

Position Description

Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	Kaiawhina
Service & Directorate:	Southern DHB Māori Health Directorate
Location:	Dunedin
Reports to:	Associate Maori Health Officer - Secondary and Tertiary
Position Size:	1.0 FTE
Date:	March 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing.

We seek excellence through a culture of learning, enquiry, service and caring.

Our Shared Values and Behaviours

Kind	Open	Positive	Community
<i>Manaakitanga</i>	<i>Pono</i>	<i>Whaiwhakaaro</i>	<i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population.

Promote the integration of health services across primary and secondary care services.

Seek the optimum arrangement for the most effective and efficient delivery of health services.

Promote effective care or support for those in need of personal health or disability support services.
Promote the inclusion and participation in society and the independence of people with disabilities.

Reduce health disparities by improving health outcomes for Māori and other population groups.

Foster community participation in health improvement and in planning for the provision of and changes to the provision of services.

Uphold the ethical and quality standards expected of us and to exhibit a sense of social and environmental responsibility.

PURPOSE OF ROLE

Te Ara Hauora is the Kaiawhina service located at Dunedin Hospital that work across Southern DHB secondary and tertiary based services. Te Ara Hauora works in collaboration with hospital, specialist, primary and community services to ensure Māori patients and their whānau journey from hospital to home is successfully achieved. The service includes inpatient support for those who have been admitted to hospital. The role also focuses on reducing hospital admissions for those presenting to the Dunedin Hospital Emergency Department.

The Kaiawhina can be the first point of contact for whānau coming into the hospital system. They are an essential part of the secondary and tertiary health system providing appropriate and acceptable support to whānau. The core components of service delivery include; cultural needs assessment, health management plans, advocacy and support for Māori patient and their whānau, information and education, and referral to community services.

They provide support to patients and their whānau to enrol or reconnect with General Practice by working with the WellSouth Primary Health Network and utilising their call centre. When required they will support patients and their whānau to attend outpatient appointments by maintaining contact, support travel coordination or working with our kaupapa Māori health providers. The Kaiawhina will maintain a profile of key health services across the district, including Māori community groups and organisations across our district. They will assist patient enquiries in facilitating consumer feedback including complaints under the quality and performance directorate. The Kaiawhina requires essential skills focused on communication with whānau, established networks in the community and an established track record and rapport with whānau.

The Kaiawhina will be an integral part of the Te Ara Hauora team, the Māori Health Directorate and the wider hospital multi-disciplinary team. As part of Te Ara Hauora, the Kaiawhina will focus on prevention, early intervention, advocacy, navigation of care pathways and culturally appropriate support to patients and their whānau. The Kaiawhina will provide cultural facilitation, support and advice to other hospital services and work in collaboration with the Southern DHB Home Team, WellSouth Outreach Service, Māori Health Providers, local tertiary education providers and others.

Area/Role specific: Southern DHB secondary/tertiary services and Southern DHB Māori Health Directorate.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Whānau Focus	Culturally grounded, holistic approach focused on improving the health and wellbeing of whānau and addressing individual needs within a whānau context. Establishes and
---------------------	---

	maintains effective relationships with patients and their whānau that gains their trust and respect.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Māori Community Relationships	Board range of networks and relationships across the Otago and Southland Māori community including Te Rūnanga o Ngai Tāhu, Papatipu Rūnaka, Kaupapa Māori Health Providers, Kohanga Reo, Kura Kapapa Māori, Māori Women's Welfare League, Hapori Whānui, etc.

Key Relationships	
Within Southern DHB	External to Southern DHB
▪ Southern Māori Health Directorate	▪ Tangata Whaiora (patient) and whānau
▪ Southern DHB Kaumātua	▪ Local Rūnaka
▪ Southern DHB secondary/tertiary services	▪ Kaupapa Māori Health Providers
▪ Southern DHB Home Team	▪ General Practice
▪ Managers at all levels of the organisation	▪ WellSouth Primary Health Network
▪ All Southern DHB staff	▪ Community Pharmacies
▪ SDHB Contracted provider services	▪ University of Otago
	▪ Otago Polytechnic

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Education, Experience and Qualifications	<ul style="list-style-type: none"> ▪ Tertiary qualification in Māori studies or equivalent experience with Kaupapa Māori Systems. ▪ Knowledge of Tikanga Māori with proficiency/learning in Te Reo Māori and the Māori world view – whakapapa, whānau, hapu, iwi. 	<ul style="list-style-type: none"> ▪ Experience within Māori Health and communities.
Knowledge, Skills and Experience	<ul style="list-style-type: none"> ▪ Strong links and experience within Māori communities. ▪ Demonstrates skills in supporting cultural competencies. ▪ Works well within a team environment and able to foster good interpersonal relationships. ▪ Demonstrates ability to communicate effectively at all levels within the health sector and key stakeholders. ▪ Mentors and influences the practice of others, motivating individuals and managing cultural conflict. 	<ul style="list-style-type: none"> ▪ A strong whānau centred focus. ▪ Good interpersonal skills, including ability to work effectively with people at all levels of the organisation. ▪ Excellent reading and writing skills and computer literacy.

