity, and stress. <u>Integrity</u>- Deals effectively with colleagues, practice team, and internal and external stakeholders by displaying high professional standards, and is respectful and reliable. Displays ethical and professional behaviour in all situations including confidentiality and discretion <u>Teamwork</u>. Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the team's success. Ability to work co-operatively as part of a cohesive team, and contribute to and support team activities. Accepts share of workload to help others and the team. Share ideas, information, resources, and experience with team members</p>

Glossary of terms:

Māori	Indigenous people of New Zealand
Te Reo	Language of Māori
Iwi	Tribe
Hapu	Sub-tribe
Marae	Meeting grounds - are the focal point of Māori communities throughout Aotearoa, New Zealand. A marae is a fenced-in complex of carved buildings and grounds that belongs to a particular iwi (tribe), hapū (sub-tribe) or whānau (family)
Kaikōkiri	Champion of wellness
Ko wai mātou	Our Organisation
Whānau	Family
Kaimahi	Staff
Tāngata whaikaha	Disabled people
Mātauranga Māori	Māori knowledge
Tikanga Māori	Māori customary practices or behaviours
Wairuatanga	Distinctive identity or spirituality of people and places.
Kaupapa Māori	Approach, topic, customary practice, institution, agenda, principles, ideology - incorporating the knowledge, skills, attitudes and values of Māori society.
Te Tiriti o Waitangi	The Treaty of Waitangi
Te Tiriti principles	The relevant Treaty principles were determined to be those of reciprocity, active protection, partnership, equity, and equal treatment.
Te Whatu Ora	Public Health Agency of New Zealand
Te Aka Wai Ora	Māori Health Authority