

# Job Description

<b>Job Title:</b>	Whānau Ora Kaitorotoro (Navigator)
<b>Date:</b>	May 2022
<b>Responsible to:</b>	Community Health & Wellbeing Manager
<b>Location:</b>	Hokianga
<b>Job Status:</b>	Permanent
<b>No. of reports:</b>	Nil
<b>Delegated Financial Authority:</b>	Nil

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## Background

Hauora Hokianga is a recognised Māori Health provider offering a range of health and social services under the governance of Hokianga Health Enterprise Trust. It is a comprehensive and fully integrated healthcare service, endeavouring to provide quality services for all the residents of Hokianga in accessible locations and at no cost at the point of need.

Hauora Hokianga's vision describes our direction and defines the impact we intend to have. It provides the focus around which we organise ourselves and our activities. The ways in which we work are our values.

## Business Group – Community Health & Wellbeing

The work of the Community Health and Wellbeing Team is to provide holistic and whānau ora based Primary care across 10 clinics throughout Hokianga, and are supported by a wide range of wrap around specialist services to enhance the physical and emotional wellbeing of our people.

## Background to the position

Whānau Ora is a culturally-based, and whānau-centred approach to wellbeing focused on whānau (family group) as a whole, as the decision-makers who determine their goals and aspirations.

Building on the strengths and capabilities of whānau and wrapping the necessary services and support around them to get better outcomes and create positive changes. In areas such as health, education, housing, employment, improved standards of living and cultural identity.

Whānau are supported to fully realise the confidence, mana and the belief in self, family and community.

Whānau often have complex needs. Specialist Navigators assist priority whānau in accessing integrated care and support. When obstacles stand in their way, they are supported to move from crisis into planning for their future.

## Job Purpose

The purpose of the Whānau Ora Kaitoroto (Navigator) position is to provide coordination and/or facilitating activities, services and opportunities to support the aspirations of whānau to become self-managing and take responsibility for their health, economic, cultural, social development and wellbeing.

In order to support whanau to achieve their maximum health and wellbeing, this role will:

- Engage and identify whānau who align to the priority whānau ora outcomes as determined by the Whānau Ora partners
- Undertake detailed assessments of these priority whānau who align to the priority whānau outcomes as determined by the Whānau Ora partners
- Develop detailed whānau ora plans for each of the priority whānau
- Depending on your priority whānau ora outcome focus area/s, support each priority whānau to progress towards achieving their sought outcomes
- Collect information (e.g. activities, achievements) of each **unique** priority whānau journey to show the progress towards the achievements of the outcomes
- Progression of priority whānau towards achievement of outcomes

## Key Accountabilities

The requirements set out below provide a clear framework of the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

Other duties may be allocated by the Community Health and Wellbeing Manager in accordance with the job purpose and objectives of this role.

### *1. Whānau receive a high quality service, provided from a whānau ora based perspective*

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>• Engage with whanau to undertake whanau planning process and broker linkages to support whanau plans</li> <li>• Coordinate whanau-centric case management and/or support with whanau</li> <li>• Ensure plans include whanau profile, outcomes, measures and whanau evaluation</li> <li>• Ensure appropriate cultural practices are demonstrated when working with whanau and external agencies</li> <li>• Undertake other tasks across the collective as required to support integrated service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Whanau ora plans are completed with whanau and within agreed time frames</li> <li>• Allocated caseloads are maintained</li> <li>• Evidence of an integrated approach is reflected in whanau ora plans, goals, measures and outcomes</li> <li>• Evidence of cultural practices as is appropriate for the whanau, in case notes</li> <li>• Evidence of integrated work practice</li> <li>• Whanau report high level of satisfaction</li> </ul>

*2. Relevant sector groups (such as government agencies and community groups) that may be involved in the delivery of support services to whanau are liaised with in a professional manner*

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>• Provide leadership in collaborating with other agencies and interest groups in the local community, who support the whanau to achieve their goals and outcomes</li> <li>• Network with groups and agencies that would benefit whanau</li> <li>• Positively promote the kaupapa of the Collective</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from the whanau and community and from evaluations by clients and whanau</li> <li>• Comprehensive network directory developed</li> </ul>

*3. Support integrated service delivery and transformational change within the collective*

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>• Complete activities in the Navigator workplan</li> <li>• Take a lead role in quality assurance regarding new processes</li> <li>• Take a lead role in whanau ora change management</li> <li>• Communicate key messages effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Annual quality indicators are met –how well did we do?</li> <li>• Annual quality objectives are met</li> <li>• Change management surveys are positive</li> <li>• Staff report clear understanding of key messages</li> </ul>

*4. Training and facilitation*

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>• Provide and /or support core training and facilitation to staff as identified in the Collective's workforce development plan</li> </ul>	<ul style="list-style-type: none"> <li>• Training completed to agreed standard</li> <li>• Positive feedback and increase in staff competence</li> </ul>

