

 <b>HAWKE'S BAY</b> District Health Board Whakawāteatia	<b>POSITION TITLE</b>	<b>Pacific Health Navigator</b>		
	<b>DIRECTORATE</b>	Te Puni Tumatawhanui   Health Improvement & Equity	<b>DEPARTMENT</b>	Pacific Health
	<b>REPORTING TO (operationally)</b>	Pacific Team Leader	<b>REPORTING TO (professionally)</b>	N/A
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Pacific Health area in the Hawke's Bay District Health Board (HBDHB) Staff reporting - N/A			
<b>PURPOSE OF THE POSITION</b>	The Pacific Health Navigator will provide: <ul style="list-style-type: none"> <li>• Navigation support to Pacific fanau and patients within identified medical practices</li> <li>• Support health care services to be clinically and culturally safe</li> <li>• Provide early intervention and facilitate engagement with Health Care Services</li> <li>• Support individuals, their fanau and community in understanding their health and accessing services such as Annual Diabetes Checks, Well Child checks, Rheumatic Fever and Cardiovascular Risk checks</li> <li>• Collate and report findings as needed to other relevant consumer council/committees and advisory groups to ensure Pacific perspectives are part of discussions, planning and implementation of projects as requested</li> <li>• To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Pacific Health Service.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Pacific Responsiveness</b></p> <ul style="list-style-type: none"> <li>• Foster communication between Pacific families with prioritised health needs and primary care and health services</li> <li>• Support fanau to prioritise health and gain the knowledge to access primary care in a timely manner</li> <li>• Negotiates a robust set of agreed arrangements with fanau to enhance health literacy for fanau to better understand the patient/clients presenting illness/condition/s/diagnosis.</li> <li>• The approach requires teamwork and commitment to meet the needs of patients with complex health needs for vulnerable and high-risk patients/clients and their fanau</li> <li>• Advocates and represents the client/patient on behalf of fanau to address any issues that may arise due to any misunderstandings that may occur due to language</li> </ul> <p><b>Primary Care and Health Services Responsiveness</b></p> <ul style="list-style-type: none"> <li>• Foster communication between primary care/health services and Pacific families within prioritised health areas</li> <li>• Support Primary care and health services to develop their capacity to work better with Pacific families</li> </ul> <p><b>Direct Client Care-Customer Service</b></p> <ul style="list-style-type: none"> <li>• Support families to identify needs and ensure they are supported to navigate the system</li> <li>• Ensures families understand and are supported to follow through with care plans and any actions as suggested by health practitioners</li> <li>• Participate in service development which will lead to positive health outcomes for Pacific fanau, as requested</li> <li>• Ensure timely and appropriate referrals to other services</li> <li>• Ensure timely documentation of all work done</li> <li>• Facilitates fanau fono and promotes positive relationships and participation in care</li> <li>• Encourages fanau to be smokefree</li> <li>• Develop agreed action plans to achieve health care targets</li> </ul> <p><b>Systems Change</b></p> <ul style="list-style-type: none"> <li>• Contributes to improvement of services</li> <li>• Facilitates growing relationships between health services and agencies serving Pacific communities</li> <li>• Monitors and participates in audits of primary care and health services for cultural responsiveness as and when the need arises</li> <li>• Collates evidence of best practice to share with general practice and the Pacific community</li> <li>• Work closely with the Health Hawke's Bay quality teams to maintain a focus on continuous quality improvement; always looking to do things better for Pacific patients and fanau</li> <li>• Develops and maintains networks within health care services and other community organisations to assist with identifying issues and enlisting support for change</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Supports fanau and health services to attend training sessions to improve health literacy</li> <li>• Supports health services towards improving how they serve Pacific families</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> </ul> <p>○ To follow all reasonable health and safety instructions (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>▪ Pacific Team Leader</li> <li>▪ Te Puni Tūmatawhānui   Health Improvement and Equity Directorate <ul style="list-style-type: none"> <li>- Pacific Health Service</li> <li>- Population Health Service</li> <li>- Maori Health Service</li> </ul> </li> <li>▪ Health care professionals and staff across HBDHB</li> <li>▪ Public Health team</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Pacific community settings- fanau, church groups</li> <li>▪ Mainstream services</li> <li>▪ Primary and secondary health, community health organisations</li> <li>▪ Social organisations</li> <li>▪ Māori organisations in the field of relevance</li> <li>▪ Government agencies</li> <li>▪ Relevant organisations appropriate to patient/client wellbeing</li> </ul>
<b>DELEGATION AND DECISION</b>	<ul style="list-style-type: none"> <li>▪ Works collaboratively with the Pacific Health team, health services and community champions to achieve the plan and problem solve complex issues as they arise.</li> <li>▪ Maintains relationships with strategic business partners.</li> </ul>	
<b>HOURS OF WORK</b>	80 per fortnight – Fixed term to 30/06/22	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the Allied, Public Health & Technical Multi Employer Collective Agreement (MECA), Health & Clinical Support Workers & Hauora Māori Workers; Clause 5.4.3 Level 3 pro rata for hours worked and according to qualifications and experience.	
<b>DATE</b>	March 2022	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A	
<b>SCOPE &amp; COMPLEXITY</b>	Effectively manage time and prioritise workload to ensure project work is completed within the agreed time.	

## ESSENTIAL CRITERIA

### Qualifications

- Tertiary qualification in a health-related field
- Registered or working toward registration with a professional body

### Experience

- Extensive experience in health (ideally 10 - 15 years)
- Proven customer service skills

### Business / Technical Skills

- Knowledge and understanding of at least one Pacific culture and traditions
- Proficient oral and written skills in at least one Pacific language
- Experience working in health services
- Experience in working with Pacific families
- A high degree of maturity, stability and self-confidence
- An excellent communicator on a one-to-one and in group situations
- Understands and holds experience related to the implementation of Pacific models of practice
- Current driver's license

### Key Attributes

- Interpersonal savvy
- Perseverance
- Negotiation
- Time management
- Priority setting
- Sound knowledge and understanding of the Hawke's Bay Pacific community
- A willingness to develop strong community links with Pacific community groups

### Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

### Vaccination status for role:

All staff must be vaccinated for Influenza and COVID-19

Additional vaccinations are required for Clinical Staff in accordance with current mandate

## DESIRABLE CRITERIA

### Experience

- Experienced working within fanau and understanding the dynamics and inter-relationships people have with their communities/environment
- Skills in partnering and developing relationships with Māori health and mainstream health service providers, public and private sector organisations to better enable shared care approaches

### Business / Technical Skills

- Efficiency with Microsoft word and excel
- Skills in project management and report writing
- Skills in developing care plans with people who have long-term health needs so that they have a plan about how to keep themselves well and know what to do when something goes wrong
- Knowledge of the health sectors including individual rights and collective entitlements
- Capability to assess systems and recommend improvements



## 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.