

## POSITION DESCRIPTION: MĀTANGA WHAI ORA – HEALTH IMPROVEMENT PRACTITIONER

*THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME*

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| <b>Background</b>         | <p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Primary Functions</b>  | <p>Mātanga Whai Ora – Health Improvement Practitioner: Primary Mental Health Clinician 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"> <li>• Provide Brief Psychological Interventions centred primarily on evidence-based practices (e.g. CBT, MI and ACT) within a Stepped Care approach.</li> <li>• Promote Self-Management Skill Training and other relevant Interventions.</li> <li>• Liaise and organise mental health and addiction responses across primary mental health continuum (e.g. other community settings including secondary Mental Health, AOD services).</li> <li>• Offer a generalist approach to Primary Mental Health (e.g. monitoring of physical and mental health needs for Tangata Whaiora and whānau).</li> <li>• Co-ordinate access to Packages of Care opportunities where appropriate.</li> <li>• Work alongside General Practice Teams (GPTs) to provide co-ordination, education and immediate responses to mental health queries.</li> <li>• Provide access for Tangata Whaiora and whānau to E-therapy and other relevant self-management resources.</li> </ul>                                                                                                                                           |
| <b>Service Background</b> | <p>THINK Hauora is a respected and innovative provider of mental health services, making a positive difference and improving primary health wellbeing.</p> <p>Primary Mental Health services provided by THINK Hauora involves the following:</p> <ul style="list-style-type: none"> <li>• Service users having easy access to talking therapies and other psychosocial interventions through primary care settings that are closer to home.</li> <li>• Personalised, patient-centred primary care services that are delivered in closer relationship with social care.</li> <li>• Early intervention in the development of a mental health or substance use disorder, thereby making New Zealanders healthier and decreasing pressure on specialist mental health and Alcohol and other Drug (AOD) services.</li> <li>• Well-co-ordinated, collaborative care by multi-disciplinary teams.</li> <li>• Effective integration between primary and specialist mental health and AOD services to ensure a seamless patient experience and enable primary care practitioners to deliver a high quality primary mental health service supported by specialist clinicians.</li> <li>• Effective integration between the services provided by PHOs, NGOs, and agencies outside of the Health sector to better meet the needs of vulnerable patients and to provide greater choice for service users.</li> </ul> |

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|                                 | <ul style="list-style-type: none"> <li>• Innovative use of new health technologies (eg, e-therapy) that improves service coverage</li> <li>• Concrete options for supporting patient self-care.</li> <li>• Flexibility of funding arrangements to best meet the needs of the population.</li> </ul> <p>Primary Mental Health Care (PMHC) is important considering up to 75% of all mental health problems are addressed wholly or in part through primary health care services. The growth of PMHC has demonstrated that new ways of working lead to improvements in the standard of care.</p> <p>Guiding principles of PMHC service delivery:</p> <ol style="list-style-type: none"> <li>1. Successful models often involve a multi-disciplinary approach</li> <li>2. Seek to offer choice and accept that choice cannot be limitless</li> <li>3. Is Tangata Whai Ora whānau centred</li> <li>4. Interface between primary and secondary service delivery critical</li> <li>5. Need to be able to respond to the needs of a culturally diverse society</li> </ol> <p>THINK Hauora Primary Mental Health Services are focussed on providing a Stepped Care Approach. Stepped Care is a system of delivering and monitoring treatments so that the treatment that is most effective yet least resource-intensive is delivered to service users first.</p> <p>In a Stepped Care model:</p> <ul style="list-style-type: none"> <li>• There are interventions of different levels of intensity available to the service user.</li> <li>• The service user's needs are matched with the level of intensity of the intervention.</li> <li>• There is careful monitoring of service user outcomes, allowing treatments to be 'stepped up' if required.</li> <li>• Service users usually move through less intensive interventions before receiving more intensive interventions (if necessary).</li> <li>• There are clear referral pathways between the different levels of intervention.</li> <li>• Supporting self-care is recognised as an important aspect of managing demand.</li> </ul> <p>Stepped Care approach builds on existing Primary Mental Health activity with a focus on GP practices having the resources and the skills available to provide earlier interventions.</p> <p>THINK Hauora aligns the focus of Primary Mental Health service delivery to the actions communicated within Blue Print II - Improving Mental Health and Wellbeing for all New Zealanders (June 2012):</p> <ol style="list-style-type: none"> <li>1. Respond earlier and more effectively to mental health, addiction and behavioural issues.</li> <li>2. Improve equity of outcomes for different populations.</li> <li>3. Increase access to mental health and addiction resources</li> <li>4. Increase system performance and our effective use of resources</li> <li>5. Improve partnerships across the whole of government</li> </ol> |                                                                                                                                    |
| <b>Reports to</b>               | Clinical Team Lead, Te Ara Rau A&C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                    |
| <b>Direct reports</b>           | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                    |
| <b>Functional Relationships</b> | <b>Internal</b><br>THINK Hauora staff: <ul style="list-style-type: none"> <li>• Clinical and Network Services</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>External</b> <ul style="list-style-type: none"> <li>• General Practice Teams/Integrated Family Health Centres (IFHC)</li> </ul> |

