

**POSITION DESCRIPTION**

<b>Position:</b>	<b>Kaitūruki Primary Care Mental Health – Health Coach</b>	
<b>Team:</b>	Te Waipuna (Primary Medical & Community Health)	
<b>Reporting to:</b>	Kaihautū Te Waipuna (Service Manager)	
<b>Staff Responsibility:</b>	Nil	
<b>Hours Per Week:</b>	40 hours per week	
<b>Salary Scale:</b>	WHA01	
<b>Job Purpose:</b>	<p>This role will be embedded as members of the general practice team, helping patients gain the knowledge skills, tools and confidence to become active participants in their care so that they can reach their self-identified goals. Working collaboratively to develop active partnerships with patients motivating them to make positive lifestyle changes, reduce high-risk behaviours, manage stress and improve their health and wellbeing.</p> <p>In addition to working with people and their whanau you will have a key role in building the confidence and capability of the general practice team to meet the needs of people experiencing mental health and/or alcohol and other drug (AOD) concerns.</p> <p>Working alongside with the general practice team addressing inequities in health outcomes for Māori and other vulnerable populations.</p> <p>To be actively engaged with utilising an integrated stepped model of care that supports client’s needs, and enables them to move seamlessly between services in primary care, and where needed secondary care and non-government mental health and alcohol and other drug services and supports.</p> <p>To work with other, health coaches, peer support workers, HIPs, kaiāwhina and the WRHN Programme Lead to refine the services delivered for the Whanganui regional context.</p>	
<b>Accepted by:</b>	<b>Employee Signature:</b>	<b>Date:</b>

## 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 Pāpārangī and Ngā Rauru Kītahi.

The seven services are;

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tane	Clinical Services Corrections
Taituarā	Business Unit

**Vision**

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

**Mission statement**

To empower whānau into their future

**Values**

Tika	Excellence in how we do things
Whānau	At the centre of everything we do
Pono	Act with honesty and integrity
Mahitahi	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

## Key Result Area 1: Service Delivery

The Kaituruki role will assist and empower whānau to reach their goals and aspirations by providing

- 1.1 Providing self-management support through:
  - Providing information
  - Teaching health management skills
  - Promoting behaviour change
  - Teaching problem solving skills
  - Encouraging participation and follow-up in health service delivery
  - Working in partnership with the patient to assist them to develop a behaviour-change action plan
- 1.2 Bridging the gap between clinician and patient by:
  - Serving as the patient's liaison person
  - Ensuring the patient understands and agrees with the health care plan
  - Providing cultural support
- 1.3 Helping patients navigate the health care system through:
  - Connecting the patient with resources and services
  - Ensuring the patients voice is heard
- 1.4 Offering emotional support by:
  - Showing interest and compassion
  - Teaching coping and stress management skills
  - Asking about emotional issues
- 1.5 Serving as a continuity figure by:
  - Establishing a trusting relationship

- Being available at agreed times
  - Providing active follow-up
- 1.6 Utilising a Whanau Ora approach complete an assessment with patient, identifying strengths, develop a care plan in collaboration with the patient to achieve desired goals and aspirations.
  - 1.7 Skills, knowledge and attitudes for culturally safe practice are demonstrated
  - 1.8 Clear and concise notes that comply with established standard are entered within practice's Patient Management System
  - 1.9 All required client-related information and activities are recorded

### **Key Result Area 2: General Practice Team Participation**

Active participation within the general practice team and support for building team competence in mental health and addictions

- 2.1 All relevant meetings for the general practice team are attended
- 2.2 Close working relationship with the general practice's Health Improvement Practitioner is developed
- 2.3 Close working relationship with the practice nurses is developed.
- 2.4 Clear documentation of all general practice-related activity
- 2.5 When referrals are received from other members of the general practice team ensure the team members are informed and kept up to date with the Health Coaching activities.

### **Key Result Area 3: Primary Mental Health Integration**

Enthusiastically engages in self –management and stepped care models for mental health and chronic conditions

- 3.1. Participation in project-related workforce development and coaching
- 3.2. Active contribution to evaluation and refinement of the approach
- 3.3. Partnership with the practice's Health Improvement Practitioner is evidenced
- 3.4. A collaborative working relationship is formed with NGOs working with the general practice as a part of this project
- 3.5. Knowledge of and a collaborative working relationship is formed with local community agencies
- 3.6. Assistance with care coordination and access to outside resources is provided as needed

### **General Provisions**

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Uphold the principles of Whanau Ora – 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.
- Participate in regular supervision.
- 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.

*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.*

## Key Working Relationships

EXTERNAL	INTERNAL
WRHN, Other general practices participating in the demonstration project Non-Government Mental Health Organisations Local health and other social service organisations	General Practice Team, Te Oranganui Services

## PERSON SPECIFICATION

### Experience & Qualifications

- Has been or is willing to be trained as a Stanford self-management peer leader (this can be provided locally)
- Has (or will) attended a recognised Health Coaching training Programme, (will be provided nationally)
- Experience working in primary care directly with patients as part of the health care team.

### Competencies

- Flexible, self-starter
- Embraces the philosophy of helping people to manage better on their own rather than doing things for people
- Willing to embrace new ways of working
- Has the skills listed below or a strong interest in learning them:
  - Basic understanding of general practice
  - Ability to work with a diverse patient and staff population
  - Basic knowledge of long term conditions
  - Basic knowledge of common mental health concerns
- Ability to work at a fast pace with a flexible schedule
- A proven ability to be a team player
- Excellent communication skills
- An ability to work closely and collaboratively with key stakeholders
- An understanding and sensitivity to working with all cultures
- Ability to competently use computers, able to work in an electronic medical record
- Ability to work independently within agreed boundaries
- Respects differences
- Builds strong supportive relationships
- Acts according to sound ethical and moral values
- Personal self-management skills
- Commitment to whānau, hapū and iwi
- Ability to converse and understand Te Reo Māori me ona tikanga

### Other Requirements of this Position:

- Current clean, NZ full driver's license
- Must be able to pass Te Oranganui's background check process