

POSITION DESCRIPTION: KAIWHAKAHAERE TARI KIMIORA KI HOROWHENUA

Background	<p>Kimiora is a satellite clinic of HCP, based at 13B Bristol Street, Levin, servicing largely around the unmet health needs of Maori, Pasifika, and high deprivation whanau.</p> <p>Horowhenua Community Practice (HCP) is owned and operated by THINK Hauora. HCP is governed by the Board of THINK Hauora and the day-to-day operation is overseen by HCP Practice Manager, who is supported by Clinical and Administration Leads.</p> <p>Kimiora preamble - A group of Iwi, Consumer, Nurse Practitioners and Think Hauora, who are dedicated to whaanaungatanga a sense of connection and belonging. We believe an active life force is a healthy life force, Mauri tuu, mauri ora. To awaken your vibrant life force/energy, Whakaoho Mauri. Kimiora is culturally appropriate to specifically (but not exclusively) to Maori and Pacific Island families in the rohe of Horowhenua.</p> <p>Kimiora philosophy- Ora focused clinic that is responsive and culturally appropriate to specifically but not exclusively to Maori, Pacific Island populations. A service that aligns with Maori tikanga principles of manaakitanga, whanaungatanga, kotahitanga, wairuatanga, rangatiratanga and overall holistic health intertwining with the PHC principles of appropriate, accessible, accountable service.</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>Kaiwhakahaere Tari Kimiora (KTK) will work for THINK Hauora (the practice of HCP/Kimiora) and its stakeholders to develop and utilise information to meet current and future strategic aims.</p> <p>The Kaiwhakahaere Tari Kimiora is a pivotal person in the medical centre environment, as they can be the first point of contact with whanau. They also co-ordinate the services and have a major role to play in prioritising workflows and managing patient expectations. Therefore, he/she provides services, assists, and communicates with staff accordingly. Customers should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them has been done. "Going the extra mile" is our philosophy. The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.</p>	
Reports to	Nurse Practitioner (NP), Kimiora	
Direct reports	Nil	
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Kimiora Team • Practice Manager • Administative Lead • Reception and Administration Staff • Nurses • Doctors • PHO providers • Wider THINK Hauora 	<p>External</p> <ul style="list-style-type: none"> • Patients and their family and whanau • Visitors • Other health professionals • Community • Other Organisations

Primary Location	Kimiora, a satellite clinic of HCP, based at 13B Bristol, Levin with some travel within the THINK Hauora region.
Salary Range	Based on skills and experience
Nature of Position	Fixed Term, full-time (1.0 FTE)
Status as described in the Children's Act 2014	In line with the Vulnerable Children 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 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> <p>Kimiora is guided by 5 Maataapono/Principles</p> <ul style="list-style-type: none"> • Manaakitanga - to respect and care for the mana of each other • Whaanaungatanga – that gives each one of us a sense of connection & belonging with in Kimiora • Kotahitanga – Just like the roots of the Kahikatea Kimiora strength is intertwined with the key stakeholders. • Wairuatanga –each person's heritage is valued, and spiritual practices or beliefs are acknowledged and supported. Strengthening Wairau is a pivotal cornerstone of health.

	<ul style="list-style-type: none"> Rangatiratanga – Determining your own health needs and priorities. Kimiora will support your self-determination of your wellness/health journey.
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:	<p>THINK Hauora is committed to Te Tiriti o Waitangi and aspires to be 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 principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p>Tino Rangatiratanga Self-determination Mana Taurite Equity Whakamarumarutia Active Protection Kōwhiringa Options 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>

KEY RESPONSIBILITIES	
Key Competency	
Reception Management / Registrations	
Receive and welcome	<ul style="list-style-type: none"> All visitors are received promptly and courteously
Arrival	<ul style="list-style-type: none"> All customers are indicated as ‘arrived’ in the PMS system
Message taking	<ul style="list-style-type: none"> Messages are recorded accurately within the PMS system under contacts or tasks
Appointments	<ul style="list-style-type: none"> Patient appointments are accurate and made according to guidelines
Communication and liaison	<ul style="list-style-type: none"> Enquiries from customers, visitors and others are dealt with courteously and as quickly as possible No clinical information is to be given or asked. All medical questions are to be passed to the Duty Nurse or message taken for the Nurse to return the call Ensure that work is done in a safe environment. Apply the organisation’s health and safety policies and procedures
Patient enrolments	<ul style="list-style-type: none"> New customers who wish to register with the practice are registered and then enrolled with the PHO in accordance with the guidelines Patient notes are requested from previous provider Patient file is made up and put in the filing system Patient details are entered into the PMS system - INDICI