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|                                                                  | <ul style="list-style-type: none"> <li>• Strategy and Enablement Team</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• THINK Hauora community</li> <li>• THINK Hauora providers</li> <li>• Te Tihi o Ruahine Whānau Ora Alliance</li> <li>• Māori and Pasifika Providers</li> <li>• MidCentral Health Secondary Mental Health and AOD Services</li> <li>• Government and Community Social agencies</li> <li>• Regional Public Health</li> <li>• NGO providers of Mental Health and AOD Services</li> </ul> |
| <b>Primary Location</b>                                          | Located in Palmerston North region and Midcentral region                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Salary Range</b>                                              | In accordance with the skills and experience to undertake the role competencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Nature of Position</b>                                        | Fixed term, full time position until 30 July 2027                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Hours</b>                                                     | Forty (40) hours per week (1.0 FTE), Monday to Friday                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Status as described in the Vulnerable Children's Act 2014</b> | In line with the Vulnerable Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a <b>Core Worker</b> position.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Health and Safety</b>                                         | <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  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Our Vision</b>                          | <b>Tūhonotia te hāpori ki te Ora – Connecting Communities for Wellbeing</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Our Strategic Aims</b>                  | <p><b>Whānau Ora:</b> Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p><b>Equity:</b> Driving equity of outcomes through people, community voice and data</p> <p><b>Access:</b> Ensuring access to health care is easy, available, cross-sectors</p> <p><b>Value:</b> Creating value through teams, technology and performance</p> <p><b>Innovation:</b> Activating innovation, engagement and delivery of excellence</p> <p><b>Networking:</b> Enabling networking and relationships to achieve partnerships</p> <p><b>Growth:</b> Driving sustainability through system and alignment focus</p>                                                                                                                               |
| <b>Our Values</b>                          | <p><b>Trust:</b> Maintaining open and honest relationships</p> <p><b>Respect:</b> Embracing diversity, uniqueness and ideas</p> <p><b>Unity:</b> Valuing strengths and skills</p> <p><b>Accountability:</b> Working in a transparent and responsible manner</p> <p><b>Courage:</b> Participating with confidence and enjoyment</p>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Equity</b>                              | <p>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.</p>                                                                                                                                                                                                                                                                                                                              |
| <b>Commitment to Te Tiriti o Waitangi:</b> | <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><b>Tino Rangatiratanga</b>   Self-determination<br/> <b>Mana Taurite</b>   Equity<br/> <b>Whakamarumarutia</b>   Active Protection<br/> <b>Kōwhiringa</b>   Options<br/> <b>Pātuitanga</b>   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

### Client Focus and Relationship Management

- Develop a broad knowledge of social services, budgeting, education and income support services
  - Development of intersectoral links e.g. WINZ, Social Welfare, ACC, Housing NZ, Ministry of Education etc.
  - Needs assessment within the general practice context using a recognised assessment process
  - Identify any barriers to informed decision making that are affecting the Client's ability to achieve better health status
  - Relationships with Tangata Whai Ora and whānau support groups for mental health
  - Ensure that Tangata Whai Ora and Whānau understand and accept the assessment process
  - Work towards decreasing the stigma towards people with mental health problems that lead to discrimination
  - In collaboration with Tangata Whai Ora and whānau, develop a Plan of Care/Transition using the Service's agreed formats
  - Ensure the general practice team (and other health professionals providing care) are informed of status and progress
  - Knowledge of the Recovery Model within Mental Health Practice
  - Provide Brief Interventions were applicable
  - Provide education and access to E-therapy resources for Tangata Whai Ora, whānau and GPTs
- Client notes feedback, audits, meeting minutes, End of Care Reports, and other related documentation will reflect:
  - A broad variety of options have been offered and utilised in the provision of service to clients
  - Everyone is working toward an agreed plan of care
  - Barriers that affect the client's ability to achieve better health status are addressed wherever possible
  - Standards and service delivery requirements are achieved
  - Strong and effective relationships with clients and family support are developed
  - Brief interventions are timely and appropriate
  - Use of Treatment Planning
  - Delivery of training across the region

