



# POSITION DESCRIPTION

## Kaiwhakataki Hauora Health Coach

### 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 Team Leader / Nurse Practitioner **Job Status:** Permanent, Part-Time

**Department/Team:** Mental Health & Community Services **Direct reports (if applicable):** n/a

**Delegated Financial Authority (if applicable):** n/a **Last updated:** September 2025

#### Position Purpose

The primary objective of this role is to support, advocate for, coach and walk alongside Tangata Whaiora with empathy; facilitating effective relationships as they navigate the health and social services maze and seek to improve their health and independence; by ensuring they are enabled to address their basic needs related to community living including their health, social, financial and vocational needs, and to identify with, and further their own goals for improved health and wellbeing.

### Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Self-management and wellbeing support	<p><b>Provide self-management and wellbeing support through:</b></p> <ul style="list-style-type: none"> <li>A relationship-based approach to meaningful engagement with Tangata Whaiora and whānau to support achievement of their plans, goals and aspirations.</li> <li>Motivating behaviour change through structured and supportive partnership with Tangata Whaiora and whānau.</li> <li>Supporting Tangata Whaiora to reach a greater understanding of their own experiences through kōrerorero and a whānau ora approach, to feel empowered to use their knowledge to help themselves and their whānau.</li> <li>Supporting Tangata Whaiora and whānau with their wellbeing through selfmanagement support tools and good health coaching practices.</li> <li>Applies sound professional judgement to prioritise care.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provides holistic, whānau centered support by connecting patients with appropriate resources, including Rongoā Māori, Te Taiao, housing, education, and employment.</li> <li>• Supports Tangata Whaiora empowerment by helping to navigate a pathway towards wellbeing.</li> <li>• Promotes behaviour change with a focus on resilience by encouraging confidence building in their ability to reach their goals and improve quality of life</li> <li>• Acts with a high degree of integrity, and the ability to maintain strict confidence</li> <li>• Engages / re-engages whanau in whaiora future plans and goal setting, and ensure continued communication to maintain awareness of social change which may challenge coping mechanisms or progress.</li> </ul>
<b>Collaboration, Team Effectiveness and Communication</b>	<ul style="list-style-type: none"> <li>• Builds meaningful relationships with whānau Māori, hapu, iwi and health and social services to help support connections and wellbeing within the community.</li> <li>• Actively engages in and tautoko Māori health and wellbeing initiatives.</li> <li>• Works reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care.</li> <li>• Develops collaborative working relationships within the team, primary and secondary health care providers, and other service providers/agencies.</li> <li>• Ensures regular and ongoing consultation with the multidisciplinary team providing mental health services.</li> <li>• Provides information and feedback to other team members in an effective and professional manner, promoting a co-operative and positive team working environment.</li> <li>• Attends and actively participates in staff and quality meetings.</li> <li>• Contributes to and participates in service planning, delivery, and implementation.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Monitors and effectively reports on the health status of all Tangata Whaiora.</li> <li>• Consistently and accurately follows documentation processes including maintaining accurate databases relating to Tangata Whaiora.</li> <li>• Consistently follows operational communication guidelines.</li> <li>• Co-ordinates, monitors and reports on service performance and requirements.</li> </ul>
<b>Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Demonstrates a good understanding of effective quality practice in the healthcare environment.</li> <li>• Actively participates in continuous quality improvement to support a high standard of delivery.</li> <li>• Implements best practice and evidence-based approaches in all aspects of work.</li> <li>• Supports and provides input to a team environment in which quality, performance improvement, service and organisational objectives are a routine part of daily work practice.</li> <li>• Works in accordance with Hauora Hokianga internal policies and procedures, legislation and relevant professional and sector standards.</li> </ul>
<b>Health, Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Displays commitment through actively supporting all safety and wellbeing initiatives</li> <li>• Ensures own and others safety at all times</li> <li>• Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting</li> <li>• Reports all incidents/accidents, including near misses in a timely fashion</li> <li>• Responds to Health and Safety issues promptly, assessing and undertaking appropriate corrective actions, and completing in-house reporting procedures in a timely manner</li> <li>• Ensures corrective actions to work practice are communicated to the team effectively and in a timely manner</li> <li>• Is involved in health and safety through participation and consultation</li> </ul>

