



	<b>POSITION TITLE</b>	<b>Kaiawhina/Community Health Worker</b>		
	<b>DIRECTORATE</b>	Whanau & Community	<b>DEPARTMENT</b>	Diabetes & Endocrinology Service
	<b>REPORTING TO (operationally)</b>	CNM, Diabetes & Endocrinology Service	<b>REPORTING TO (professionally)</b>	CNM, Diabetes & Endocrinology Service
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<p>This role supports the Diabetes and Endocrinology service within the Hawke's Bay District Health Board (HBDHB)</p> <p>Staff reporting - N/A</p>			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To support the Diabetes and Endocrinology services by providing safe and effective care and ensuring resources are used effectively. Position includes supporting the nursing staff and dietitians in the management of their clients with particular emphasis on addressing the health needs and accessibility for clients and their whanau in the community.</li> <li>Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans.</li> <li>To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Support Functions</b></p> <ul style="list-style-type: none"> <li>Deliver and support HBDHB initiatives such as equity the and other initiatives that improve access and/or health outcomes for clients, in particular for Maori, Pacific and low income families.</li> <li>To provide a support role under the direction of the diabetic and endocrinology staff within the community environment. The tasks could include (but are not restricted to) the following: <ul style="list-style-type: none"> <li>Assist staff in the management of clients. This could include, home visits, transport of clients and assisting with completion of referral pathways.</li> <li>Collaboration with the Diabetes and Endocrinolgy service to implement health promotion and health education in alignment to HBDHB strategies and policies</li> <li>Assist with maintaining safety of clients by alerting Diabetes and Endocrinology staff of any potential risks and report any concerns regarding clients.</li> <li>Provide relevant information to clients and their families as necessary.</li> <li>Home visits to provide medication and ongoing surveillance</li> </ul> </li> </ul> <p><b>Interpersonal relationships and Whanau/ family engagement</b></p> <ul style="list-style-type: none"> <li>Engages with Individuals, Whanau, parents, caregivers and provides them with relevant information and support to ensure they receive timely and appropriate healthcare and referral to appropriate agencies e.g. Sport HB, NGO's, GP's.</li> <li>Provides interpersonal and therapeutic communication with clients, their families and other health professionals</li> <li>Engages and communicates clearly with all personel, including senior management to ensure healthcare is provided appropriate to each individuals culture and needs.</li> </ul> <p><b>Communication/Team Work</b></p> <ul style="list-style-type: none"> <li>Act as a link and advocate for the client, whanau,and families between the HBDHB and other agencies, e.g. schools, GP's.</li> <li>Provide feedback and report any concerns regarding clients to Diabetes and Endocrinolgy staff</li> <li>Display a positive interactive approach.</li> <li>Seek professional advice and support as necessary.</li> <li>Maintains confidentiality relating to client, whanau and their families.</li> <li>Act as an advocate for client and their families and refers to relevant Public Health Nurse where appropriate in the interests of a child/ youth's safety.</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>Completes documentation and clients/families/Whanau information accurately and thoroughly as required into ECA.</li> <li>Relevant forms completed as appropriate, including referrals to other services</li> <li>Completes any relevant statistical information</li> </ul>			

<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Clients/Consumer/Tangata Whaiora</li> <li>▪ Diabetes &amp; Endocrinology team</li> <li>▪ Public Health Nurses</li> <li>▪ Outpatients clinic staff</li> <li>▪ Maori &amp; Pacific Health Teams</li> <li>▪ Kaiawhina in Whanau &amp; Community Services</li> <li>▪ Allied Health Staff</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Families/whanau and caregivers</li> <li>▪ Health Hawke's Bay key staff such as Maori Health Team</li> <li>▪ Primary Care &amp; General practitioners</li> <li>▪ Maori health providers</li> <li>▪ Non-Government Organisations</li> <li>▪ Government social support organisations (HNZC, MSD)</li> <li>▪ Health Hawkes Bay</li> <li>▪ Schools/Early Childhood Education Centres and their communities</li> <li>▪ Community Pharmacies</li> <li>▪ Sport Hawke's Bay</li> </ul>
<b>DELEGATION AND DECISION</b>	<p>N/A</p>	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	<p>In accordance with the PSA/NZDHB Allied Health, Public Health &amp; Technical Multi Employer Collective Agreement (MECA) \$53,214 to \$63,678 gross per annum according to qualifications and experience pro rata for hours worked</p>	
<b>DATE</b>	<p>July 2021</p>	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	<p>N/A</p>	
<b>SCOPE &amp; COMPLEXITY</b>	<p>The Kaiawhina/Community Health Worker will be under the guidance of CNM, Diabetes &amp; Endocrinology. Working with Diabetes and Endocrinology staff within health and community environments, there will be daily working relationships with DHB staff, primary health care providers, Government Agencies and social service organisations.</p> <p>The Kaiawhina/Community Health Worker applies specific knowledge and skills to work effectively with clients, their whanau and community to provide advice and support.</p> <p>The Kaiawhina/Community Health Worker provides advocacy and support to clients and their whanau to access appropriate health and social services and will develop a wide knowledge of services, establishing relationships with the networks of health and social service providers.</p>	

## ESSENTIAL CRITERIA

### Qualifications

- NCEA level 2 or equivalent
- Undergraduate certificate or diploma

### Experience

- Previous experience working in the health sector or school environment
- Previous experience working with children and young people

### Business / Technical Skills

- Competent computer skills
- Ability to maintain effective records
- Current unendorsed NZ driver licence

### Key Attributes

- A high degree of maturity, stability and self-confidence.
- Able to build effective and positive relationships with key personnel within and external to the service and with key stakeholders aligned to the service.
- Ability to contribute positively to the multi-disciplinary team.
- Ability to work in situations that require prioritisation.
- Self motivated, innovative, flexible and able to work autonomously or as part of a team.
- Can be relied upon to effectively manage confidential issues.
- Excellent communication skills, written and oral.
- Strong cultural awareness and understanding of diverse cultural and socio-economic groups, particularly Maori and Pacific.
- Ability to work unsupervised with excellent organisation skills.
- Awareness of the role of public health in addressing inequalities

### Effectively Engaging with Māori –

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

### Physical requirements for role: -

Active role working in health and communities' settings.  
Must have the ability to drive a vehicle.

**Vaccination status for role:** Must be fully immunised.

## DESIRABLE CRITERIA

### Experience

- Previous Kaiawhina/Community health worker experience
- Commitment to ongoing professional and personal development
- Commitment to quality .
- Awareness of health promotion and health literacy.



## Our Vision and Values

*Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.