

Te Whakatūranga ō Mahi | Position Description

Kaikōkiri - Champion of Wellness

Title	Kaiarahi Health Navigator		
Reports to	Kaiwhakahaere Community Services Operationally – Kaiarataki (Team lead)		
Team	Te Wheke Ora		
Direct Reports	NIL	Total FTE	1.0

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1995 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

Whānau Wairarapa / he pepe ora
Whānau Wairarapa – healthy futures

MISSION

He rarapa l nga ahuatanga e u ai te ha o te ora / Fostering innovation to achieve wellness.

Tēnei tūranga | About the role

You will provide a high standard of case management that meets the our programme specifications and is inclusive of the Whānau Ora Model and other Māori health models.

You will provide health coaching, self-management education, advocacy, navigation and create whānau plans to support improved health outcomes. Health coaching can be defined as helping clients gain knowledge, skills, tools and confidence to become active participants in their care so that they can reach their self-identified health and wellness goals. Coaching in this position has four roles:

1. Providing self-management support.
2. Supporting areas of health and wellness that are not able to be supported in a traditional GP setting.
3. Helping clients navigate the healthcare system.
4. Offering encouragement and support to build self-confidence.

You will plan and facilitate whānau workshops and ensure the systems, services and resources that are used to the best effect in accordance with Whaiora policies and procedures and meet legislative requirements specific to service contracts.

You will work alongside priority whanau to develop plans, and support whanau to experience measurable progress and evidence a positive shift towards achieving their priority outcomes.

Essential Functions

Providing duties that align with relevant codes of ethics, procedures, local guidance and referral criteria regarding the protection of children and vulnerable adults, under the Act including Whaiora's policies.

To provide quality, competent care that enhances the wellbeing of clients.

Participate in case management process to ensure the client is integral to the health, education and welfare planning process and ensure outcomes are monitored, measured, and reported efficiently and effectively. Model excellence in quality case management which includes: the creation, implementation, monitoring, and evaluation of individual plans.

Maintain a positive and caring environment for clients and whanau, appropriate to individual need. Utilise effective communication with individuals and whanau demonstrating cultural awareness and sensitivity that facilitates the best outcome for individuals and whanau.

Key Result Area	Expected Outcomes / Performance Indicators
Work	- Initial assessment - Developing practical plans - Delivering client programmes - Collaboration with other professionals - Liaison with the community - Initial advocacy - Building and maintaining trust and collaborative relationships
Responsibility	- To develop, and implement appropriate plans with clients/whānau so they can thrive - To escalate and refer cases appropriately when complexity/risk is high - To engage with whānau, hapū, and iwi in service delivery - To keep accurate records and ensure confidentiality
Demands	- Deals with complex and demanding emotional situations which can vary throughout a workday and escalate quickly - Work requires high levels of concentration and observation - Work requires ability to regulate own emotion and maintain professional boundaries
Working Conditions	- Required to operate in multiple environments-clients homes/office and other locations in community - Kaimahi may be exposed to multiple environments which may include, unsafe conditions, erratic and traumatised behaviours and dangerous dogs on the property. Whaiora's policies and procedures need to be adhered to.

Key Result Area	Expected Outcomes / Performance Indicators (All Whaiora Kaimahi)
An Accountable System	• 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	• 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	• Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by: • Observing Whaiora H and S 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	• 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	• 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	• 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	• 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

	• Provide leadership to colleagues, supporting them to understand the organisation's Te Tiriti stance, and its application to their work in the workplace
--	---

Whānaungatanga | Relationships

Internal	External
• Kaiwhakahaere Community Services • Kaiaarataki – team Leads • Whaiora Kaimahi •	• Whānau / Hapū / Iwi / Marae • Wairarapa Medical Centres • Tu Ora • Te Whatu Ora • Nuku Ora • NGO's • MSD • Government Departments

Ngā Āhuatanga | About you

You will have	Essential • Experience / qualification in a health-related field or willing to work towards one. • Proven communication skills working as part of a team focused on client care • A working knowledge of te reo me ōna tikanga / or willingness to learn • Smokefree / Vapefree
You will be able to	Skills • Active listening • Ability to elicit and interpret information • Ability to communicate information clearly and effectively • Emotional dexterity (ability to manage complex emotional situations, deescalate where required and support clients to process and navigate emotional challenges) • Empathy • Strong knowledge of different cultures • Knowledge of Te Ao Māori frameworks and methodologies • Knowledge of Te Tiriti • Some knowledge of social work frameworks • Relationship building • Competent user of computers – expert in Microsoft Office 365. • High level of integrity and professionalism • Ability to maintain confidentiality and discretion • Strong organisational ability to optimise and prioritise • Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads.

	• Time management skills necessary to prioritise effectively and maintain client safety • A team player and considers the views of others
Other Duties	As this is not an exhaustive list of duties, and you may be required to follow other lawful and reasonable requests and instructions.

PLEASE SIGN TO ACKNOWLEDGE YOUR ACCEPTANCE OF THIS JOB DESCRIPTION.

_____	_____	_____
Employee Name	Signature	Date

_____	_____	_____
Employer Name	Signature	Date