Patient details are updated	<ul style="list-style-type: none"> • Patient details are maintained and checked on a regular basis. This includes workplace, mobile numbers, NOK, and CSC numbers etc.
Patient transfers	<ul style="list-style-type: none"> • Following the appropriate guidelines, customers transferring out of the practice will have their medical notes sent to their new provider within 5 days
Office	
Answering telephone	<ul style="list-style-type: none"> • Answers all incoming telephone calls and forwards them to the appropriate person • Arranges appointments for customers to see the Acute Nurse • All calls are answered within 6 rings. If unable to answer all calls, messages must be checked and distributed in a timely manner
Filing and Scanning	<ul style="list-style-type: none"> • Patient filing is accurately completed within 24 hours of being put in filing tray • Patient files are kept in the appropriate order, categorized and in chronological order
Incoming mail	<ul style="list-style-type: none"> • All incoming mail and faxes are dated and processed as they arrive
Outgoing mail	<ul style="list-style-type: none"> • All outgoing mail is correctly addressed, and forwarded to HCP to be put in mail bag for postage
Document scanning	<ul style="list-style-type: none"> • Provides back fill to the scanning role as requested and when required by the Administration Lead. Documents are scanned within 24 hours of being put in the scanning basket and then filed into the appropriate Doctors/Nurse inbox
Stationery & Kitchen supplies	<ul style="list-style-type: none"> • Stock levels of stationery and kitchen supplies are kept at an adequate level. Advise the person responsible when stock is low so it can be maintained
Debtor Management	
Account Queries	<ul style="list-style-type: none"> • All account queries are dealt with in a timely and fair manner for both parties
Creditor Management	
Invoices	<ul style="list-style-type: none"> • On receipt of supplier invoice – verify with packing slip
Accounting	
Daily banking	<ul style="list-style-type: none"> • Balance / reconcile daily banking in accordance with practice guidelines • Discrepancies are reported to Practice Manager and investigated
Invoicing / Claiming	<ul style="list-style-type: none"> • Ensure all patient services undertaken are charged out in accordance with appropriate protocols • Appropriate procedures are followed when claiming subsidies from any funding agency including THINK Hauora • Customers are expected to pay on the day of consultation
Payments are receipted	<ul style="list-style-type: none"> • All payments are processed and receipted in accordance with guidelines
Balancing	<ul style="list-style-type: none"> • Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines

Subsidy schedules	<ul style="list-style-type: none"> All eligible patient subsidies are accurately entered and claimed (may also include claims processing)
Privacy and Security	
Patient confidentiality	<ul style="list-style-type: none"> Patient confidentiality is maintained at all times. Any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors Patient details are not to be discussed – the exception to this is where it is in relation to a particular request or task required Ensure that any non-staff are kept out of the reception and nurse station areas
Personal security	<ul style="list-style-type: none"> Money should be counted away from the front desk and out of sight of customers or visitors The practice provides key access for staff
Training and Development	
Training needs	<ul style="list-style-type: none"> Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly. This may include CPR updates
Meetings	<ul style="list-style-type: none"> Attendance is expected at all staff meetings and team meetings
Waiting Room	
Customers are informed	<ul style="list-style-type: none"> Customers are informed as to any delays occurring
Waiting room monitored	<ul style="list-style-type: none"> Waiting room is monitored to ensure all customers have been arrived and that there are no problems Customers who seem very ill or upset are to be taken to a nurse's room for privacy, and the nurse alerted
Kept clean and tidy	<ul style="list-style-type: none"> Waiting room and children's play area is kept clean and tidy. Magazines to be kept tidy and ensure not ripped or dated. Black chairs to be wiped weekly. Workstation to be kept clean and telephones, keyboard etc to be cleaned weekly as per infection control policy
Other	
Preparation of Reception and Other Areas	<ul style="list-style-type: none"> Ensure the reception area is tidy and patient information is not visible to patients and visitors At the start of each day settle Eftpos transactions Switch on all computers for reception
Other Duties	<ul style="list-style-type: none"> The Kaiwhakahaere Tari Kimiora will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the practice
Compliance	
Health and Safety	<ul style="list-style-type: none"> Ensure that work is done in a safe environment Report and work to eliminate, isolate or minimise any hazards Participate in health and safety management practices for all employees

	<ul style="list-style-type: none"> • Apply the organisation's health and safety policies and procedures. The organisation complies with its responsibilities under the Health and Safety at Work Act and any subsequent amendments or replacements legislation
Privacy Act	<ul style="list-style-type: none"> • Total confidentiality and privacy of patients is maintained • Management of patient information is according to the HCP Privacy Policy
Policies & Procedures	<ul style="list-style-type: none"> • Fully comply with Kimiora/HCP policies and procedures • Participate in development and review of policies and procedures

PERSONAL SPECIFICATIONS

Qualifications	<ul style="list-style-type: none"> • Relevant qualifications to undertake the role
Essential	<ul style="list-style-type: none"> • Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation • Experience of developing and implementing culturally responsive strategies across all levels of the organisation. • Experience of working with diverse populations • Attention to detail • Customer service focussed • Solution focussed
Desirable	<ul style="list-style-type: none"> • General Practice Team experience

Note:

The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of HCP

HCP is a service provider and as such staff members are required to have a flexible approach to the work they are requested to undertake (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of HCP

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: