

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Pacific Health Navigator		
	DIRECTORATE	Health Improvement & Equity Directorate	DEPARTMENT	Pacific Health Service
	REPORTING TO (operationally)	Pacific Team Leader	REPORTING TO (professionally)	Not applicable
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Pacific health area of Te Whatu Ora, Te Matau a Māui Hawke's Bay responsible for in Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke's Bay Staff reporting N/A			
PURPOSE OF THE POSITION	The Pacific Health Navigator will provide: <ul style="list-style-type: none"> Navigation support to Pacific fanau and patients within identified medical practices Support health care services to be clinically and culturally safe Provide early intervention and facilitate engagement with Health Care Services 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 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 To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Pacific Health Service. 			
KEY DELIVERABLES	<p>Pacific Responsiveness</p> <ul style="list-style-type: none"> Foster communication between Pacific families with prioritised health needs and primary care and health services Support fanau to prioritise health and gain the knowledge to access primary care in a timely manner 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. 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 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 <p>Primary Care and Health Services Responsiveness</p> <ul style="list-style-type: none"> Foster communication between primary care/health services and Pacific families within prioritised health areas Support Primary care and health services to develop their capacity to work better with Pacific families <p>Direct Client Care-Customer Service</p> <ul style="list-style-type: none"> Support families to identify needs and ensure they are supported to navigate the system Ensures families understand and are supported to follow through with care plans and any actions as suggested by health practitioners Participate in service development which will lead to positive health outcomes for Pacific fanau, as requested Ensure timely and appropriate referrals to other services Ensure timely documentation of all work done Facilitates fanau fono and promotes positive relationships and participation in care Encourages fanau to be smokefree Develop agreed action plans to achieve health care targets <p>Systems Change</p> <ul style="list-style-type: none"> Contributes to improvement of services Facilitates growing relationships between health services and agencies serving Pacific communities Monitors and participates in audits of primary care and health services for cultural responsiveness as and when the need arises Collates evidence of best practice to share with general practice and the Pacific community 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 Develops and maintains networks within health care services and other community organisations to assist with identifying issues and enlisting support for change <p>Education</p> <ul style="list-style-type: none"> Supports fanau and health services to attend training sessions to improve health literacy Supports health services towards improving how they serve Pacific families 			

HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora, 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	<p>INTERNAL</p> <ul style="list-style-type: none"> • Pacific Team Leader • Pacific Health Service • Population Health Service • Māori Health Service • Health care professionals and staff across Te Whatu Ora, Te Matau a Māui Hawke's Bay • Public Health team 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Pacific community settings- fanau, church groups • Mainstream services • Primary and secondary health, community health organisations • Social organisations • Māori organisations in the field of relevance • Government agencies • Relevant organisations appropriate to patient/client wellbeing
DELEGATION AND DECISION	<ul style="list-style-type: none"> • Works collaboratively with the Pacific Health team, health services and community champions to achieve the plan and problem solve complex issues as they arise. • Maintains relationships with strategic business partners. 	
HOURS OF WORK	80 hours per fortnight (1.0 FTE)	
EMPLOYMENT AGREEMENT & SALARY	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.	
DATE	December 2022	
EXPENDITURE & BUDGET ACCOUNTABILITY	Not applicable	
SCOPE & COMPLEXITY	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 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.

Vaccination status for role:

All staff must be vaccinated for Influenza and COVID-19

Additional vaccinations are required for Clinical Staff

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.