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| Provider / Referrer              | <ul style="list-style-type: none"><li>• An in-depth knowledge of community resources and services available and to share knowledge and information with primary care providers ensuring the Resources Directory is current</li><li>• Development and maintenance of strong relationships within the general practice teams (GPT's).</li><li>• Links with other health professionals and organisations involved in the delivery of care e.g. pharmacists and NGO's</li><li>• Links with other health professionals and organisations involved in links with other primary and community mental health providers including Māori, Child, Youth and Family</li><li>• Links with secondary care services, in particular Service Coordination</li><li>• Provide information to potential referrers on services provided and target audience</li><li>• Receive and act on referrals accepted into the service where and when appropriate.</li><li>• Notify the referring health professional and/or other support services of the outcome of the health assessment and on identification of the goals of the Plan of Care</li></ul> | General Practice Surveys, provider feedback and Annual Performance and review outcomes reflect: <ul style="list-style-type: none"><li>• Employee has an in depth, current knowledge of primary care providers and resources</li><li>• Strong effective relationships with general practice teams</li><li>• Links with other providers health professionals and secondary care services involved with the delivery of care and service co-ordination</li><li>• Referrals accepted into the service meet service specifications.</li><li>• Referrers are notified of the outcome of the health assessment and the goals of the individuals Plan of Care</li></ul> |
| Improve Health Outcomes of Māori | <ul style="list-style-type: none"><li>• Engage and further develop relationships with Iwi/Māori</li><li>• Build an effective culturally competent and responsive workforce.</li><li>• Ensure that the cultural requisites of staff are met through the organisation's structures, policies and processes.</li><li>• Ensure the workforce reflects the diverse nature of our community</li><li>• Support sustainable organisational commitment to Whānau Ora and Ka Ao, Ka Awatea.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"><li>• Annual Performance Development and Review (APDR) process reflects opportunities to engage and develop relationships with Māori are maximised</li><li>• APDR show employee has achieved or is working towards IKSF Cultural Awareness Core Competencies.</li></ul>                                                                                                                                                                                                                                                                                                                                                       |
| Health and Safety                | <ul style="list-style-type: none"><li>• Report and work to eliminate, isolate or minimise any hazards.</li><li>• Participate in health and safety management practices for all employees</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| PERSONAL SPECIFICATIONS          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Qualifications                   | <ul style="list-style-type: none"><li>• Current and relevant qualifications to undertake the position</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Essential                        | <ul style="list-style-type: none"><li>• Qualified health professional with a current APC</li><li>• Outcome client focused with the ability to prioritise and set goals</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                  | <ul style="list-style-type: none"> <li>• Willingness to provide education and training to relevant audiences</li> <li>• Two years plus experience as a registered MH and/or AOD professional.</li> <li>• Has the ability to form and maintain professional and supportive relationships with Tangata Whai Ora, their whānau and key stakeholders.</li> <li>• Agile, flexible and willing to work in a new way</li> <li>• Proven time management skills and an ability to prioritise workload.</li> <li>• Demonstrates leadership, co-ordination and facilitation skills.</li> <li>• Proven written and verbal communication skills.</li> <li>• Ability to work as part of a team and without direct supervision</li> <li>• Proven interpersonal skills and able to develop therapeutic relationships</li> <li>• An understanding of various cultures within the community and ability to communicate effectively with a wide range of people and services.</li> <li>• Demonstrates a commitment to and working knowledge of Te Tiriti o Waitangi and its principles.</li> <li>• Intermediate level of computer literacy.</li> <li>• Commitment to a holistic model of primary health care practising in a recovery focussed framework.</li> <li>• An awareness and understanding of clinical risk</li> <li>• Demonstrate personal and professional growth for self and others and identifies own learning needs.</li> <li>• Innovative and pragmatic when problem solving.</li> <li>• Drivers Licence</li> </ul> |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• In-depth understanding of psychological theories</li> <li>• Leadership qualities</li> <li>• Advocacy experience</li> <li>• Project management skills</li> <li>• Understanding of and experience in working with general practice teams</li> <li>• Computer literacy- skills in Practice Management Systems e.g. Medtech</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

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Management Representative (print then sign)

Date:

and

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Employee (print then sign)

Date: