

# Te Whatu Ora

## Health New Zealand

### POSITION DESCRIPTION

**POSITION:** Pou Manaaki Te Waka Hauora – Acute Care Services

**RESPONSIBLE TO:** Charge Nurse Manager Emergency Department

**Cultural Responsibility and support:** Pou Korowai Team Leader Te Waka Hauora

#### Health New Zealand | Te Whatu Ora Nelson Marlborough

**Our vision | Tō tātou manako:** All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

**Our mission | Tō tātou kaupapa:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

#### **Our Values – Ō tātou whanonga pono**

**Respect | Manaakitanga:** We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

**Innovation | Auaha:** We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori.*

**Teamwork | Whakarāmemene:** We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora katoa.*

#### **PURPOSE OF THE POSITION**

- To provide Māori and Pasifika health services, alongside the clinical teams, within inpatient services predominantly Emergency Department and Intensive Coronary Care Unit and but may follow an inpatient to another area if required.
- To complete cultural assessments as a component of overall care.
- To attend multi-disciplinary team meetings as a support and advocate for Māori and Pasifika patients and whānau.
- To work alongside the Critical care teams to support Māori and Pasifika patients and whānau in the critical care services out of hours, i.e. predominantly weekends and public holidays.

- To support staff to work to support imbedding of Tikanga and Cultural practices to clinical care and to work in partnership with Māori and Pasifika patients and whānau to achieve this.
- To support smooth transition to ward-based care for Māori and Pasifika patients in conjunction with the wider Pou Manaaki team.
- To support safe discharge and actively refer to appropriate Māori and Pasifika Community health services in a timely manner.

RESPONSIBILITIES	EXPECTED OUTCOMES
<p><b>Service Provision</b></p> <ul style="list-style-type: none"> <li>▪ Apply cultural triage criteria to ascertain level of involvement based on cultural needs and available resource.</li> <li>▪ Engage with Māori and Pasifika patients and whānau on entry to services.</li> <li>▪ A whānau cultural assessment is completed and documented in the patient's notes to aid treatment planning.</li> <li>▪ Partner with the clinical and allied health treating teams.</li> <li>▪ Contribute to safe discharge planning.</li> <li>▪ Attend regular medical and team reviews.</li> <li>▪ Host or co-host whānau hui as appropriate.</li> <li>▪ Early referral to Māori and Pasifika primary health services.</li> <li>▪ To provide contact and follow up inclusive of transporting patients when this is indicated as a high need by management.</li> <li>▪ Support the delivery of Māori and Pasifika Health priority initiatives to reduce equity for Māori and Pasifika peoples.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Māori and Pasifika patients and whānau are met as soon as possible after admission.</li> <li>▪ Māori and Pasifika patients receive a cultural assessment as a component of overall care.</li> <li>▪ Māori and Pasifika patients and whānau receive a quality multicultural service.</li> <li>▪ Attendance at multi-disciplinary meetings to aid communication when required.</li> <li>▪ Whānau contribute and agree to discharge plans.</li> <li>▪ Māori and Pasifika patients are informed of changes.</li> <li>▪ Māori and Pasifika patients are supported through facilitated whānau hui.</li> <li>▪ Timely referrals are made to primary health services to enhance recovery and support positive changes in behaviours.</li> <li>▪ Work in partnership with team members to prioritise and support this to ensure any barriers to access appointments or follow ups are identified and addressed.</li> </ul>

