



POSITION DESCRIPTION

Pou Ārahi ACC Navigator

Taumata Korero | Hauora Hokianga Vision and Values

Tirohanga Matua – Our Vision

Whānau Oranga - Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga
achieved through collaboration and service excellence

Ngā Whaingā Matua – Our Values

Rangatiratanga

leadership role modelled at all levels that supports self determination over one's health and wellbeing

Manaakitanga

expressed by extending respect, humility, kindness and honesty

Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

Turanga Mahi | The Position

Reports to: Mental Health & Community Services Manager

Department/Team: Mental Health & Community Services

Delegated Financial Authority (if applicable): n/a

Job Status: Permanent, Full-Time

Direct reports (if applicable): n/a

Last updated: September 2025

Position Purpose

The primary objective of the Pou Ārahi ACC Navigator role is to provide high quality and whānau centred operational co-ordination of the ACC Navigation service.

Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Mahi Toiora	<p>Improve whānau health by:</p> <ul style="list-style-type: none"> • Providing gold standard ACC Navigation service • Ensure kiritaki/patient and whānau voice is heard and walk with them as their ACC claim or query is progressed • Consulting between ACC and kiritaki/client • Networking, developing and maintaining co-operative relationships • Supporting fellow ACC providers to understand ACC Navigation • Providing monthly and quarterly reporting that captures Kiritaki voices and breadth and depth of ACC Navigation mahi. • Educates client/whānau to maintain and promote health according to their needs
Mahi Manukura – Team Leadership	<p>Team leadership by serving the team, removing barriers ahead of time, empowering the team to be the best they can be and role modelling Mana to Mana practice:</p> <ul style="list-style-type: none"> • Takes the lead on more complex ACC navigation cases • Mentors ACC Navigators • Co-ordinates, monitors and reports service performance and requirements • Provides ACC Navigation, oversight and guidance where required

	<ul style="list-style-type: none"> Ensures ACC Navigation is being delivered in accordance with ACC training and guidelines for Poutiri and associated providers
Mahi Whaunaungatanga – Reliability and Trust	<p>Maintain trust (professional relationship with Kiritaki and whānau) by:</p> <ul style="list-style-type: none"> Understanding the impact of colonisation, privilege and power on health outcomes and engagement Welcome and manaaki whānau tautoko as natural and normal Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code Demonstrates knowledge of Toiora Wellness Centre philosophy and model to accelerate equity of Māori health outcomes Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau Responding openly to complaints or feedback
Mahi Tahī – Collaboration	<p>Working collaboratively by:</p> <ul style="list-style-type: none"> Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care Developing collaborative working relationships within the team, fellow providers, health services, Te Whatu Ora, Te Aka Whai Ora, WBOPPHO, and non-government public health providers, ACC and relevant non-health agencies Establishing professional relationship with a range of primary and secondary health care providers
Mahi Mauriora - Uphold Kaupapa Māori models of practice	<p>Improve equitable outcomes with a specific focus on Māori by:</p> <ul style="list-style-type: none"> Assisting in the improvement of Māori health and reducing health inequalities between Māori and non-Māori Taking a proactive whānau ora approach and affirms positive Māori approaches that improve an integrated whānau-centred approach and Māori health outcomes Promoting Māori services delivery systems that value health and social service integration as well as employing whānau-centred interventions Understanding service models that address the needs of whānau, hapū, iwi and Māori communities Enhancing physical, spiritual, mental and emotional health, giving whānau control over their own destinies
Health, Safety and Wellbeing	<ul style="list-style-type: none"> Demonstrates a good understanding of Health and Safety in the healthcare environment Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents Ensures own and others' safety at all times Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting Reports all incidents/accidents, including near misses in a timely fashion