### 5. Adherence to relevant guidelines, practice codes, legislation, and other best practice standards

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>Abide by organisational policy and procedural guidelines, and apply “best practice” appropriate to the role</li> <li>Ensure practice is consistent with Te Tiriti O Waitangi principles</li> <li>Ensure up-to-date knowledge is maintained for relevant professional practice</li> <li>Ensure all relevant standards / registrations are maintained and documentation is updated</li> </ul>	<ul style="list-style-type: none"> <li>Activities are consistent with: <ul style="list-style-type: none"> <li>Te Tiriti O Waitangi</li> <li>Relevant standards met</li> <li>Good practice standards and demonstrated</li> </ul> </li> <li>Relevant professional registrations are current as appropriate</li> </ul>

### 6. Administration, reporting and database requirements

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>Complete administrative and professional responsibilities</li> <li>Attend and participate in designated meetings</li> <li>Meet monthly and other meetings as agreed with Ngati Hine project manager</li> <li>Complete key reporting measures on time and report on a monthly basis, in an accurate and appropriate format, using the reporting template</li> <li>Identify, alert and manage risk to the service or programme</li> </ul>	<ul style="list-style-type: none"> <li>All administration activities are up to date, i.e.:</li> <li>Records are current, accurate and documented within the specified timeframes</li> <li>Regular Attendance</li> <li>Ensure timely and accurate reportage.</li> <li>Ensure early reporting of any risk, or potential risk</li> </ul>

### 8. Quality and Continuous Improvement

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>Actively participate in continuous quality improvement to support a high standard of delivery.</li> <li>Support opportunities for individuals and whānau to provide feedback on their experiences and recommend opportunities for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Systems are in place that demonstrate best practice guidelines are utilised</li> <li>Demonstrated evidence of whānau contributing to quality improvement</li> <li>Audit and certification results show compliance with all legislative requirements and quality standards</li> </ul>

### 9. Health and Safety

<i>Key Tasks</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> <li>• Demonstrate a good understanding of Health and Safety in the healthcare environment</li> <li>• Model Health and Safety focussed behaviours and engagement at all levels</li> <li>• Liaise with the Community Health and Wellbeing Manager and the Health and Safety Co-ordinator.</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety issues are responded to promptly, assessing and undertaking appropriate corrective actions, and completing the in-house reporting procedures in a timely manner.</li> </ul>

### Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

#### Internal

<i>Who</i>	<i>For what purpose</i>
Ngati Hine project team, Hauora Hokianga kaimahi	<ul style="list-style-type: none"> <li>• Approachable and reliable team player who contributes positively to the overall high performance of the organisation</li> <li>• Establish and maintain constructive, effective working relationships at all levels to facilitate collaborative working and the provision of integrated advice and support</li> <li>• Seek collegial input and support for own development, well-being and input to best practice</li> <li>• Prepare well for and attend meetings relevant to the role and delivery of essential services</li> <li>• Model the behaviours expected from others</li> <li>• Respond in a timely and professional manner to gain traction and engage others with the needs of the Whānau Ora Kaitorotoro role and Whānau in your care</li> <li>• Contribute to the culture, development and continuing performance improvement of Hauora Hokianga</li> <li>• Undertake other reasonable duties as required relating to the function of the Community Health and Wellbeing Team and Hauora Hokianga</li> </ul>

<p>Health Improvement Practitioner Health Coach Community Development Primary Mental Health team Clinical team Hospital Clinical team</p>	<ul style="list-style-type: none"> <li>• Enable others to understand the Whānau ora approach and how your input can help them deliver more effectively</li> <li>• Work collaboratively to provide integrated advice and ensure appropriate support</li> <li>• Provide a positive contribution to the functioning of the Community Services Team and the wider organisation</li> <li>• Ensure delivery of high-quality engagement and positive options for whānau</li> <li>• Develop good relationships, maintain effective records and ensure referrals are appropriately documented and responded to</li> <li>• Ensure good communications – language, tone and content appropriate to recipient</li> </ul>
<p>Senior Managers Other internal stakeholders</p>	<ul style="list-style-type: none"> <li>• Identify best channels for engagement and delivery of Whānau ora focussed information and support</li> <li>• Provide timely and appropriate input / feedback to enable well-informed management decisions</li> <li>• Recognise and respond to the need for input, support and advice from managers and those in other work areas</li> </ul>

### External

<i>Who</i>	<i>For what purpose</i>
<ul style="list-style-type: none"> <li>• Whanau, Health, Education and Social service providers</li> <li>• External stakeholders, e.g.: Primary Health Organisations; District Health Board; Government agencies; Community agencies; NGO's</li> <li>• Other Navigators throughout Tai Tokerau</li> </ul>	<ul style="list-style-type: none"> <li>• Build trust and confidence while maintaining confidentiality to inform and support effective and appropriate client care</li> <li>• Ensure individuals and whānau are given optimum advice in an appropriate manner</li> <li>• Ensure Whānau ora plans and delivery are appropriate reflect the identified needs of the individual</li> <li>• Health objectives are set in conjunction with the individual / whānau, clinical and other health workers</li> <li>• As appropriate, work collaboratively to establish productive and positive relationships.</li> <li>• Manage relationships in a manner that represents Hokianga Health values and commitment to excellence.</li> </ul>