<p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>▪ Contribute to policy development.</li> <li>▪ Contribute to staff and team development.</li> <li>▪ Be a consult for colleagues where possible and as resources allow.</li> <li>▪ Assist with multicultural training alongside the Learning and Development team.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Robust, responsive policy is developed.</li> <li>▪ Team developments are supported.</li> <li>▪ Pou Manaaki assist staff with bicultural development where able.</li> <li>▪ Staff are supported in bicultural development.</li> </ul>
<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>▪ Maintains and develops cultural competence.</li> <li>▪ With the Pou Korowai (Team Leader), establishes a Health career path.</li> <li>▪ Undertakes identified Māori cultural training where available.</li> <li>▪ Annual reviews with the Pou Korowai (Team Leader).</li> <li>▪ Supported to undertake cultural supervision.</li> <li>▪ Attends and contributes to regular peer supervision sessions.</li> <li>▪ Undertake any relevant training to be able to deliver on any Māori and Pasifika Health quality initiatives as required by Manager.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pou Manaaki is a culturally safe practitioner.</li> <li>▪ A cultural training career plan is identified and followed.</li> <li>▪ The career plan is reviewed annually via an annual performance review process including review of performance goals and identification of areas for professional development.</li> <li>▪ Pou Manaaki is upskilled to be a culturally safe practitioner.</li> <li>▪ Pou Manaaki actively contributes to the process of peer supervision.</li> <li>▪ Pou Manaaki complete any relevant training as required to enable them to deliver on Māori Health quality initiatives.</li> </ul>
<p><b>Networking and Community Relationship</b></p> <ul style="list-style-type: none"> <li>▪ Develops and maintains strong effective community networks and relationships.</li> <li>▪ Builds collegial relationships within the Provider division, between designated areas and Māori community health services.</li> <li>▪ Ensures information detailing Māori community services is available on Wards and in staff areas.</li> <li>▪ Arranges meetings with hospital staff and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective and timely referral of Māori patients and whānau is achieved through robust networking.</li> <li>▪ Pou Manaaki represents Te Whatu Ora perspectives at community health events.</li> <li>▪ Information is made available and accessible to patients and staff.</li> <li>▪ Facilitates communication between secondary and primary services.</li> </ul>

<p>community health workers and other relevant primary health providers as required.</p>	<ul style="list-style-type: none"> <li>▪ Closer relationships are evidenced by referral of Māori patients to primary services (i.e. Support Works).</li> </ul>
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>▪ Participate in quality improvement processes in your area of work. Support given to priority initiatives to promote equity for Māori and Pasifika peoples.</li> <li>▪ A quality, customer-focused service is provided at all times, which follows best practice.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>▪ Other duties as negotiated with Pou Korowai Team Leader Te Waka Hauora and CNM ICCU and ED.</li> <li>▪ Meet employee obligations in accordance with Appendix 1 &amp; 2.</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

- Applicants do not need to be able to speak or understand Te Reo Māori me ona tikanga (Māori Language and Māori Culture) and/or Pasifika language and cultural practices, values and beliefs, but do have to be open to learning these skills. The opportunity to learn these skills will be provided during work time.
- A qualification is desirable, but not essential. However, an openness to undertaking some basic training will be essential.
- A current, clean drivers' licence

### **EXPERIENCE**

- Experience with Māori and/or Pasifika organisations is essential.
- Experience working in the health sector is essential, preferably in a hospital setting.
- Ability to work alongside a range of professionals in the health system.
- Experience in working with individuals and a group in an educative way is desirable.

### **KNOWLEDGE**

- Knowledge of Te Reo Māori me ona tikanga is not essential but being open to learning more about Māori and Pasifika culture and Māori and Pasifika language is highly desirable.
- An understanding of Marae and pan-tribal management organisations and their operations.
- Knowledge of and commitment to biculturalism and the Treaty of Waitangi
- Knowledge of hospital services would be an advantage.
- Knowledge of the Tasman, Nelson Marlborough region community resources would be an advantage.
- Basic-intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint, and Outlook
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Te Whatu Ora Information Technology policies.

### **SKILLS AND ABILITIES**

- Good oral communication skills, with good written skills.
- Ability to network within the Māori and Pasifika community.
- Ability to work with others in a non-judgemental way.
- Person of integrity, who can maintain confidentiality, is tactful and sensitive in dealing with people.
- A dependable person with the ability to relate well to others.
- Ability to work under pressures using prioritisation/ time management skills.
- Commitment to ongoing self-development
- Be able to work as part of a multi-disciplinary team.

## **APPENDIX 1**

### **General Responsibilities of an Employee of Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Te Whatu Ora you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Te Whatu Ora departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health, Safety and Wellbeing**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of Te Whatu Ora are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

Te Whatu Ora is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

## **5. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Te Whatu Ora’s Disciplinary Policy.

## **6. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **7. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **8. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **9. Treaty of Waitangi**

Te Whatu Ora is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **10. Smokefree**

Te Whatu Ora is a Smokefree Organisation. This applies to all staff and contractors working within Te Whatu Ora buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Te Whatu Ora staff employed on Board business in the community.

## APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
COVID-19	For the health and safety of both staff and patients, and in line with the Health Order, all Te Whatu Ora staff are required to be fully vaccinated for COVID-19.
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Te Whatu Ora
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> <li>• a chronic skin condition</li> <li>• been working in an overseas healthcare facility in the last year</li> <li>• been MRSA-positive in the last year</li> </ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.