

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE 	Kaitakawaenga (Māori Cultural Advisor) – Wairoa Hospital		
	DIRECTORATE	Te Puni Tūmatawhānui (Health Improvement & Equity Directorate)	DEPARTMENT	Te Wāhanga Hauora Māori (Māori Health Service)
	REPORTING TO (operationally)	Wairoa Health Centre Manager	REPORTING TO (professionally)	Team Leader Operations and Team Coordinator, Māori Health Service
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<ul style="list-style-type: none"> Working as part of Te Wāhanga Hauora Māori (Māori Health Service) within Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay this role will provide Kaitakawaenga Services at Wairoa Hospital. Staff reporting – Nil Direct or Indirect. 			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> Provide responsive support for tūrora (patients) and their whānau at Wairoa hospital. Provide seamless and responsive care for whānau by assisting Wairoa hospital teams where required Support the coordination of the Wairoa Integrated Care Team. Be community out-facing to ensure whānau are supported post discharge. Utilise the 'Whānau Manaaki' - Model of Care in all patient / whanau encounters which provides clear assessment, intervention pathways, monitoring and data capture. Provide culturally appropriate information and support to help whānau make informed decisions about their care, and Provide cultural expertise to enhance staff cultural safety and whānau satisfaction. 			
KEY DELIVERABLES	<ul style="list-style-type: none"> Complete Whānau Manaaki assessments with whaiora. Make referrals as appropriate to support whānau to access health and social services. Strong relationships and effective decision making with the Integrated Care Team. Be a point of contact for the Wairoa Community Coordinators and seeking navigation support for their whānau. Facilitate Whānau Hui to promote 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 whaiora are aware of their rights and their choices and are empowered through their relationship with the service. Complete reporting requirements for the Service. Attend monthly hui with the Māori Health Service team. 			
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay 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	INTERNAL <ul style="list-style-type: none"> General Manager (Māori Health Service) Team Leader (Māori Health Service) Team Coordinators (Māori Health Service) Wairoa Health Centre Manager Operations Team (Māori Health Service) Other Te Whatu Ora - Health New Zealand Business Units and Departments Wairoa Social Worker – Wairoa Hospital Wairoa Integrated Nursing Team 		EXTERNAL <ul style="list-style-type: none"> Kahungunu Executive Wairoa Community Coordinators (Ngāti Pahauwera, Rongomaiwahine Iwi Trust, Waikaremoana) Wairoa Community Connectors (MSD) Social organisations Government agencies Primary and secondary health, community health organisations Relevant organisations appropriate to tūrora wellbeing Members of the public including whānau of tūrora of Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay and Tairāwhiti Te Whatu Ora - ` Hawke's Bay. Oranga Tamariki 	

DELEGATION AND DECISION	<ul style="list-style-type: none"> Is involved with decision making within Integrated Care team and Multi-Disciplinary Team (MDT) hui to achieve the best results for whānau and problem solve any issues that arise.
HOURS OF WORK	<ul style="list-style-type: none"> 80 hours per fortnight. Monday to Friday – 8.00am to 4.30pm.
EMPLOYMENT AGREEMENT & SALARY	<ul style="list-style-type: none"> In accordance with the Te Whatu Ora - ` Hawke's Bay/PSA Allied, Public Health & Technical Multi Employer Collective Agreement, Health & Clinical Support Workers & Hauora Māori Workers Step 2 – Step 5 according to qualifications and experience.
DATE	<ul style="list-style-type: none"> August 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 Te Whatu Ora - ` Hawke's Bay 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. Provide manaaki, tautoko with Primary and Secondary services that support ngā tūrora me ōna whānau pae ora.

ESSENTIAL CRITERIA

Qualifications

- New Zealand Advanced Certificate/Diploma qualification.

Experience

- Experience in Māori health.
- Experience in administration.
- Proven customer service skills.
- 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.
- Proven passion for improving Māori health.

Business / Technical Skills

- Current full Class 1 drivers licence.
- Demonstrates an understanding of continuous quality improvement.
- Demonstrates knowledge of hospital standard operating procedures.
- Computer competency.

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 and squat.
 - Able to stretch arms out in front and 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

- COVID-19 and annual influenza vaccinations are required.

DESIRABLE CRITERIA

Experience

- Experience working in Māori health.
- Māori cultural qualification e.g. te reo me ōna tikanga Māori.

Business / Technical Skills

- 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.