POSITION DESCRIPTION: KAIMANAAKI (HEALTH NAVIGATOR)

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities. This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.
Primary Functions	The Kaimanaaki (Health Navigator) will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims. **Context:** Here Toitū is a dedicated support team service (which includes a General Practice team, Kaimanaaki (Health Navigators), Kaitohutohu (MSD Dedicated Case Managers) and Work Retention Specialist), that supports people who need help maintaining their employment or who are unable to work due to a health condition or disability. The aim of the service is to improve whānau (participant's) health and wellbeing, determine their own goals and aspirations, and, where appropriate, retain employment or engage in sustainable, earning, learning, caring or volunteering that is meaningful to them. The Ministry of Social Development (MSD) and Primary Health Organisations (PHOs) have partnered to pilot the Here Toitū programme to bring together health and social sector agencies to achieve these aims. It is a voluntary, free service available to those in the MidCentral region (according to defined eligibility criteria). **The purpose of this role:** The Kaimanaaki role plays a critical part in delivering the intervention component of Here Toitū service. They will hold a caseload of whānau/participants (up to 25), working one-on-one with each individual across a period of 12 months to achieve the desired outcome (work, study or volunteering). The Kaimanaaki is responsible for engaging with various referrers and stakeholders. They work closely with whānau (participants) to facilitate suitable interventions and address any obstacles hindering their goals and aspirations. Collaboration extends to primary care service providers and, when necessary, secondary care providers, as well as engagement with MSD. Together, these efforts aim to enhance the overall well-being of individuals living with health conditions or disabilities and facilitate their transition towards employment or readiness for work.
Reports to	Here Toitū Programme Manager
Direct reports	Nil
Functional Relationships	**Internal** • Here Toitū Programme Manager • General Manager, Connecting Communities • Service Manager and Clinical Lead, Te Ara Rau Access & Choice • Te Ara Rau Team **External** • Whānau (participants) • MSD Manager, Regional Services • Kaitohutohu, Work Retention Specialists and wider Project Team • MSD Employment Coordinators and Work Brokers

	• Senior Leadership Team (SLT) • Network Development & Support • Knowledge & Insights team • THINK Hauora multidisciplinary teams	• Other participating PHOs • General Practice Teams • Social sector agencies and NGOs • Training Providers
Primary Location	Based at THINK Hauora office, 200 Broadway Avenue Palmerston North. Travel throughout MidCentral region required.	
Salary Range	Based on skills and experience	
Nature of Position	Permanent, full-time	
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday	
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 **Non-Core Worker** position.	
Health and Safety	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. 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.	

ORGANISATIONAL VISION, MISSION and VALUES	
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Purpose	Strengthening primary and community care to improve health and wellbeing for people and whānau
Our Strategic Goals	1. Strengthening hauora Māori and equity 2. Enabling primary care services in the right place at the right time 3. Facilitating integrated community, primary, and secondary systems 4. Strengthening collective action for hauora through partnerships 5. Advancing organisational excellence, discipline and capabilities.
Our Values	**Tūturu:** We act with trust and integrity in all that we do **Manaakitanga:** We respect and care for our people **Kotahitanga:** We work in partnership and unity **Mana:** We are responsible and accountable to our people **Māia:** We act with courage
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:	Te Tiriti o Waitangi is the founding document of Aotearoa New Zealand.

	It established a partnership between Rangatira and the British Crown and placed obligations on the Crown to iwi and hapū. The longstanding clearly evidenced disparities in health and other socio-economic outcomes for iwi and hapū reflect the Crown's failure to uphold these obligations. As a Primary Health Organisation (PHO) providing primary health services, we acknowledge those same obligations. This reflects our commitment to uphold them, which we summarise below: Our commitment to Te Tiriti also encompasses the five Treaty principles identified in the Waitangi Tribunal's WAI 2575 Stage One Hauora report: Tino rangatiratanga, Equity, Active Protection, Options, and Partnership. These principles influence every interaction we have - with whānau, partners, communities, and each other.

Article 1: Kāwanatanga	We are responsible stewards of our network, enabling and connecting health services to provide for all our communities
Article 2: Tino Rangatiratanga	We are honourable Tiriti partners, recognising the hauora sovereignty of mana whenua
Article 3: Ōritetanga	We are committed to equitable health access, treatment, and outcomes for Māori

KEY RESPONSIBILITIES	
Key Competency	**Expectations**
Service Delivery & Case Management	• Assess whānau for suitability to service - triage referrals either on phone or in person to ensure Here Toitū is the right service at the right time for whānau • Utilise a whānau-centred approach to effectively engage with whānau • Build and maintain whānau trust, confidence, and motivation • Ensure all whānau documentation is completed and stored appropriately including written consent, Wellbeing STAR assessment and Action Plan at least one goal within 3 months of enrolment • Utilise a strengths-based approach with whānau to build awareness of their capabilities and enhancing their confidence to self-manage, problem solve, and achieve goals independently (whānau self-determination) • Provide whānau with coping strategies to manage their health and wellbeing and options to help them address their health needs now and in the future • Provide information and education to whānau in collaboration with the general practice team to improve their mental health, wellbeing, life skills and resilience • Advocate options and services to meet whānau goals and needs • Attend meetings with whānau and their Kaitohutohu or GP Team as and where whānau give consent for this to occur • Monitor and review whānau journey throughout the programme ensuring ongoing support and actions are appropriate to their stage • Maintain professional boundaries and appropriate scope of practice referring onto other services as required