## Person Specification

### Education/qualifications

- NZ Diploma in Whānau Ora (Level 5) or a willingness to undertake a NZ Diploma in Whānau Ora
- Full and current Drivers Licence

### Experience, skills and knowledge

#### Essential

- A working knowledge of the Whānau Ora model of care, principles and values
- Demonstrable experience with whānau and community engagement
- Understanding of working with agencies, sectors locally, regionally, nationally
- Ability to work closely with communities when planning and delivering service.
- Strong communication skills, both written and verbal.
- Has the necessary skills to handle confidential or controversial information with sensitivity, discretion, and professionalism, understanding that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected.
- Excellent organising and time management skills.
- Knowledge and proficiency with Microsoft Office applications, particularly Word, Outlook, and Excel.
- Skills in facilitation of groups.
- Strong interpersonal and relationship building skills.
- Excellent organisational and time management skills, and ability to prioritise and manage conflict.
- Recognises clients' rights to be treated as an individual and with equity.
- Ability to act with sensitivity to residents right to privacy and confidentiality.

#### Desirable

- Good knowledge of local community networks and services for whānau
- Knowledge of the Treaty of Waitangi, Tikanga Māori and Te Reo Māori
- Knowledge of Hokianga tikanga
- Ability to uphold and apply kaupapa Māori in role

## Core Hauora Hokianga Competencies

Hokianga Health has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p><b>Customer Focus:</b> Provides excellent service to meet internal resident and external client needs. Understands the needs of the resident/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> <li>• Recognises the importance of valuing customers and provides excellent service to meet internal resident, external client and stakeholder needs</li> <li>• Listens and proactively seeks to understand the expectations and needs of the resident/client</li> <li>• Ability to deliver effectively under pressure, expressing sound clinical judgment and maintaining excellent customer service at all times</li> <li>• Looks for ways to provide added value</li> <li>• Proactively seeks resident, client and stakeholder feedback</li> <li>• Fosters good relationships with residents, clients and stakeholders through consultation and partnership</li> </ul>
<p><b>Communication:</b> Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> <li>• Excellent communication skills, written and oral, with the ability to communicate clearly, concisely and in plain language</li> <li>• Communicates in a professional manner with key stakeholders at all levels</li> <li>• Actively listens and observes non-verbal cues to inform communication approach</li> <li>• Positive attitude, a pleasant disposition, be innovative and creative</li> <li>• Self-aware and approachable</li> <li>• Represent the team to the wider community</li> </ul>
<p><b>Collaboration:</b> Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> <li>• Excellent influencing and persuading skills</li> <li>• Treats others with respect and dignity</li> <li>• Able to work effectively and independently as part of a multi-disciplinary team</li> <li>• Supports others in the team and has consideration for their needs and skills</li> <li>• Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries</li> </ul>

<p><b>Continuous Improvement:</b> Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> <li>• Makes suggestions for improvements to current ways of working</li> <li>• Routinely works to improve efficiency, the quality of clinical practice, and service delivery</li> <li>• Keeps own skills up-to-date and continues to update and develop a depth and breadth of knowledge</li> </ul>
<p><b>Innovation:</b> Identifies novel approaches for completing work more effectively or efficiently and works within the established system to push for a smarter, better way.</p>	<ul style="list-style-type: none"> <li>• Works to develop new approaches when problem-solving; seeks ideas, input and suggestions from others as appropriate</li> <li>• Suggests new ways to improve the quality of products or services – continuous improvement</li> <li>• Identifies new ideas, solutions, or directions in dealing with daily situation</li> </ul>
<p><b>Action Orientation:</b> Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> <li>• Well-developed problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes</li> <li>• Sets realistic targets and achieves results, overcomes obstacles, accepts responsibility</li> <li>• Establishes and applies appropriate standards, and sets clear responsibilities</li> <li>• Informs and supports a results-oriented environment, and follows through on actions</li> </ul>
<p><b>Planning and Organising:</b> Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> <li>• Excellent organisational skills, prioritising and managing time in a fast paced / busy environment</li> <li>• Provides work on time and to required standard</li> <li>• Plans a wide range of simple tasks or a small number of complex ones</li> <li>• Workload delivered within deadlines and to agreed standards</li> <li>• Supports clearly structured orientation to new staff to engage well, enable good integration to the team, and enable effective, confident work practices</li> </ul>
<p><b>Agility and Flexibility:</b> Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> <li>• Reliable and flexible in response to work priorities, issues and pressures</li> <li>• Agile and adaptable, with a positive outlook</li> <li>• Receptive and contributes to new ideas and approaches and adapts accordingly</li> <li>• Handles conflicting priorities and deals with the unexpected.</li> </ul>

## Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager / people leader of this job and any changes will be discussed with the Job holder before being made.

This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review.

## Performance and Appraisal Measures

Undertakes an initial formal appraisal at three months and, if satisfactory, thereafter, annually.

### Agreed:

	<i>Employee</i>	<i>Manager/People Leader</i>
Signature		
Date		