

Role Context

Te Tumu Waiora - te reo for 'to head towards wellness' - is a new model of primary mental health and addictions care and support which aims to provide all New Zealanders experiencing mental distress or addictions challenges with access to convenient, high quality, integrated and person-centred care and support.

The model puts mental health and wellbeing at the heart of general practice with focused roles, Health Improvement Practitioners and Health Coaches, working as part of the general practice team. The Support Worker role is to work alongside the general practice team within the community setting.

Role, Purpose and Scope of Role

The Health Coach/Support Worker role involves being an integral part of a multi-disciplinary team, working directly with individuals and their families to help improve their mental health and wellbeing. Encouraging them to build on their strengths in their community, their needs for developing skills, accessing community resources and developing functional relationships and independence.

Key Relationships

Accountable / Reports to

Adult CMHW Team Leader

Service Manager Community & Youth

Relationships With

eg. Which roles (internal/external) do you have regular interactions with?

- General Practice staff
- Community Support Workers
- Specialist Mental Health Services (SMHS)
- Non-Government MH Organisations
- Local health and other social services
- Other organisations and business as appropriate

Core Functions of Role

General Practice Team Participation

- Attending all relevant meetings for the general practice team.
- Developing close work relationships with general practice's Health Improvement Practitioners and practice nurses.
- Clear documentation of all general practice-related activity.
- When referrals are received from other members of the general practice team ensure the team members are informed and kept up to date with the Health Coaching activities.

Health Coach/Support Worker Service Delivery

- Knowledge of Te Tumu Waiora model and ability to implement it by providing information, teaching health management and problem-solving skills.
- Engage with patients to activate and enhance their self-management skills to help them manage and/or prevent long term conditions (physical and/or mental health).
- Serving as the patient's liaison person to bridge the gap between clinician and patient.
- Connecting the patient with resources and services.
- Ensuring patient understands and agrees with the health care plan.
- Providing cultural support.
- Document interactions, processes, and data accurately on PMS and other programmes for example Microsoft Excel
- Offering emotional support by teaching coping and stress management skills.
- Attend and participate in trainings, supervision and mentoring to develop skills and for continuous growth.
- Seek support, advice, and supervision in uncertain situations from HIP, GPs, nurses and direct line managers
- Willingness to backfill due to absences and unexpected circumstances
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Relationships

- Enthusiastically engaged in the Integrated Model of Primary Care Behavioural Health.
- Partnership with the practice's Health Improvement Practitioner and Health Coach is evidenced.
- A collaborative working relationship is formed with NGOs working with the general practice as a part of this model.
- A collaborative working relationship is formed with DHB secondary mental health and addictions staff working with the general practice.
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Quality Improvement/Risk Management

- Effective continuous quality improvement and lean systems are designed and implemented within the team's operations.
- Timely advice is provided to the direct reporting manager regarding risk, opportunities, and required actions, within the areas you manage.
- Adequate management monitoring practices are in place to ensure the quality standards required within the annual work programmes are consistently achieved or exceeded.
- Services delivered meet the accepted quality and clinical standards, set internally and externally.

Health & Safety

- The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.
- Can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.

Te Tiriti o Waitangi and cultural responsiveness

- Apply the principles of Te Tiriti o Waitangi within the workplace.
- Use an equity lens over all work to ensure it contributes to improved health outcomes for Māori and other priority populations.
- Actively seek out opportunities to empower whānau to draw on existing capabilities and strengths to resolve their health and wellbeing issues, with coordinated support from a range of providers.
- Demonstrates a commitment to improving equity of health outcomes for Pacific and other priority populations.
- Actively promotes equality and diversity within the Network environment.

Teamwork

- Works as a competent member of a team willingly providing back up support when appropriate and actively supports group goals.

Person Specification:

Health Coach/Support Worker

Education and Qualifications

- Minimum Level 4 Certificate in Health and Wellbeing (Social and Community Services) or prepared to work towards this qualification
- Attended a recognised Health Coaching training Programme

Technical or Professional Knowledge, Skills and Experience

Attributes

- Experience with mental and/or physical health condition or have been/are a caregiver for someone with health condition(s) and/or have interest in managing health and well-being.
- Ideally experience working in primary care directly with patients as part of the health care team.
- Demonstrate excellent communication skills; speak and write clearly; convey essential information without unnecessary complexity.
- Manage time effectively by adopting a disciplined approach to establishing and following priorities of work.
- 'can do' attitude, resilient and determined
- Kind, empathetic and compassionate
- Cultural sensitivity and awareness

Knowledge

eg. The specific knowledge required for the role (legislation, training etc).

- It is desirable to have experience working with Maori and Pasifika.
- Second language – Te Reo Maori, Pacific, Hindi and/or Asian
- Understand the importance of following evidence-based models, policies, practices and procedures.
- Comply with responsibilities under the Health and Safety at Work Act 2015.
- Comply with Vulnerable Children Act 2014
- Practical knowledge about the principles of the Treaty of Waitangi.
- Full, unendorsed motor vehicle license.

General Competencies

Alignment to Core Values

Alignment to the vision, mission and core values of SST

- **Faith** – supporting Tangata Whai ora (clients) and staff to explore belief in God as a pathway to wellness
- **Grace** – accepting and respecting people regardless
- **Hope** – every person has value, potential and new possibilities
- **Love** – being professional and showing respect in all of our relationships
- **Integrity** – practising accountability with each other and stakeholders.

Teamwork

Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes

Teachable

Desires to learn best practice; follows instruction. Able to adapt learned skills to the SST environment.

Communication

Develops rapport easily; addresses issues positively; competent in verbal and written communication

Team Fit

Aligns with team's values; aware of own strengths and how they affect other people in the team

Verification

We agreed that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and People & Capability.