

POSITION DESCRIPTION: Te Ara Rau Access and Choice, Health Coach

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatū and Taranaki.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>	
Primary Functions	<p>Te Ara Rau Access & Choice (A&C) Health Coach will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims.</p> <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Work collaboratively with whānau whaiora and Te Ara Rau and THINK Hauora teams to promote and provide support whereby the hopes, dreams, goals and aspiration of the client(s) govern what intervention is needed and when. • Promote self-management skill training and other relevant interventions. • Liaise and organise mental health and addiction responses across primary mental health continuum (eg. other community settings including secondary Mental Health, AOD Services). • Offer a generalist approach to primary mental health (eg. holistic monitoring of wellbeing needs for whānau whaiora). • Co-ordinate opportunities for access to the best support options possible. • Collect relevant population reporting data. • Work alongside General Practice Teams (GPTs), Mātanga Whai Ora, Kaiwhakapuaki Waioara and Health Coaches to provide coordination, education and immediate responses to mental health queries. • Provide access to whānau whaiora to E-therapy and other relevant self-management resources. • Educate and upskill whānau whaiora regarding mental health and support services. • Work collaboratively with Mātanga Whai Ora and other Support services to achieve best outcomes for whānau whaiora. 	
Reports to	Clinical Team Lead, Te Ara Rau Access and Choice	
Direct reports	N/A	
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Mātanga Whai Ora, Kaiwhakapuaki Waioara, Health Coaches • Here Toitū Kaimanaaki • Te Ara Rau Access & Choice Administration and Leadership Team • Clinical and Network Services Team • Strategy and Enablement Teams 	<p>External</p> <ul style="list-style-type: none"> • Whānau Whaiora • General Practice Teams (GPT's) • Non-Government Organisations (NGO's) • Local Health and other social service organisations • Māori Leadership Team (Te Tihi o Ruahine) • Te Whatu Ora MidCentral • Community groups and leaders

Primary Location	Located in Horowhenua region and you will be responsive to the needs of the population within the Midcentral region with a high priority to the needs of the population within the Horowhenua region.
Salary Range	In accordance with the skills and experience to undertake the role competencies
Nature of Position	Full-time, Fixed Term Position to 30 June 2026
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday. Hours to be worked are generally between 7am and 6pm as agreed however some flexibility of hours will be required
Status as described in the Children's Act 2014	In line with the Children's Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Core Worker position.
Health and Safety	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora's health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</p>

ORGANISATIONAL VISION, MISSION and VALUES	
Our Strategy	THINK Hauora 2019-2025 Strategy supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
Our Vision	Tūhonotia te hāpori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology and performance</p> <p>Innovation: Activating innovation, engagement and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Equity	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to "stop, look, listen and think" about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.
Commitment to Te Tiriti o Waitangi:	THINK Hauora is committed to Te Tiriti o Waitangi and is an exemplar Te Tiriti Partner whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five

	<p>principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p>Tino Rangatiratanga Self-determination</p> <p>Mana Taurite Equity</p> <p>Whakamarumarutia Active Protection</p> <p>Kōwhiringa Options</p> <p>Pātuitanga Partnership</p> <p>Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment).</p>
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KEY RESPONSIBILITIES		
Relationship Management	<ul style="list-style-type: none"> Communicate effectively with a diverse range of people in a culturally appropriate manner Build and maintain positive relationships with whānau whaiora with health needs and/or disabilities. Provide self-management support through – information and education; teaching health management skills; working in partnership with tāngata whaiora, whānau and groups; promoting behavioural change; teaching problem solving skills. Solicit the participation of whānau whaiora with health needs and/or disabilities in various aspects of service delivery and planning Identify and create opportunities for whānau whaiora to connect with service providers and stakeholders. 	<ul style="list-style-type: none"> Strategic relationships are in place Whānau whaiora are linked to service providers and THINK Hauora Relationships are built through effective and clear communication Participation and inclusion within the community
Bridging Health Barriers	<ul style="list-style-type: none"> Support, guide and navigate persons with health needs and/or disabilities within the population to connect with service providers in order to improve health outcomes. Ensure health service providers have the knowledge to access appropriate language assistance. Collaborate with service providers to deliver better health literacy for whānau whaiora. Be cognisant of and adhere to policy and legislation relevant to your work Understand how data can inform practice 	<ul style="list-style-type: none"> Barriers and challenges are identified, and solutions sought Whānau whaiora are successfully connected to service providers
Improve Health Outcomes for Community	<ul style="list-style-type: none"> Deliver health literacy through kōrero Assist whānau whaiora to enhance and develop their own skills and knowledge to build on strengths and confidence. 	<ul style="list-style-type: none"> Appropriate cultural training is in place for healthcare professionals Visual and written resources are available to practices and healthcare professionals to aid in information delivery

