

POSITION DESCRIPTION

Job Title: Health Coach, Integrated Primary Mental Health and Addictions
Team: Health Programmes Team
Reports to: Team Lead Health Coach (Poutoko Matua)
Date: August 2021



Introduction:

Health Hawke's Bay – Te Oranga Hawke's Bay is the region's single Primary Health Organisation (PHO), covering a population of approximately 165,000. We aim to improve health outcomes and life expectancy across Hawke's Bay, particularly for Māori and other underserved population groups.

Our role is to ensure primary and community healthcare providers are supported and designed to improve and maintain the health of the enrolled PHO population and eliminate inequities in health outcomes that exist for Māori. The aim is to ensure general practice services are linked with other health and social care services for a seamless continuum of care.

Our Vision and Values:

Our Vision: Whānau ora, Hapori ora. Family Wellbeing, Community Wellbeing

Tauwhiro – Care

Delivering high quality care to patients and consumers.

He Kauanuanu – Respect

Showing respect for each other our staff, patients and consumers.

Rāranga te Tira – Partnership

Working together in partnership across the community

Akina – Improvement

Continuous improvement in everything we do.

Ka Hikitia – It will be lifted – Our Strategy

To support our provider network to achieve equitable health outcomes for Māori.

We are committed to:

- Prioritise achieving equity for Māori at the heart of how we operate
- Recognise and embed our commitment to Te Tiriti O Waitangi
- Embrace wellbeing as a broader concept than health
- Partner with other organisations to increase the value we deliver.

Our outcomes are:

- Resources are available for Māori to manage their health and wellbeing.
- Services are accessible where and when Māori need them
- Care provided to Māori is of high quality
- Providers are well-equipped to service Māori.

POSITION PURPOSE

The key purpose of the Health Coach role is to work within general practice as a regular team member, helping patients gain the knowledge skills, tools and confidence to become active participants in their care so that they can reach their self-identified goals. Working collaboratively to develop active partnerships with patients motivating them to make positive lifestyle changes, reduce high-risk behaviours, manage stress and improve their health and wellbeing. The Health coach will: provide self-management support; act as a bridge between clinician, individual, or whānau; navigate the health and social services system; provide emotional support; and provide continuity within a busy general practice team.

PRINCIPLE ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
General Practice Team Participation	<ul style="list-style-type: none">• Attends all general practice team meetings• Seeks and acts upon opportunities to educate self and other general practice team members• Develop and sustain positive working relationship with the general practice's health coach• Consultation/ liaison is provided to general practice team• Clear documentation of all general practice-related activity
Service Delivery	<ul style="list-style-type: none">• Knowledge of Te Whare Tapa Wha model of practice• Individual sessions, groups and whānau sessions are delivered• Evidence-based interventions are provided for a wide variety of issues (both mental health and physical health related) to people of all ages, with a focus on prevention, acute care, and chronic disease management• People are supported to identify and achieve the results they are seeking• A high level of access for the enrolled population to primary care-based brief interventions is achieved• Skills, knowledge and attitudes for culturally safe practice are demonstrated• Maintains a network of community, and NGO support services• Clear and concise notes that comply with established standard are entered within practice's Patient Management System• All required client-related information and activities are recorded
Primary Mental Health Integration	<ul style="list-style-type: none">• Positive relationships are maintained with all members of the General Practice Team.• Active contribution to evaluation and refinement of the model.• Partnership with the practice's 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.• Assistance with care coordination and access to outside resources is provided as needed

Professional Accountability	<ul style="list-style-type: none"> Participation in workforce development and coaching. Active participant in observed practice and all other quality assurance processes. Participation in regular supervision. Participation in peer review. Adherence to professional code of ethics. Knowledge of any legal guidelines relevant to practice demonstrated. Relevant training is attended. Engagement in CPD (continuing professional development). Health Coach seeks appropriate professional and collegial support.
Te Tiriti o Waitangi, cultural responsiveness, and cultural safety	<p>Apply the principles of Te Tiriti o Waitangi within the workplace. To use an equity lens over all work to ensure it contributes to improved health outcomes for Māori and other priority populations. To 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. To recognise the importance of communication and engage across internal systems processes to ensure what we write and say supports our overall efforts to improve cultural competence and the health status of Māori and high need populations.</p> <ul style="list-style-type: none"> Demonstrates a commitment to improving Māori health equity. Demonstrates a commitment to improving equity of health outcomes for Pacific, youth and other priority populations. Is committed to supporting future workforce development opportunities for cultural responsiveness and cultural safety within the workplace. Actively promotes equity and supports diversity.
Continuous Quality Improvement/Risk Management	<ul style="list-style-type: none"> 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.

KEY EXTERNAL RELATIONSHIPS

- General practice teams
- Non-Government Organisations (NGO's)
- Secondary (DHB) Mental Health and AOD Services
- Social Services
- National training providers

PERSON SPECIFICATION

Essential Skills, Knowledge and Experience

- Recognised Health Coach Training (can be provided).
- Proven experience engaging effectively with Māori (patients/whānau/families)

- Proven experience working with Māori, Pasifika, or youth.
- Excellent organisational and time management skills
- Ability to work in a cooperative and collaborative way with others
- Excellent verbal and written communication skills
- Ability to competently use computers, able to work in an electronic medical record
- Flexible, self-starter
- Embraces the philosophy of helping people to manage better on their own rather than doing things for people
- Willing to embrace new ways of working
- Ability to work at a fast pace with a flexible schedule
- A proven ability to be a team player
- Excellent communication skills
- An ability to work closely and collaboratively with key stakeholders
- An understanding and sensitivity to working with all cultures
- Ability to work independently within agreed boundaries
- Respects differences
- Builds strong supportive relationships
- Acts according to sound ethical and moral values
- Personal self-management skills

Desired Skills, Knowledge and Experience

- Knowledge of the Primary Health Care Sector
- Experience working in health or social sectors
- Experience in a Kaupapa Māori environment
- Competent in Te Reo Māori