	<ul style="list-style-type: none"> ▪ Knowledge of the Health and Disability Sector standards.
Personal Qualities	<ul style="list-style-type: none"> ▪ Is focused on providing exceptional levels of service to whānau Māori. ▪ Maintains an exceptionally high level of confidentiality. ▪ Self-motivated, independent and able with a high level of initiative. ▪ Professional and demonstrates a high level of personal integrity. ▪ Ability to manage changing and unpredictable workloads ▪ Ability to be innovative and proactive in their work environment. ▪ Is dependable, honest and ethical; shows a good level of personal judgment. ▪ Acts with discretion and sensitivity at all times. ▪ Is adaptable and flexible – open to change (positive or negative). ▪ Is independent – able to prioritise work effectively, develops one’s own ways of doing things and able to guide oneself with little or no supervision.

The below performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

Key Result Areas: Accountabilities	Example of successful delivery of duties and responsibilities
Demonstrates professional responsibility, complying with the Southern DHB Vision, Values, and Policies & Procedures.	
<p>Accepts responsibility for ensuring that his/her care and conduct meet the standards of the professional, ethical and relevant legislated requirements.</p> <p>Has an understanding of the principles of the Te Tiriti o Waitangi and is respectful of patient/whānau personal beliefs, values and goals.</p> <p>Reads and adheres to the Southern DHB vision, values, policies and procedures while representing the organisation in a committed manner and projects a positive image of Southern DHB.</p>	<ul style="list-style-type: none"> ▪ You maintain appropriate standards of professional conduct. ▪ You have an understanding and commitment to working with the principles of Te Tiriti o Waitangi which translates into working effectively with patients and their whānau. ▪ Presents self in a tidy and professional manner and adheres to policy – ID badge citing designation worn on person.
Demonstrates conduct to meet the standards of the professional, ethical and relevant legislated requirements.	
<p>Maintains privacy and confidentiality in accordance with HDC Code, DHB policies and procedures.</p> <p>Demonstrates responsibility with clinical and non-clinical activities within the ward/unit environment with an understanding of the Code of Health and Disability Services Consumer Rights and HIP Code and HDC.</p>	<ul style="list-style-type: none"> ▪ Attains and maintains area specific mandatory requirements and key accountabilities. ▪ Participates in regular team meetings engaging in discussion. ▪ Promotes health utilising teachable moments.

<p>Demonstrates accountability for directing, monitoring and evaluating cultural interventions that are provided.</p>	<ul style="list-style-type: none"> ▪ Privacy Act, Informed Consent and Code of Consumer Rights adhered to.
<p>Demonstrates effective interpersonal communication and relationship skills</p>	
<p>Establishes and maintains relationships with Southern DHB secondary/tertiary services and primary care.</p> <p>Communicates effectively in an appropriate and professional manner with patients and family/whānau and members of the health care team that reflects the cultural needs of whānau.</p> <p>Behaves respectfully towards patients, colleagues and members of the wider health care teams</p> <p>Recognises and values the roles and skills of all members of the health care team in the delivery of care</p>	<ul style="list-style-type: none"> • Participates as a team member and promotes a collaborative environment. • Demonstrates flexibility within a constantly changing environment. • Forms productive working relationships with team members and colleagues.
<p>Other Duties</p>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> ▪ You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. ▪ You produce work that complies with Southern DHB processes and reflects best practice. ▪ Research undertaken is robust and well considered. ▪ Supports and practices the DHB values.
<p>Professional Development – self</p>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> ▪ Training and development goals are identified and actioned appropriately. ▪ Performance objectives reviewed annually with your manager. ▪ You actively seek feedback and accept constructive criticism.
<p>Health, Safety and Wellbeing</p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> ▪ You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. ▪ You actively encourage and challenge your peers to work in a safe manner. ▪ Effort is made to strive for best practice in Health and Safety at all times.

Te Tiriti o Waitangi

The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:

- *Tino rangatiratanga*: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.
- *Equity*: Being committed to achieving equitable health outcomes for Māori.
- *Active protection*: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.
- *Options*: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.
- *Partnership*: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services.

- You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025.
- You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau.
- You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori.
- You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues.
- Recognising that there is an inherent power imbalance in-patient relationship, and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

..... Date

Employee

..... Date

Manager