Network Development	<ul style="list-style-type: none"> • Building and maintaining relationships that will assist in providing opportunities for whānau whaiora with health needs and/or disabilities • Providing other services options for whānau whaiora and advocating to choose the services that best meets their need(s) 	<ul style="list-style-type: none"> • Positive relationships are in place • Advocates for whānau whaiora • Training opportunities are identified across the THINK Hauora region
Data Collection	<ul style="list-style-type: none"> • Data and reporting are kept up to date using Indici or other relevant data storage systems (e.g., Medtech32, MedtechEVO and whānau tahi) • Utilising the data to inform your practice and ensure whānau are informed • Adhere to policy and legislation relevant to your work • Understand how data can inform practice 	<ul style="list-style-type: none"> • Adheres to the principles under the Privacy Act 2020 • Adheres to the Health Information Privacy Code
Other Duties	<ul style="list-style-type: none"> • Readily performs any other job-related activities • Deal with impromptu work requests 	<ul style="list-style-type: none"> • Ensure that work is done in a culturally safe manner • Apply the organisation's health and safety policies and procedures
Health and Safety	<ul style="list-style-type: none"> • Report and work to eliminate, isolate or minimise any hazards. • Participate in health and safety management practices for all employees 	

PERSONAL SPECIFICATIONS

Qualifications	Minimum Undergraduate Certificate or Post Graduate Certificate/Diploma that is clinically aligned to the role.
Essential	<ul style="list-style-type: none"> • Commitment to ensuring best practice when working with whānau whaiora. • A strong understanding of mental health or experience with mental illness. • Ability to work positively under pressure. • Reliable, friendly, approachable and resilient. • Ability to build and maintain relationships internally and externally. • A working understanding of diverse culture and how it is incorporated into practice • Understands the principles under the Privacy Act 2020 and the Health Information Privacy Code, including the main concepts covered by the Code and how the Code applies in practice. • Communicate effectively with a diverse range of people in a culturally appropriate manner. • Understand a community's traditional beliefs, values, and practices and changes that occur through acculturation. • Ability to persevere with a task, and to display the required energy to achieve the objectives despite obstacles. • Competent and confident in using IT as a tool to support your work. • Solution focused. • A commitment to continuing professional development. • Ability to prioritise time and tasks. • Current NZ Divers Licence

SKILLS AND KNOWLEDGE

The following level of Knowledge and Skills are required for the role. These are grouped under the Core, Information and Knowledge and Leadership and Management dimensions of the THINK Hauora Interdisciplinary Knowledge and Skills Framework (IKSF). You must be at, or working towards, the level identified in each area (see levels below).

Level 1: Beginner

Level 2: Competent

Level 3: Proficient

Level 4: Expert

DIMENSION 1: CORE KNOWLEDGE AND SKILLS (MANDATORY)

C1 Teamwork	L3	Contributes to the development of the team vision, goals and purpose, supporting and assisting others to do so.
C2 Communication	L3	Consistently demonstrates establishment / maintenance and conclusion of a therapeutic partnership with the tāngata whaiora/family/whānau, maintaining professional boundaries and assisting team members with this
C3 Ethical Practice	L3	Acts ethically and consistently within legislation, policies and procedures and supports others to do so
C4 Māori Cultural Responsiveness	L3	Participate in changes in the practice setting that recognize and integrate application of Māori Health, Treaty of Waitangi and Cultural safety
C5 Health, Safety and Risk Management	L3	Promote, monitor and maintain best practice in health, safety and security.
C6 Service Improvement	L3	Appraise, interpret and apply suggestions, recommendations and directives to improve services
C7 Quality Improvement	L3	Contribute to improving quality.
C8 Personal Development	L3	Develops self and supports and contributes to the development of others.

DIMENSION 2: HEALTH AND WELLBEING (FOR CLINICIANS)

HWB1 Promotion of health and wellbeing and prevention of adverse effects on health and wellbeing	L3	Plan, develop and implement programmes to promote health and wellbeing and prevent adverse effects on health and wellbeing
HWB2 Assessment and health and wellness planning to meet health and wellbeing needs	L3	Assess health and wellbeing needs and develop, monitor, and review care plans to meet specific needs
HWB3 Provision of care to meet health and wellbeing needs	L3	Plan, deliver and evaluate care to meet health and wellbeing needs of people with a greater degree of dependency
HWB4 Self-management and self-management support to meet health and wellbeing needs	L3	Enable people to address specific needs in relation to health and wellbeing

DIMENSION 4: INFORMATION AND KNOWLEDGE

IK1 Data collection	L2	Modify, structure, maintain and present data and information
IK2 Data analysis	L2	Gather, analyze and report a limited range of data and information
IK3 Using data to drive service improvement	L2	Maintain knowledge and information resources and help others to access and use them
DIMENSION 5: LEADERSHIP AND MANAGEMENT		
TLM1 Managing self and personal skills	L3	Participates in continuing professional development to achieve organizational goals
TLM2 Providing Direction: Strategic and Operational Planning	L2	Clearly and enthusiastically communicates organization vision, objectives and operational plans
TLM3 Leading and managing change	L2	Defines and initiates change, identifying leverage points for change in processes and work habits
TLM4 Leading and building interdisciplinary teams: working with people	L2	Allocates and monitors the progress and quality of work in area of responsibility
TLM5 Purchasing and Financial management: Using Resources	L2	Coordinate and monitor the use of financial resources, and assist in purchasing, sourcing and monitoring goods and/or services
TLM6 Performance and Service Improvement	L2	Encourages improvement and innovation by creating a climate of continuous service improvement
TLM7 Service and Project management	L2	Organize specific aspects of services and/or projects
TLM8: Public relations and marketing	L2	Undertake public relations and marketing activities

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: