

Position Description

Employment Agreement:	Individual Employment Agreement/name of Collective Agreement
Position Title:	Cultural Connector – Pacific COVID-19 Fixed Term
Service & Directorate:	Public Health Service; Strategy, Primary & Community Directorate.
Location:	Dunedin/Invercargill/Queenstown
Reports to:	Response Manager
Number of direct reports:	Nil
Date:	October 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 <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <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 use and to exhibit a sense of social and environmental responsibility.

PURPOSE OF ROLE
<p>This role will provide cultural liaison support to the Public Health Service with a primary focus on the COVID-19 response and responsible for providing guidance and leadership in this space.</p> <ul style="list-style-type: none"> • To support contact tracing when Pacific fanau are involved. • To advise and inform the development of processes and procedures that supports ongoing engagement with Pacific fanau in contact tracing and case management. • Provide guidance, support and leadership in developing plans for ensuring timely and appropriate well-being support for cases, contacts and fanua who are Pasifika. • To build strong relationships with Pacific Health providers and community in the Southern district. • To enhance cultural understanding and responsiveness within the Public Health Service. • Develop a culturally appropriate fanau ola approach to our COVID_19 response and to the wider work the Public Health service delivers. • To be trained in the National Contact Tracing Solution platform for contact tracing and/or case investigation.

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	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets firsthand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and 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.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
Planning	Accurately scopes out length and difficulty of task and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals, evaluates results.
Problem Solving	Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
Teamwork	Takes a constructive approach to team efforts and works collaboratively with teams. Actively participates in team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of one's behaviour on others
Interpersonal Skills	Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Priority Setting	Spends his/her time and time of others on what's important; quickly zeros in on the critical dew and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal, eliminates roadblocks; creates focus.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • COVID-19 Response Manager 	<ul style="list-style-type: none"> • Ministry of Health
<ul style="list-style-type: none"> • Public Health Service Manager 	<ul style="list-style-type: none"> • Other Public Health Units
<ul style="list-style-type: none"> • Public Health Clinical Director 	<ul style="list-style-type: none"> • Pacific Health Providers and Stakeholders
<ul style="list-style-type: none"> • Public Health Physicians/Medical Officers of Health 	<ul style="list-style-type: none"> • Ministry of Social Development
<ul style="list-style-type: none"> • Public Health Staff 	<ul style="list-style-type: none"> • Local Government Stakeholders
<ul style="list-style-type: none"> • Māori Health Directorate 	<ul style="list-style-type: none"> • Te Runanga o Ngai Tahu and Papatipu Runaka, and Māori Health providers
<ul style="list-style-type: none"> • Population Health Directorate 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Strategy, Primary and Community Directorate 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Cultural Liaison Advisor Māori 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Relevant tertiary qualification in Public Health 	<ul style="list-style-type: none"> Post Graduate qualification in Public Health
Experience	<ul style="list-style-type: none"> Experience in working to improve Pacific health outcomes either within or outside of health. General community development experience. Project planning experience Proven experience in engaging effectively with Pacifica communities . 	<ul style="list-style-type: none"> Proven experience in improving Pacific health through Public Health initiatives. Experience working in Public Health units in health promotion programmes and using health in all policies and collaborative partners approach.
Knowledge and Skills	<ul style="list-style-type: none"> Proven ability in applying an equity lens over any work being developed Basic Pacific language skills Excellent written skills Excellent computing skills including the ability to use Microsoft products (MSTeams, word, powerpoint, excel). 	<ul style="list-style-type: none"> Commitment to develop Pacific language skills
Personal Qualities	<ul style="list-style-type: none"> Current full drivers licence Demonstrate commitment to achievement of Pacific health outcomes. Ability to develop a long-term vision, deliver it and inspire others to follow it. Effective communication skills Positive attitude with problem solving focus Able to engage with Pacific communities. Flexible, highly motivated, innovative and able to work independently and as part of a team. Well-developed interpersonal skills with the ability to develop effective relationships both internally and externally. Ability to cope with work under pressure and stress. Proactively manages conflicting demands on time Great organisational skills 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
[COVID-19 Response planning: Case and Contact Management	
<ul style="list-style-type: none"> Ensures all COVID-19 response planning activities incorporates the principles of Te Tiriti o Waitangi and other health promotion and public health frameworks Ensures all COVID_19 response activities address health inequities and wider determinants of health 	<ul style="list-style-type: none"> Able to plan, implement, facilitate, and evaluate COVID-19 action within a Pacifica health framework and Ola Manuia: Pacific Health and Wellbeing Action Plan 2020–2025

<ul style="list-style-type: none"> • Takes a lead in developing a plan that ensures processes are in place for delivering wellbeing and welfare support to Pacific people. • Projects are planned, implemented and evaluated in consultation with key staff and external stakeholders, delivered on time and within allocated resources. 	
Supporting Public Health Staff	
<ul style="list-style-type: none"> • Identifies and acts as a mentor for staff who require practical and cultural support and training to ensure responsive to the Pacific community. • Incorporate Pacific perspective in the design and delivery of services. 	<ul style="list-style-type: none"> •
Health Equity	
<ul style="list-style-type: none"> • Implement relevant health equity policies, procedures and approaches. • Ensure health equity assessment is embedded into practice. 	<ul style="list-style-type: none"> • Draws on relevant equity literature and reports to guide thinking and critical analysis. • Demonstrates the inclusion of equity considerations into relevant work areas. • Use of the HEAT tool as appropriate.
Effectively Engage with Pasifika	
<ul style="list-style-type: none"> • Demonstrates knowledge and understanding of local tikanga and Māori culture to respond appropriately to Māori. • Actively engages with the Pacific community. • Develops strong relationships with Pacific health providers and communities in the Southern District. 	<ul style="list-style-type: none"> • Improved health outcomes for Pacific • Evidence of collaborative relationships with Pacific communities/organisations. • Has a working knowledge of the Pacific population and communities across the Southern region.
Supporting the National and Local Response	
<ul style="list-style-type: none"> • Available to support a national or local response team when required. • Undertake training in contact tracing and/or case management. 	<ul style="list-style-type: none"> • Actively participate in national or local response teams to support Pasifika outcomes.
On Call	
<ul style="list-style-type: none"> • Participate in any on-call requirements that might arise 	<ul style="list-style-type: none"> • Undertake after hours duties when required
Other Duties	
<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. • Live and support the DHB values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.

Health, Safety and Wellbeing	
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.	<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.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> Partnership – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. Participation – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

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:

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Employee

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Date

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Manager

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Date