

## ROLE DESCRIPTION

### KAIKŌKIRI – Champion of Wellness

Position	Community Health Worker - Kaiārahi
Reports to:	Whānau Ora Operations Manager
Staff Responsibility:	Nil
Our Vision	<i>Wairarapa - He Waiora</i> <i>Wairarapa - A Place of Wellness</i>
Our Mission	<i>He rarapa i ngā āhuatanga e ū ai te hā o te ora</i> <i>To pursue and participate in ways of bringing about wellness</i>

#### Purpose and Scope of Position

The primary objective of this position is to work with whānau whose health is at risk due to a cold, damp home. This will be achieved through the provision of housing assessments and providing appropriate resources for the need of the whānau.

You will also work alongside whānau with other goals and aspirations to support their wellbeing.

Kaiārahi will work alongside priority whanau to develop plans, and support whanau to experience measurable progress and evidence a positive shift towards achieving their priority outcomes.

Within this role you will:

- Provide a high standard of case management that meets the kaiarāhi programme specifications and is inclusive of the Whānau Ora model of care and other Māori health models.
- Conduct housing assessments to make whānau homes; warmer, safer and dryer. This will be achieved by identifying needs which may include but not limited to structural damage or safety concerns, insulation, heating and curtains as well as provide education around ventilation and how to reduce, treat and prevent mould.
- Provide education, advocacy and navigation to appropriate services to support improved health outcomes.
- You will also coach clients to experience measurable progress and a positive shift towards achieving their priority outcomes. Coaching within this position has four main roles;
  1. Providing self management support
  2. Supporting areas of health and wellness that are not able to be supported in a traditional GP Setting
  3. Helping clients navigate the health care system
  4. Offering encouragement and support to build self confidence.
- Provide smoking cessation advice

- Ensure the systems, services and resources are used to best effect in accordance with Whaiora policies and procedures and meet legislative requirements specific to service contracts.

### Key Responsibilities

Result Areas	Key Task Expectations	KPIs
1. Health and Safety	<p>Take responsibility for meeting Whaiora obligations in workplace health and safety by:</p> <ul style="list-style-type: none"> <li>• Adhering to the H&amp;S procedures.</li> <li>• Participating in health and safety initiatives and training where appropriate.</li> <li>• Providing suggestions for improvement of health and safety.</li> <li>• Reporting all accidents/incidents, near misses, and symptoms of discomfort.</li> <li>• Identifying and reporting workplace hazards.</li> <li>• Respond effectively to complaints in accordance with policy and procedure and help ensure legislative requirements are met (e.g.: Privacy Act/Official Information Act etc).</li> <li>• Identifies and manages risks including case work risks.</li> </ul>	<p>Staff follows H&amp;S policies and procedures</p> <p>H&amp;S inductions and refreshers completed</p> <p>Accurately reports hazards and incidents via appropriate reporting methods.</p>
2. Case management, client coaching and support	<ul style="list-style-type: none"> <li>• Conducts assessments and coaching, reviews support systems, focuses on what clients want to achieve.</li> <li>• Tracks self management goal outcomes and documents in database and ensures outcomes are monitored, measured and recorded efficiently and effectively.</li> <li>• Enters timely and accurate data into databases, in line with Whaiora’s policies and ensure records are maintained accurately, and meet professional, legal and Whaiora policies and requirements.</li> <li>• Network and collaborate with other agencies to work towards common goals.</li> <li>• Refer clients to other support services or other necessary resources.</li> </ul>	<p>Metrics show positive trends in health management and wellbeing</p> <p>Clients make progress towards and achieve their goals.</p> <p>Data entry meets Whaiora’s policies</p> <p>Appointments meet Whaiora’s policy requirements.</p> <p>Positive feedback from client satisfaction survey</p>

