

Kaiawhina - Tairāwhiti

Your contribution

The Regional Services Team is committed to providing innovative care services, including Extended Clinical Care teams supporting clients within the Tairāwhiti locality. The team works with other network organisations to help achieve the vision of sustainable and leading-edge primary care services incorporating a whanau centric model.

This role will work collaboratively as part of the extended care team, encouraging patients to identify their own priorities for change, and supporting them to make positive lifestyle changes, reduce high-risk behaviours, manage stress and improve their health and wellbeing.

The role will focus on patients who need support to manage their health needs to achieve better engagement and health outcomes. Support provided will include outreach, behavioural lifestyle coaching, needs assessments, health education, advocacy, peer support and coordination of care.

Your key focus

Relationship management

- Positive relationships are built and maintained within the community and health sector.
- Patient expectations are managed and met to the best of your ability.
- A friendly and professional approach is always maintained.

Self-management support

- Motivate behaviour change through structured and supportive partnership with patients and develop problem-solving skills with patients.
- Working alongside patients to make positive health changes.
- Assist with the emotional impact of chronic illness and encourage engagement with primary health care team.

Bringing together clinician and patient & providing continuity within a busy primary care team

- Help to foster relationships between patients, their whānau, and their primary health care team.
- Support patients to participate in, understand and agree with their care plan.
- Help articulate, prioritise, and re-enforce key messages between the patient and clinician.

Navigation of the health and social services system

- Facilitate support by connecting patients with appropriate resources, whether this be clinicians, community providers, or other organisations.
- Empower patients and ensure the patient's voice is heard.

Physical support

- Participate in health and wellbeing changes that promote healthy physical wellbeing.
- Working alongside patients, whanau, and health providers in the community to improve physical health outcomes.

Your key skills and experience

Education / training

- Current full drivers' licence
- Being open to further education and training opportunities.

Experience

- Has worked in a team environment

Knowledge / skills

- Flexible, self-starter with excellent communication skills who can work as part of a multidisciplinary team of clinicians.
- Embraces the philosophy of helping people to manage better on their own, rather than doing things for people.
- Ability to build strong supportive relationships with patients, their whanau, and the community.
- Basic understanding of general practice.
- Basic knowledge of long-term conditions and common mental health concerns.
- An understanding and sensitivity to working with all cultures & respects differences
- Ability to competently use computers, able to work in an electronic medical record.
- Ability to work independently with an awareness of working within agreed boundaries to maintain patient and personal safety.
- Have an active interest and involvement in the local Tairāwhiti community.
- Has a strong understanding of Tikanga Maori along with a sound understanding of the principles of the Te Tiriti o Waitangi and how these relate to specific initiatives for Maori health.
- Have an active interest and involvement in the local Tairāwhiti community
- Proficiency with Office 365 products and competency using video conferencing (e.g. Teams, Zoom)

Organisational citizenship responsibilities

Cultural responsiveness

- Inclusive of all cultures and respect diverse beliefs, protocols and practices.
- Commitment to the values, concepts, and principles of Tikanga Māori.
- Understanding and relevant knowledge of Te Tiriti o Waitangi.
- A commitment to achieving health equity.

Health, safety and wellbeing

- We all work together to make sure we have a safe and productive environment for all employees, contractors and visitors. As a Pinnacle employee, you are expected to:
 - immediately report any unsafe work conditions, accidents, injuries or near misses to your manager and liaise with admin to complete the corresponding documentation
 - be aware of and abide by all health and safety policies and emergency procedures
 - take reasonable care of your own health and safety and ensure that your actions don't cause harm to yourself or others
 - cooperate and encourage all employees to create and maintain a healthy and safety work environment.

Quality and continuous improvement

- Actively participate in continuous quality improvement and risk management, both at a professional and team level, by consistently seeking ways to continually improve processes and procedures and identifying opportunities to minimise risks.

Ko wai mātou

Who we are – Strong and growing

Kia hauora te katoa, kia puaawai te katoa - Everyone healthy, everyone thriving.

Pinnacle Incorporated is the parent in a group of not-for-profit primary care focused organisations. We're a network of forward-thinking general practices that manage the healthcare of nearly half a million people enrolled with 86 practices in Tairāwhiti, Taranaki, Rotorua, Taupō-Turangi, Thames-Coromandel and Waikato.

We are committed to becoming a bi-cultural organisation.

Pinnacle Midlands Health Network is the operational arm of the group, designed to deliver PHO functions and support all Pinnacle general practices to thrive.

Takohanga

Our responsibility – We are committed

E hara i te mea, he kotahi tangata nana i whataara te po - It is not for one person but for everyone to take responsibility.

Our strategy is aligned to international, national and local priorities including the United Nations Sustainable Development Goals, the New Zealand Health Strategy, Te Tiriti o Waitangi and Whakamaui: Māori Health Action Plan 2020-2025.

We have made an explicit commitment to Māori and our communities to improve equity of health and wellbeing, in accordance with Te Tiriti o Waitangi. We have also made an equity commitment to our Pasifika population.

The individual and whānau experience is of fundamental importance. People in our communities have different levels of privilege and therefore different levels of ability to access the health care they need. We recognise different approaches are needed to ensure equitable health outcomes for all.

We are powerful advocates for primary care services that support people and communities to thrive. We recognise the role of general practice as a hub and shelter within the community – a place to seek help, receive ongoing care from a team that knows you and take action to live well. We can't do this alone. We are committed to partnership, to collaboration, to integration and to walking alongside others for the collective good.



Kia hauora te
katoa, kia puaawai
te katoa -
Everyone healthy,
everyone thriving.

Our vision is to deliver primary care
that supports all people to thrive by
realising their health and wellbeing
potential.

View our full strategy at strategy.pinnacle.co.nz

Pakiaka - Our roots

We believe in

Whakawhanaungatanga

Connection

Developing understanding through relationships.

Akoranga

Learning

Taking an evidence-based approach to everything we do.

Mahi tahi

Collaboration and partnership

Working together to achieve our goals.

Kawa whakaruruhau

Cultural responsiveness

Respecting the unique value and perspective people bring.

Kaitiakitanga

Stewardship

Caring for and protecting our resources.

Hauora

Health and wellbeing

Supporting our people to lead healthy lives.

Our shared commitment

At the time of commencing your role, your manager will discuss this position with you to help you better understand your place in the organisation. As part of this process, you will also be delivering set key objectives which align to our strategic goals. By accepting this role, you commit to delivering on our responsibility and demonstrating who we are and what we believe in.

We acknowledge that due to the nature of the work here, a position may change its focus from time to time. At times we need to adapt to our changing environment. Therefore, this position description is a living document and may be updated to reflect additional or different needs. Accordingly, you commit to undertaking any other duties you are able to do as agreed.

Signed

Date

Manager Signed

Date