

Position Description

Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	Kaiawhina
Service & Directorate:	Southland Directorate
Location:	Dunedin
Reports to:	Patient Flow Operations Manager Southland
Position Size:	1.0 FTE
Date:	June 2023

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>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> 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.

ROLE

What does Te Ara Hauora offer patients and their whānau?

- Cultural support and advocacy services to Māori patients and their whānau - kanohi ki te kanohi. Support may include: karakia, waiata, wātea, mihi.
- Assistance to ensure that patients and their whānau are fully informed of and understand the process of care that will occur during their inpatient stay at Dunedin Public Hospital.
- Conflict resolution and participation in whānau hui.
- Crisis intervention.
- Support during end of life care and during coronial inquest processes.
- Cultural facilitation with the health team involved in the patients' care to promote individualised care that will improve the journey and experience for both the patient and their whānau.
- Promotion of education, health promotion and equitable outcome strategies.
- Facilitate appropriate and effective coordination between hospital, community services, and iwi providers.
- Facilitate access to the Whānau Whare at Wakari for whānau members who have a loved one receiving hospital care.

What is Te Ara Hauora's role within the organisation?

- Provide an understanding of Te Ao Māori within the systems and processes of Te Whatu Ora Southern
- Promotion and normalising the use of Te Reo Māori
- Working closely with the ICHC Māori chaplaincy service
- Act as a resource for staff to increase awareness and understanding of Māori issues.
- Provide regular monthly mahi raranga classes with staff demonstrating Māori values and practices in action.
- Mahi tahi working in collaboration with staff.
- Supporting education initiatives within the hospital and alongside the University of Otago as appropriate.
- Support for formal Māori processes such as mihi whakatau and pōwhiri.
- Support for fulfilling Cultural requests received via the referral system.

Area/Role specific: Te Whatu Ora Southern

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 Te Whatu Ora Southern	External to Te Whatu Ora Southern
☐ All Hospital and Specialist Service staff	☐ Tūrora (patient) and whānau
• Operations Manager – Patient Flow Southland Hospital	☐ Local Rūnaka
	☐ Kaupapa Māori Health Providers
	☐ General Practice
☐ Managers at all levels of the organisation	☐ WellSouth Primary Health Network
☐ Dunedin Hospital contracted provider services	☐ Community Pharmacies
	☐ University of Otago
	☐ Otago Polytechnic

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
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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. 	<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.
	<ul style="list-style-type: none"> □ 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. □ Knowledge of the Health and Disability Sector standards. 	<ul style="list-style-type: none"> □ Excellent reading and writing skills and computer literacy.
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 Te Whatu Ora Southern 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 Te Whatu Ora Southern vision, values, policies and procedures while representing the organisation in a committed positive manner.</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>	<ul style="list-style-type: none"> ☐ Attains and maintains area specific mandatory requirements and key accountabilities.
<p>Demonstrates responsibility with clinical and nonclinical 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> <p>Demonstrates accountability for directing, monitoring and evaluating cultural interventions that are provided.</p>	<ul style="list-style-type: none"> ☐ Participates in regular team meetings engaging in discussion. ☐ Promotes health utilising teachable moments. ☐ Privacy Act, Informed Consent and Code of Consumer Rights adhered to.
Demonstrates effective interpersonal communication and relationship skills	
<p>Establishes and maintains relationships with Te Whatu Ora Southern 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.
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 Te Whatu Ora Southern 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 Te Whatu Ora Southern processes and reflects best practice. ☐ Research undertaken is robust and well considered.
Professional Development – self	
<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.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the te Whatu Ora Southern's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> ☐ You understand and consistently meet your obligations under Te Whatu Ora Southern'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	

<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide Te Whatu Ora Southern response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> □ <i>Tino rangatiratanga</i>: Providing for Māori selfdetermination and mana motuhake in the design, delivery and monitoring of health and disability services. □ <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. □ <i>Active protection</i>: 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. □ <i>Options</i>: 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. □ <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services. 	<ul style="list-style-type: none"> □ 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 demonstrate 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.
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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