

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b>	<b>Kaitakawaenga – FSA (Māori Cultural Advisor – First Specialist Appointments)</b>		
	<b>DIRECTORATE</b>	Hospital and Specialist Services	<b>DEPARTMENT</b>	Te Wāhanga Hauora Māori (Māori Health Service)
	<b>REPORTING TO (operationally)</b>	Team Leader Operations and Team Coordinator Māori Health	<b>REPORTING TO (professionally)</b>	Team Leader Operations and Team Coordinator Māori Health
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<ul style="list-style-type: none"> <li>This role works within Te Wāhanga Hauora Māori (The Māori Health Service) within Te Whatu Ora, Te Matau a Māui, Hawke's Bay.</li> <li>Staff reporting – Nil Direct or Indirect.</li> </ul>			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>Improving access to health services by assisting to reduce the Did Not Attend (DNA) rate for patients attending their First Specialist Appointment (FSA) which involves reducing barriers to access. The approach involves a collective collaborative way of working, through: <ul style="list-style-type: none"> <li>Referral management and access protocols</li> <li>Patient support and follow-up management</li> <li>Fostering communication between secondary care services and clinicians to enhance referral management by increasing two-way communication</li> <li>Teamwork and commitment to meet the needs of patients/clients with complex health needs, or considered vulnerable and/or high-risk patients/clients</li> <li>Providing solutions to systems improvement of patient and whānau pathways</li> </ul> </li> </ul>			
<b>KEY DELIVERABLES</b>	<ul style="list-style-type: none"> <li>Deliver care coordination services in a manner that consistently empowers the client/patient and their whānau to access services by identifying the circumstances and risks that may result in a DNA.</li> <li>Drive positive health outcomes for whānau by introducing a systematic process for following up DNA referrals in a timely manner that helps to reduce DNA rates for Māori clients/patients and their whānau.</li> <li>Empower whānau to find own solutions to functional, non-medical problems.</li> </ul>			
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Te Whatu Ora, Te Matau a Māui, Hawke's Bay 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>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>General Manager (Hospital and Specialist Services)</li> <li>Team Leader (Māori Health Service)</li> <li>Team Coordinators (Māori Health Service)</li> <li>Operations Team (Māori Health Service)</li> <li>Administration Manager</li> <li>Elective Surgery Booking Staff</li> <li>Other Te Whatu Ora, Te Matau a Māui, Hawke's Bay Business Units and Departments</li> </ul>		<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>Māori NGO's</li> <li>Whānau, Hapū, Iwi</li> <li>Social organisations</li> <li>Mainstream services</li> <li>Government agencies</li> <li>Primary and secondary health organisations</li> <li>Relevant organisations appropriate to tūroro wellbeing</li> <li>Members of the public including whānau of tūroro of Te Whatu Ora, Te Matau a Māui, Hawke's Bay.</li> </ul>	

<b>DELEGATION AND DECISION</b>	Not applicable.
<b>HOURS OF WORK</b>	56 hours per fortnight (0.7 FTE). Monday to Friday.
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the PSA – Allied, Public Health & Technical Multi Employment Collective Agreement – Hauora Māori Workers salary scale according to qualifications and experience.
<b>DATE</b>	March 2024.
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Not applicable.
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>▪ Foster communication between secondary care services and clinicians to enhance referral management by increasing two-way communication.</li> <li>▪ 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, Te Matau a Māui, Hawke’s Bay to reduce the number of Māori patients who DNA.</li> <li>▪ 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.</li> <li>▪ 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.</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 whānau; and</li> <li>▪ 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.</li> </ul>

## ESSENTIAL CRITERIA

### Qualifications

- Community Support or Health Promotion qualification – Certificate or above or equivalent experience.

### Experience

- Experience in Māori health.
- Experience in administration.
- Proven customer service skills.
- Proven passion for improving Māori health.
- 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 competency.
- Current full Class 1 drivers licence.
- Demonstrates an understanding of continuous quality improvement.
- 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:

- Able to physically and mentally manage the role.

### Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccinations

## DESIRABLE CRITERIA

### Experience

- Working in Health Services.
- Working in a Whānau Ora setting.
- Administration and Report writing.

### Business / Technical Skills

- Competency in te reo Māori.
- Partnering with Māori health and mainstream health service providers, public and private sector organisations to better enable shared care approaches.



## 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.