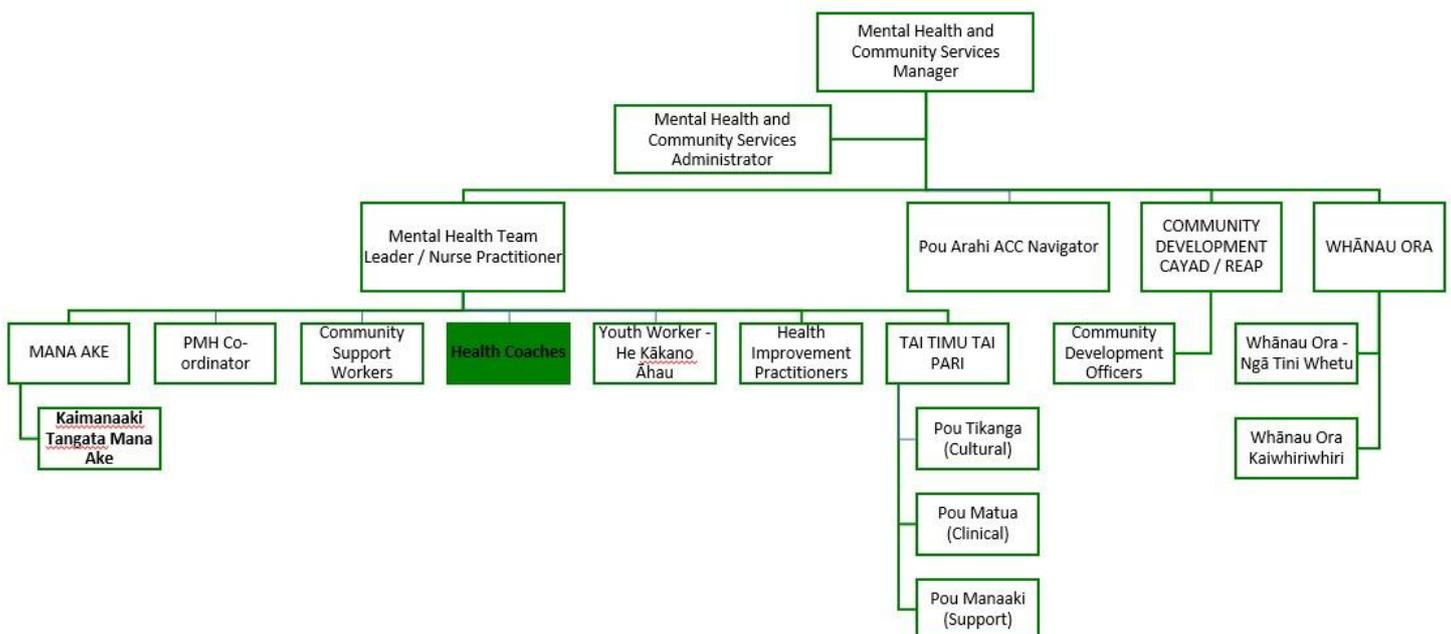
## Kawenga Matauranga | Knowledge, Skills and Experience Required

### Qualifications

- A Level 4 qualification in Mental Health or equivalent, or a willingness and commitment to work towards this is desirable
- Experience working with mental health Whaiora in a community support role, or similar, would be an advantage
- Full and current Drivers Licence is 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, Sharepoint and Teams
- Passionate about delivering high quality experiences for whānau
- Excellent communication skills, written and oral and the ability to communicate clearly, concisely and in plain language
- Well-developed influencing, persuasion and problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes
- Excellent organisational skills, prioritising and managing time in a busy environment
- Reliable and flexible in response to work priorities, issues and pressures; handles conflicting priorities and deals with the unexpected
- 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 & Community Services team
- Clinical staff
- Other managers and staff

**Key External Relationships**

- PHOs
- Primary & Secondary health care providers
- Other service providers
- Government agencies including WINZ
- Clients, whānau and individuals from the community

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## 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: \_\_\_\_\_