

ROLE DESCRIPTION

KAIKŌKIRI – Champion of Wellness

| | |
|-----------------------|---|
| Position | Kaikōkiri - Community Health Worker – Health Professional role |
| Reports to: | Whānau Services 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 alongside whānau to improve health and wellbeing. This role currently focuses on working with clients who are not yet meeting clinical guidelines for diabetes management. You will be working within a whānau ora model, working with clients strengths and aspirations to support improved health and social outcomes.

Within this role you will also work with whānau with other health conditions; and the focus is subject to change based on whānau need and contractual requirements.

Within this role you will:

- Provide a high standard of case management that meets the Māori Services programme specifications and is inclusive of the Whānau Ora model of care and other Māori health models.
- Create whānau driven goal plans to support improved health and Whānau Ora outcomes, taking into account the social determinants of health.
- Provide health coaching, self management education, advocacy and navigation for whānau.
- Plan and facilitate whānau workshops.
- 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.

| 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"> • Adhering to the H&S procedures. • Participating in health and safety initiatives and training where appropriate. • Providing suggestions for improvement of health and safety. • Reporting all accidents/incidents, near misses, and symptoms of discomfort. • Identifying and reporting workplace hazards. | <p>Staff follows H&S policies and procedures</p> <p>H&S inductions and refreshers completed</p> <p>Accurately reports hazards and</p> |

ROLE DESCRIPTION

KAIKŌKIRI – Champion of Wellness

| | | |
|--|---|--|
| | <p>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).</p> <p>Identifies and manages risks including case work risks.</p> | <p>incidents via appropriate reporting methods.</p> |
| <p>2. Case management, client coaching and support</p> | <p>Conducts assessments, provides coaching, education, reviews support systems, focuses on what clients want to achieve.</p> <p>Provides evidence based advice based on best practice guidelines.</p> <p>Tracks self management goal outcomes and documents in database.</p> <p>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.</p> <p>Network with other agencies to refer for other support services or other necessary resources.</p> <p>Appointments are planned regularly for continuity of care.</p> <p>Raise issues affecting client care, or maintenance of standards in a way which facilitates the best outcome for individuals and whānau.</p> <p>Ensure clients are treated with respect and their comfort, privacy and dignity is maintained.</p> <p>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.</p> <p>Ensure ethical and professional judgment is exercised in practice and works within scope of practice.</p> <p>1Works closely and collaboratively with an interdisciplinary care management team where required to provide members with the information and skills to facilitate health behaviour change</p> | <p>Metrics show positive trends in health management and whānau ora outcomes.</p> <p>Clients make progress towards and achieve their goals.</p> <p>Data entry meets Whaiora’s policies</p> <p>Appointments are no longer than 1 month apart</p> <p>Positive feedback from client satisfaction survey</p> |

ROLE DESCRIPTION

KAIKŌKIRI – Champion of Wellness

| | | |
|---|--|--|
| | | |
| 7. Workshops | <p>Responsible for facilitating groups and workshops on health and wellbeing topics</p> <p>Works closely and collaboratively with an interdisciplinary team where required to create informative and successful workshops</p> | <p>Effectively plans and facilitates workshops</p> <p>Evaluations provide constructive feedback</p> |
| 8. To be a responsible pro-active member of the multi-disciplinary team | <p>Liaise with other staff/ key networks for the provision of quality care to client</p> <p>Participate in regular performance appraisal meeting with Whānau Services Manager</p> | |
| 9. Learning and Development | <p>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</p> <p>Set a personal goal plan and maintain a performance work plan with target dates for achievement as a part of the performance appraisal process.</p> <p>Participate in appropriate meetings, team briefings and information sessions.</p> | <p>Works towards and achieves professional development goals.</p> <p>Is an active, contributing participant in meetings</p> |
| 10. Self managed, proactive, team focused work practice | <p>Communicates directly, honestly and respectfully while avoiding being negative.</p> <p>Participate in case management process to ensure the client is integral to the health, education and welfare planning process and ensure outcomes are monitored, measured and reported efficiently</p> <p>Communicates effectively including raising issues affecting client care, or maintaining standards, requesting consultation and sharing knowledge with team members and the whānau .</p> <p>Responsible, proactive member of multi-disciplinary team.</p> | <p>Seen as someone who is positive, approachable and who is reliable.</p> <p>Always on time.</p> <p>Adaptable and willing to work with change.</p> <p>Offers ideas for continuous quality improvement.</p> |

ROLE DESCRIPTION

KAIKŌKIRI – Champion of Wellness

| | | |
|---|---|--|
| | <p>Developing and maintaining positive links with a range of people and agencies to ensure better outcomes for whanau.</p> <p>Manages within allocated resources and budget and ensures resources, eg. Equipment, supplies including Whaiora fleet cars are used economically and cost effectively.</p> | |
| <p>11. Legal Boundaries and Whaiora Policies.</p> | <p>Ensure that records are available, maintained accurately, and meet professional, legal and Whaiora policies and requirements.</p> <p>Provide appropriate information in accordance with the Privacy Act and other relevant legislation and Whaiora policy</p> <p>Through practice and performance demonstrates knowledge and application of the principles of Te Tiriti o Waitangi, Māori models of health.</p> <p>To comply with but not limited to</p> <ol style="list-style-type: none"> 1. Privacy Act 1993 2. The Privacy Code 1994 3. The Code of Health and Disability Services Consumers’ Rights 1996 4. Health Act 1956 5. The Accident and Rehabilitation and Compensation Insurance Act 1992 6. The Occupational Health and Safety Act 1992 7. Children’s Act 2014 8. The Treaty of Waitangi 9. The Health Practitioners Competency Assurance Act 2003 10. Health and Safety at Work Act 2015 | <p>Works within legal boundaries, follows Whaiora policies.</p> <p>Demonstrates application te reo me ona tikanga in daily mahi.</p> |
| <p>12. Other responsibilities and duties</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

KAIKŌKIRI – Champion of Wellness

| Functional relationships | |
|---|--|
| <p>External</p> <p>Iwi providers Wairarapa DHB and PHO Local community leaders & 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 & Nurses Management</p> |
| Person Specification | |
| <p>Core Essential</p> | <ul style="list-style-type: none"> ● Background and qualification in health related area eg nursing, nutrition, māori health, ● High level of health literacy ● Te Reo Māori me ona Tikanga ● Flexibility to adapt to change ● Organised and accurate documentation ● Computer literate ● Is a team player but can also work autonomously ● Good communicator, both written and oral ● Smokefree ● Full driver’s license |
| <p>Desirable:</p> | <ul style="list-style-type: none"> ● Knowledge of community ● Knowledge of client management systems ● knowledge of Māori health models ● Experience delivering self management education, or health coaching |