	<ul style="list-style-type: none"> <li>• Appointments are planned regularly for continuity of care.</li> <li>• Raise issues affecting client care, or maintenance of standards in a way which facilitates the best outcome for individuals and whānau .</li> <li>• Ensure clients are treated with respect and their comfort, privacy and dignity is maintained.</li> <li>• Ensure client’s needs are prioritized, time management and organizational skills meet the challenging needs of the work area and referral are actioned as per policy.</li> <li>• Ensure ethical and professional judgment is exercised in practice and works within scope of practice.</li> <li>• Works closely and collaboratively with an interdisciplinary care management team where required.</li> </ul>	
<p>3. Learning and Development</p>	<ul style="list-style-type: none"> <li>• Take responsibility for continuing professional development in order to enhance knowledge, skills and values needed for meeting the demands of the role and new challenges</li> <li>• Set a personal goal plan and maintain a performance work plan with target dates for achievement</li> <li>• Participate in appropriate meetings, team briefings and information sessions.</li> </ul>	<p>Works towards and achieves professional development goals.</p> <p>Is an active, contributing participant in meetings</p>
<p>4. Self-managed, proactive, team focused work practice</p>	<ul style="list-style-type: none"> <li>• Communicates directly, honestly, and respectfully while avoiding being negative.</li> <li>• Communicates effectively including raising issues affecting client care, or maintaining standards, requesting consultation, and</li> </ul>	<p>Seen as someone who is positive, approachable and who is reliable.</p> <p>Always on time.</p>

ROLE DESCRIPTION

**KAIKŌKIRI** – Champion of Wellness

	<p>sharing knowledge with team members and the whānau .</p> <ul style="list-style-type: none"> <li>• Responsible, proactive member of multi-disciplinary team.</li> <li>• Manages within allocated resources and budget and ensures resources, e.g. Equipment, supplies including Whaiora fleet cars are used economically and cost effectively.</li> </ul>	<p>Adaptable and willing to work with change.</p> <p>Offers ideas for continuous quality improvement.</p>
<p><b>5. Legal Boundaries and Whaiora Policies.</b></p>	<ul style="list-style-type: none"> <li>• Ensure that all records/documents are maintained accurately and in accordance with legislation and Whaiora policy</li> <li>• Provide appropriate information in accordance with the Privacy Act and other relevant legislation and Whaiora policy</li> <li>• Through practice and performance demonstrates knowledge and application of the principles of Te Tiriti o Waitangi, Māori models of health.</li> <li>• To comply with but not limited to             <ol style="list-style-type: none"> <li>1. Privacy Act 1993</li> <li>2. Health Information Privacy Code 1994</li> <li>3. Health Act 1956</li> <li>4. Vulnerable Children’s Act 2014</li> <li>5. ANZASW Code of Ethics &amp; Practice Standards</li> </ol> </li> </ul>	<p>Works within legal boundaries, follows Whaiora policies.</p> <p>Demonstrates application of Te Tiriti o Waitangi, te reo me ona tikanga in daily mahi.</p>
<p><b>6. Other responsibilities and duties</b></p>	<p>Performs other duties and tasks as requested</p>	<p>Willing to step up and take on new tasks or cover for other staff.</p>

ROLE DESCRIPTION

**KAIKÖKIRI** – Champion of Wellness

Functional relationships	
<p>External</p> <p>Iwi providers Wairarapa DHB and PHO Local community leaders &amp; organisations/agencies Other Health Organisations /Professionals Whānau /Hapu/ Marae</p>	<p>Internal</p> <p>All of Whaiora services including Administration Team Reception Team Practice GPs &amp; Nurses Management</p>
Person Specification	
<p>Core Essential</p>	<ul style="list-style-type: none"> <li>• Qualification in health-related subject</li> <li>• Te Reo Māori me ona Tikanga</li> <li>• Working knowledge of Māori health models</li> <li>• Understanding of Whaiora Core Values</li> <li>• Flexibility to adapt to change</li> <li>• Organised and accurate documentation</li> <li>• Computer literate</li> <li>• Is a team player but can also work autonomously</li> <li>• Good communicator, both written and oral.</li> <li>• Smokefree</li> <li>• Full driver’s license</li> <li>• CPR Certificate</li> </ul>
<p>Desirable:</p>	<ul style="list-style-type: none"> <li>• Knowledge of community</li> <li>• Knowledge of client management systems</li> </ul>

PLEASE SIGN TO ACKNOWLEDGE YOUR ACCEPTANCE OF THIS JOB DESCRIPTION.

\_\_\_\_\_

EMPLOYEE                      DATE

\_\_\_\_\_

EMPLOYER                      DATE