

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Kaitakawaenga (Māori Cultural Advisor)		
	DIRECTORATE	Te Puni Tūmatawhānui (Health Improvement & Equity Directorate)	DEPARTMENT	Te Wahanga Hauora Māori (Māori Health Service)
	REPORTING TO (operationally)	Team Leader Operations and Team Coordinator Wards	REPORTING TO (professionally)	Team Leader Operations and Team Coordinator Wards
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<ul style="list-style-type: none"> This role covers the Te Wāhanga Hauora Māori (Māori Health Service) within the Hawke's Bay District Health Board (HBDHB). Staff reporting – Nil Direct or Indirect. 			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> The position is a dual role: <ul style="list-style-type: none"> Providing faultless support for whaiora (patients) and their whānau within the hospital wards in collaboration with the Kaitakawaenga team utilising the services Whānau Manaaki Model of Care in all interventions. Provide cultural support in all relevant activities across the HBDHB that recognises and supports the delivery of the Hawkes Bay health sector vision and values. Responsible for the operation and coordination of the Whānau Whare Accommodation providing exemplary engagement with whānau in conjunction with the Kaiwhakarite (Administrator). 			
KEY DELIVERABLES	<p>Delivery of a Safe and Effective Service in Partnership with Clinicians</p> <ul style="list-style-type: none"> Make referrals as appropriate and supports whānau to access services. Facilitates Whānau Hui and promotes positive relationships and participation in their care. Conduct Wellness Plans for patients as per the Māori Health Service Operations Service Plan. Work in co-operation with other staff using cultural knowledge and experience to anticipate problems and support appropriate clinical decisions. Ensure all new Māori patients are made aware of their rights and their choices and are empowered through their relationship with the service. Issues and recommendations from the aromatawai are communicated to the care coordinator for consideration and incorporation into the recovery plan. <p>Whānau Whare Accommodation Administration and Clerical Support</p> <ul style="list-style-type: none"> Engages effectively with whanau when they check in to the whare. Effectively manage whānau registration by keeping detailed and accurate records. Provide a safe and secure accommodation within the whare for patients pre or post admission or for whānau who have whānau members in hospital that meet the required criteria. Monitor and maintain cleanliness of the whare at all times according to a daily cleaning schedule. Effectively conducts the responsibilities of Fire and Emergency Warden for the service's building. Knowledge of who to contact for after hours emergency services. ie. Electrical & plumbing. Ensure that all Whānau Whare Accommodation resources are accounted for. Regular monitoring of whare inside and outside the facilities. Knowledge of how and when to contact Duty Managers. Contacts security for all critical security incidents. Encourages whānau to be smokefree. 			
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> Not to do anything that puts your own H&S at risk Not to do anything that puts others H&S at risk To follow all health and safety policies and procedures To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>			
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> General Manager (Māori Health Service) Team Leader (Māori Health Service) Team Coordinators (Māori Health Service) Operations Team (Māori Health Service) Other HBDHB Business Units and Departments. In particular: <ul style="list-style-type: none"> Duty Managers HBDHB Call Centre HBDHB Security team 		<p>EXTERNAL</p> <ul style="list-style-type: none"> Māori NGO's Whānau, Hapū, Iwi Social organisations Mainstream services Government agencies Primary and secondary health, community health organisations Relevant organisations appropriate to tūrora wellbeing Members of the public including whānau of tūrora of the HBDHB. 	

DELEGATION AND DECISION	<ul style="list-style-type: none"> Supporting whānau in the Whānau Whare Accommodation and having an understanding of the National Travel Assistance (NTA) Funding criteria and its application.
HOURS OF WORK	<ul style="list-style-type: none"> 80 hours per fortnight. Wednesday to Sunday – 12.00pm to 8.30pm (includes Public Holidays).
EMPLOYMENT AGREEMENT & SALARY	<ul style="list-style-type: none"> In accordance with the DHB/PSA Allied, Public Health & Technical Multi Employer Collective Agreement, Health & Clinical Support Workers & Hauora Māori Workers, Level 3 Step 1 to Step 3, according to qualifications and experience.
DATE	<ul style="list-style-type: none"> June 2022.
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> Not applicable.
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Foster communication between secondary care services and clinicians to enhance referral management by increasing two-way communication. Provide guidance and organisation-wide standardised approach to managing patients / clients who Do Not Attend (DNA) a scheduled appointment and outline the operational processes that supports the HBDHB to reduce the number of Māori patients who DNA. Provide efficient and effective services to improve navigation pathways to ensure patients / clients attend appointments on the day and at the time that they are scheduled. Negotiates a robust set of agreed arrangements with whānau to enhance health literacy for whānau to better understand the patient / clients presenting illness / condition(s) / diagnosis. 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 whānau; and Advocates and represents the client / patient on behalf of whānau to address any issues that may arise due to any misunderstandings that may occur during the navigation process. Working alone during the evening operating and coordinating of the Whānau Whare Accommodation supporting whānau and recording any issues that the whānau may have for follow up with the next business day.

ESSENTIAL CRITERIA

Qualifications

- Tertiary qualification in an administrative or a health-related field or working towards one.
- Māori cultural qualification eg. Te Reo Māori and or Tikanga Māori.

Experience

- Experience in health and administration.
- Implementation of Māori models of practice.
- Community networks with local iwi and marae.
- Communication skills with individuals or groups.
- Experience in dealing with families experiencing stress through bereavement and terminal illness.

Business / Technical Skills

- Computer literate.
- Full drivers licence.
- Demonstrates knowledge of hospital standard operating procedures.

Key Attributes

- Negotiation resolution.
- Conflict management skills.
- Confidentiality management.
- Effective communication skills.
- Ability to recognise cultural issues.
- Positive attitude with a problem-solving focus.
- Knowledge of the health sectors including individual rights and collective entitlements.
- Experience working with whānau and understanding the dynamics and inter-relationships people have with their communities/environment.

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.

Physical requirements for role

- **Agility**
 - Able to kneel.
 - Able to squat.
 - Able to stretch arms out in front.
 - Able to raise arms above your head.
- **Fitness**
 - Able to walk up 2 flights of stairs without stopping.
- **Strength**
 - Able to do at least 3 half press ups (i.e. on knees).

Vaccinations status for the role

- Annual influenza vaccination required.
- COVID vaccination required.

DESIRABLE CRITERIA

Experience

- Working in administration.
- Working in Health Services.

Business / Technical Skills

- Competency in te reo Māori.
- Project management and report writing.
- Assess systems and recommend improvements.
- Partnering with Māori health and mainstream health service providers, public and private sector organisations to better enable shared care approaches.
- Developing care plans with people who have long-term health needs.



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.