Support & technical Assistance and Kaiāwhina Workforce – plan on a page
December 2022

Te Whatu Ora Health New Zealand   **Te Aka Whai Ora** Māori Health Authority

Desired outcomes – 1. Monitoring and Evaluation Plan   2. Micro-credential Plan   3. Career Framework

Opportunity

The potential of kaiāwhina, and Support & Technical Assistants (S&TA) workforce has not been well defined or enabled to best support our health system. The roles are not well valued. Communities do not feel the full benefit of these roles. People are not supported to access these career opportunities. Training is fragmented and training pathways are either unclear or non-existent. There is no plan in place to guide future workforce development.

Our Vision

Whānau and communities will achieve Pae Ora/Ola Manuia:

- *By growing, valuing and retaining the kaiāwhina, Support & Technical Assistance workforce*
- *Through building and developing capability within whānau and communities*

Our Principles

- Te Tiriti o Waitangi is embedded and upheld
- Working to achieve equity
- Iwi and community led co-design
- Whānau centred models of care
- A stakeholder partnership approach, engaged, joined up and collaborative
- Recognise and value potential
- Support and enable people to be safe and well , to thrive and grow
- Continuous improvement model

Current State

Te Tiriti o Waitangi:
- Principles of Te Tiriti are not apparent in role design, work design or training pathways.

Workforce:
- Lack of visibility and workforce data
- Ad-hoc and reactive workforce initiatives
- Inconsistent roles and job titles, responsibilities and scopes
- Lack of visibility of employment and development funding
- Roles not valued and their potential is not realised
- National workforce shortages
- Fatigued and ageing workforce limiting effectiveness for whānau and communities.

Career pathways:
- Fragmented approach to workforce development
- Disjointed career pathways
- Inflexible or inaccessible learning and training
- Commitments to whānau, hapū and iwi is not integrated in training design.

Community engagement:
- Low engagement and trust between communities and health care providers
- Full benefit of roles to communities is not realized.

Future State

Mahi embeds principles of Te Tiriti o Waitangi:
- Partnering approach / Equity driven
- Work is aligned with Te Kawa o Whanau Ora Framework

Valued, inclusive and diverse workforce:
- Roles are recognised and valued
- People thrive and are proud to work in these roles
- More opportunities for disabled people (tāngata whaikaha)
- Workforce modeling, design and forecasting is possible

Career pathways:
- Planned strategic approach to developing career pathways
- Enabled access to training and career development
- Multiple trans-discipline career pathways with modular options and career progression (e.g. staircasing)
- Flexible learning models that attract more people:
  - Earn and learn
  - Flexible learning options
  - Ability to train in rural areas

Community benefit:
- Community based workers
- Communities benefit from multiskilled health professionals
- Greater trust and engagement with the health sector enabling better health outcomes – quality assurance
- Community is enabled through knowledge sharing and health promotion

Project Stages Overview

Discover	Measure / Analyse	Improve	Control / continuance
Dec 2022 – end Jan 2023	Feb - end March 2023	April – June 2023	July 2023
Stakeholder engagement	Stakeholder engagement	Develop deliverables to draft	Monitoring , reporting and access to informatics
Source available data and intelligence	Analyze and understand the implications of emerging data and review the opportunities in relation to the objectives of this mahi	Ensure improvements follow strategy for operational excellence (as described in project document).	Micro-credentialing plan
Literature and benchmarking	Collate, synthesize and report information	Consultation, discussion and feedback	Career development resource developed
Collate and synthesize information	Finalize draft year planning and confirm improvement phases		Communication and engagement plan in place
Year planning	Consultation and discussion		Online visibility – with resource to maintain the landing page/s
			Review and QI embedded