	• Escalate any immediate concerns to Programme Manager and/or Clinical Lead as appropriate (e.g. whānau safety risk)

Programme Outcomes	• Guide and facilitate whānau to improve health, wellbeing and social outcomes through advice on self-management, goal setting and coordination of support services
	• Work with whānau to achieve an employment or work ready outcome within the 12-month programme (full or part-time work, study or volunteering)
	• Employ motivational interviewing techniques to achieve whānau goals and outcomes
	• either provide or refer whānau to employment services that:
	  ○ provide one-on-one career advice that recognises whānau strengths and identifies their interests, career aspirations, and how to make effective and appropriate career choices to realise their desired future
	  ○ provide employment-related advice including job search techniques and understanding of job suitability, interview skills, and techniques for responding to interviewers
	  ○ support whānau in their job search by assisting them in creating and tailoring curriculum vitae and cover letters for available employment opportunities
	• Prepare a flexible transition plan to manage whānau exiting from service
	• Execute this transition plan, including completing an exit Wellbeing STAR assessment and providing post-placement support for whānau exiting from the service into employment or education

Coordination	• Be the lead and main point of contact between whānau and the rest of their Dedicated Support Team • Ensure effective time-management while managing multiple competing responsibilities and tasks • Successfully coordinate visit appointments with whānau in different locations and environments • Manage Flexifund use for whānau in accordance with Flexifund guidelines
Performance & Reporting	• Use assigned information systems to collect and report whānau data • Utilise the Outcomes Star Wellbeing Star™ tool to record snapshot of wellbeing and devise an action plan with whānau in accordance with the Here Toitū Business Process • Ensure clear, concise and professional case notes are recorded in the Patient Management System (PMS) • Effectively monitor whānau outcomes via regular communication and visits • Regularly report back to referrers and the PHO on whānau progress • Ensure information and data gathered from whānau is correct and up to date to and used to inform decision making • Conduct ongoing monitoring/reporting on the progress and outcomes achieved for whānau, including qualitative data such as narrative stories • Complete a case study for all exiting whānau • Meet performance outcomes set by THINK Hauora • Assist THINK Hauora in Service Quality Improvement Activities
Relationship Management	• Develop and maintain positive relationships with key stakeholder groups and ensure effective two-way communication • Work collaboratively alongside the Kaitohutohu to address income support, employment placement, or other social needs, using a partnership approach • Work collaboratively alongside the Work Retention Specialist to address employment placement, retention, and in-work-support needs, using a partnership approach • Collaborate with primary care, secondary resource services, Employment Coordinators and Work Brokers, and wider THINK Hauora staff to link whānau to support services • Build knowledge and network of local community services and providers to support whānau access where needed

	• Assist THINK Hauora with promoting the programme among stakeholder networks • Work closely with Providers and THINK Hauora to ensure target outcomes and expectations are met • Develop and maintain relationships with GP/Nurse Practitioners to ensure health needs of whānau are met and facilitate ongoing referrals	
Other Responsibilities	• Actively participate in training workshops arranged by THINK Hauora • Complete mandatory and core training such as Privacy and First Aid • Attend monthly professional supervision sessions • Ensure activities are aligned to the values, purpose and mission of the organisation • Inspires, encourages, supports and models the way for staff and colleagues • Always demonstrate professional behaviour and in accordance with organisational values • Participate in (and facilitate when required) regular staff meetings and team building • Undertake other duties as can be reasonably expected	
Health and Safety	• Report and work to eliminate, isolate or minimise any hazards • Participate in health and safety management practices for all employees	• Ensure that work is done in a safe environment • Apply the organisation's health and safety policies and procedures
PERSONAL SPECIFICATIONS		
Qualifications	• Relevant tertiary qualifications and/or work experience to undertake the position	
Essential	• Experience in the primary care health and/or community or social services sectors • Excellent organisational and time-management skills • Outstanding communication and interpersonal abilities • Thorough understanding of New Zealand cultural contexts and environments • Proficiency in IT and software systems • Attention to detail and accuracy • Understanding and commitment to confidentiality and how to handle and share personal information in accordance with Privacy legislation • Ability to work both independently and in matrix organisational environments • Genuine motivation to improve local community health outcomes • Ability to think on their feet and provide solutions to problems or barriers • Affinity to working with Māori staff, consumers and whānau • Ability to relate to people from different backgrounds, in particular building rapport and strong professional relationships with Māori and Pacific Island populations • Full New Zealand Driver's Licence	
Desirable	• Formal qualifications in a health-related area • Experience in management of long-term health conditions • Ability to employ case management strategies • The ability to speak some basic Te Reo	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign) Date:

and

Employee (print then sign) Date: