

POSITION DESCRIPTION

Position	Care Coordinator – Comprehensive Primary Care	
Team	Te Waipuna Health	
Reporting to:	Kaihautū Te Waipuna Health	
Staff responsibility:	NIL	
Job purpose	<p>The Care Coordinator is a pivotal member of the Comprehensive Primary and Community team (CPCT). Their work focuses primarily on supporting people and their whānau who are at the greatest risk of poor health outcomes, particularly Māori and Pasifika who require their care to be transferred between providers and across services including secondary care. This includes navigation and advocacy with relevant hauora services and education, housing, justice, cultural connection, spiritual and environment services where relevant. There is a preventative focus on health and early intervention, and access to culturally appropriate supports, working in partnership with whānau to provide a holistic approach to whānau wellbeing and where required facilitate care coordination that improves the quality of care that increases community-based care closer to home.</p> <p>Te Waipuna Health is the Primary Care service arm of Te Oranganui Trust. We are underpinned by the foundation and practicing principles of Whānau Ora. Whānau Ora is a holistic, whānau-centred approach to whānau well-being and development. It is the way forward to achieving a future where whānau determine what is in their best interests.</p>	
Accepted by:	Employee Signature:	Date:
NAME		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has seven service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngaa Rauru Kītahi. The seven services are;

Te Waipuna	Primary Health & Medical
Taihāhā	Vocations, Disability Support Service
Waiora Hinengaro	Mental Health and Addiction Services, He Puna Ora, Korowaitia te Puna Waiora, AOD Facilitation at the Prison
Toiora Whānau	Whānau & Community
Waiora Whānau	Healthy Families
Tairanga Ora	Mobile Clinic
Taituarā	Business Unit

Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission statement

Investing in transformational wellbeing where whānau are at the centre of everything we do.

Initials: _____

Aspiration We aspire to be an innovative and contemporary whānau ora organisation with, and for, whānau

VALUES

Kotahitanga **Kei te kotahitanga o ngā kūmete nō uta, nō tai te oranga o te iwi.**

We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.

Whanaungatanga **Nō te whānau, mō te whānau**

We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.

Pono **Kia mau, kia ū ki ngā kete mātauranga nō ngā tūpuna**

Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.

Tika **Whaia te ara tika ahakoa te aha Whānau**

Ability to attain wellbeing is a fundamental right. We believe in a just and fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

Key Result Area 1. Whānau Care & Equity

- Demonstrate knowledge and understanding of working from a Whānau Ora approach
- Support the Practice team to identify patients and their whānau at greatest risk of health inequity, supporting access into services by mentoring, motivating and providing encouragement.
- Where appropriate facilitate the completion of a care plan, capturing actions required by individuals and whānau, CPCT and other agencies as required to address identified needs.
- Assess or review health and wellbeing needs, including ability to carry out NASC assessment.
- Support whānau to engage in activities to promote health and well-being such as screening and immunisation
- Work alongside those to identify and overcome barriers to accessing healthcare
- Support Māori-led and Pacific-led responses, including tāngata whenua- and mana whenua-led care coordination to deliver mana motuhake and Māori and Pasifika self-determination
- Co-create, pro-equity health planning and coordinating care for individuals, whānau and communities
- Develop relationships within whānau, hapū and iwi and the wider community where direct opportunities exist to support whanau to achieve their full potential and aspirations
- Build trust and rapport through whakawhānaungatanga with the Practice Team and whānau to establish supportive and effective relationships;
- Work with whānau to identify goals, develop clear pathways and contribute to a shared Whanau Ora Plan lifestyles
- Assist whanau to build on their strengths and increase their resilience. Building and strengthening their own whānau networks support and access to community networks
- Support, promote and advocate for healthier lifestyle options/choices to whānau i.e. quit smoking, dental care, healthy eating and physical activities, family planning, education and training, career pathway, self-management of long-term conditions etc.
- Obtain and maintain an understanding of hapū and iwi developments, health and disability and other sectors i.e. social, justice, and education to ensure that whānau benefit from any new developments or opportunities
- Work closely with the wider Te Waipuna Health team and Te Oranganui services to connect whānau to specialist supports, expertise and tools as needs are identified
- Supporting Te Waipuna Health to implement a Whānau Ora approach that enhances the Practices clinical delivery.

Key Result Area 2. Comprehensive Primary and Community Teams (CPCT)

- Work in accordance with Te Mauri o Rongo
- Identify skill sharing opportunities and delegation to other roles, in particular non-regulated roles such as navigators and kaiāwhina.
- Demonstrate commitment and understanding of simplifying and intensifying care based on risk profile and risk of health inequities.
- Active participation within the interdisciplinary team and collaboration with other services.
- Promote comprehensive primary care teams by being fully involved and active participants in the care for those with the most complex health needs.
- Utilise as available IT enablers for interdisciplinary team functioning, including record sharing, tasking, messaging, and care and assessment plans relevant to Whānau Ora.

Key Result Area 3. Hospital Admissions/Discharges

- Work alongside and advocate for people and whānau who are at the highest risk of hospital admission to support successful care in the community
- Prioritises hospital avoidance and early supported discharge activities within workload to facilitate and coordinate services.

Te Oranganui Care Coordinator (Te Waipuna Health)
Position Description

- Prioritises all requests to facilitate timely and complete transfer of information and accountability for aspects of care, when a transfer of care occurs such as acute community care, early supported discharge, attending outpatient treatment, and where necessary hospitalisation.
- Coordinates the interdisciplinary team to support people and whānau where applicable
- Act as a point of contact for CPCT/Hospital services where applicable
- Be responsive to acute needs

Key Result Area 4. Client Information Management

- All administration and documentation are completed in accordance with service & organisational guidelines and within specified timeframes;
- Complete all reporting and communication requirements in a timely manner;
- Participate in quality improvement activities as required
- Maintain current and up-to-date electronic records/files utilising Medtech Evolution
- Utilise available IT enablers for interdisciplinary team functioning, including record sharing, tasking, messaging, and care plans
- Provide quarterly success stories/narratives for reporting purposes

General Provisions

- Embed Te Oranganui Kaupapa Ake principles of practice and values – upholding Whānau Ora, Whānau-centred care in all that you do
- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Contribute to and uphold the principles of Whānau Ora at all times – including working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.
- Be prepared for redeployment in times of uncertainty i.e. flooding, pandemic etc.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Experience & Qualifications

- A relevant health professional qualification
- Registration with relevant regulatory authority
- Registered Nurse; Pharmacist
- Current annual practicing certificate with no restrictions
- Primary or community health care experience

Essential skills

- Demonstrated ability to work under pressure with minimal supervision to strict deadlines and competing priorities
- Proficiency in Te Reo Māori and embodying tikanga Māori in all aspects of work
- Is reliable, friendly, approachable and resilient
- Report writing skills
- Demonstrated organisational and planning ability for the successful completion of work
- Demonstrated problem-solving and analytical skills in order to understand, interpret and administer the needs of the organisation
- Strong computing skills including the Microsoft Office suite, client management systems such as Medtech Evolution
- Accuracy and attention to detail
- Negotiation skills

Personal Attributes

- Proactive, co-operative, and strive to achieve the best outcome for your team
- Enthusiastic and eager to assist where necessary
- Commitment to whānau, hapū and Iwi

Physical Attributes – Administration positions

- Hold a full Driver's License
- Occasional lifting up to 10 kg
- Must be able to work in an office environment
- Manual dexterity needed for keyboarding and other repetitive tasks
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position