Kawenga Matauranga | Knowledge, Skills and Experience Required

Qualifications

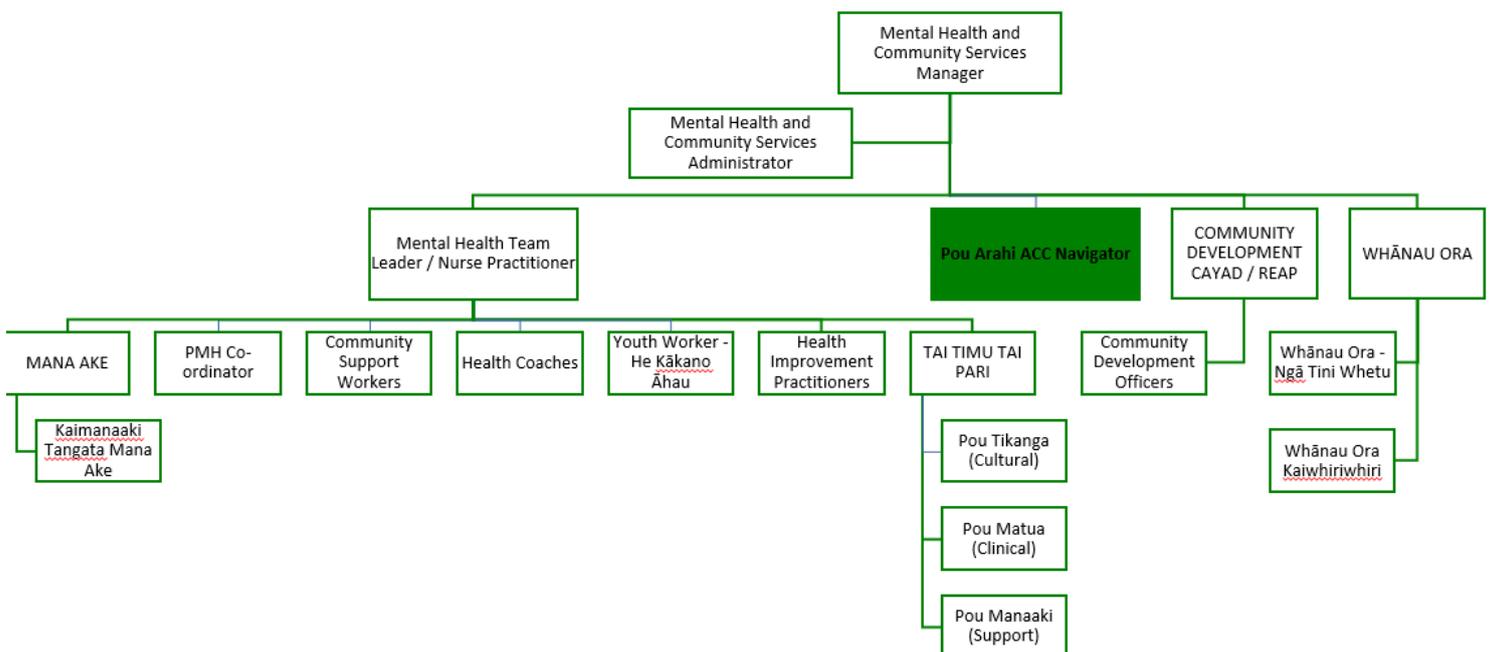
- A minimum Level 4 qualification in Hauora, or a willingness to work towards this is desirable
- Experience working alongside ACC or other Crown agencies would be an advantage
- Full and current Drivers Licence essential

Skills and Experience

- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā.
- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Proficiency in the use of personal computers and related software applications required for the role including Microsoft Outlook, Word, Excel, Power Point, Sharepoint and Teams
- Report writing skills, in particular risk assessment
- Ability to gather and compile data, information and prepare reports
- Team leader experience highly desirable
- Able to engage effectively with Māori whānau including use of te reo me ōna tikanga
- A working understanding of Whānau Ora and how it is incorporated into your practice
- Passionate about delivering high quality experiences for whānau and kaimahi
- Excellent communication skills, written and oral, with the ability to communicate clearly, concisely and in plain language
- Excellent influencing and persuading skills
- Well-developed problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes
- Excellent organisational skills, prioritising and managing time in a fast paced / busy environment
- Reliable and flexible in response to work priorities, issues and pressures; handles conflicting priorities and deals with the unexpected
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalates issues for wider consideration
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.
- Ability to act with sensitivity regarding rights to privacy and confidentiality.

Kawenga Whanaungatanga | Relationships

Your place in Hauora Hokianga



Key Internal Relationships

- Mental Health & Social Services Manager
- Te Whare Awhina team
- Other managers and staff

Key External Relationships

- MOH
- ACC
- Te Whatu Ora
- Te Aka Whai Ora
- Pharmacies
- PHOs
- Clients, whānau and individuals from the community

Tuhinga Whakaae | Acknowledgement and Approval

Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga’s strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga’s policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____