

**POSITION DESCRIPTION:
HEALTH IMPROVEMENT PRACTITIONER**

KUPU WHAKATAKI - FOREWORD

Nelson Bays Primary Health (NBPH) promotes and supports quality community health services, with an emphasis on keeping people healthy. Our vision is “healthy community...healthy people...healthy workforce” – Hapori Ora, Tāngata Ora, Kaimahi Ora.

NBPH leads and coordinates a range of primary health care services through its contracted General Practices and other Primary providers e.g. Māori Providers, NGOs, Volunteer organisations and Territorial Authorities in the delivery of the Primary Health Care Strategy. The organisation holds contracts with Te Whatu Ora (TWO) and other providers for these services. Nelson Bays Primary Health is committed to reducing health inequalities within the health system.

Te Tumu Waiora was a pilot launched in Auckland in July 2017. This was a new model of care approach for mental health and wellbeing which was recognized as having the potential to be implemented Nationwide in Aotearoa. Te Tumu Waiora means ‘To head toward wellness and health’. Models like this have led the way to local discussions about how like this model we can design an approach that is holistic, supports and addresses the physical, emotional and social needs of the person, rather than the traditional focus on mental health or addiction needs. The aim of models like these are to deliver a small amount of targeted, brief interventions to a large number of people, as well as connecting social and specialist support across the continuum of care. This model has produced successful results so far. It is reported that collaboration has been the key to success across DHB, PHO and NGOs.

HE KAUPAPA NUI - PURPOSE

To work within a general practice as a regular team member, delivering brief, consultation-based services to general practice team members and general practice patients. To provide brief evidence-based behavioural interventions to individuals, groups and families for both mental health and physical health conditions in people of all ages.

To be actively engaged with utilising an integrated ‘Stepped Model of Care’ that supports clients’ needs and enables them to move seamlessly between services in general practice and, if needed, community based, NGOs and speciality services such as secondary mental health and addiction services.

To work with other Health Improvement Practitioners, Health Coaches and support workers to deliver a holistic service which addresses clients’ needs as they arise and supports the concept of ‘warm handovers’ within the general practice setting.

To work with other Health Improvement Practitioners (HIPs), behavioural health trainers, a service evaluator and NBPH to refine the services delivered for the New Zealand context.

WHĀINGA TŪRANGA - POSITION OBJECTIVES

The health professional works with the enablement team and their supervisor to provide high quality, evidence-based education, care planning and interventions to enrolled patients within the general practice or NBPH. This is achieved through delivery of the following role objectives:

- To work alongside General Practitioners and Māori Health Providers to provide short term intervention for people with a perceived mild-to-moderate mental health and other health-related issues
- To act as a resource person for service-users and General Practitioners by gaining knowledge and establishing contact with community agencies and support services.
- To provide brief behavioural consultations and to link-in with appropriate resources
- To provide behavioural interventions which may include problem solving, goal setting, cognitive behaviour therapy, psychosocial interventions, crisis resolution, stress management and education around illness and prevention.
- Where there are more serious mental health concerns or risk factors, liaising with a GP/RN for urgent assessment which may include referral to psychiatric services.
- To make a positive difference to the health and wellbeing of the enrolled population with a clear focus on achieving equity

WHANAUNGATANGA - RELATIONSHIPS

- **Reports to:** Health Improvement Practitioner Lead
- **Direct Reports:** None
- **Internal Relationships:** All NBPH staff
- **External Relationships:** Client, their family/whanau.
General practice team.
Other general practices participating in the integrated model.
Non-Government Mental Health Organisations.
Secondary (DHB) Mental Health and AoD Services.
Social services (NGO).
Other Health Services as required.

TE WĀHI - LOCATION

This position reports through to the office of Nelson Bays Primary Health, however, is completing their work in designated General Practices within the region. Therefore, regular travel is required across the locality and elsewhere nationally from time-to-time.

HAUORA WHAKARURUHAU - HEALTH AND SAFETY

Nelson Bays Primary Health is committed to achieving the highest level of health and safety for its employees. All employees are expected to take the initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Nelson Bays Primary Health, the health and safety of yourself, all employees, colleagues and visitors are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programmes in your area. It is required that you report all accidents, incidents or potential hazards to your direct line supervisor.

TE TIRITI O WAITANGI

Nelson Bays Primary Health is committed to its obligations under Te Tiriti O Waitangi. All employees are required to understand and implement Te Tiriti O Waitangi within their work and actively participate in opportunities and initiatives that will contribute to reducing the disparity in health status between Māori and non-Māori.

NGĀ MAHI MATUA - KEY TASKS	NGĀ HAEPAPA - RESPONSIBILITIES
GENERAL PRACTICE TEAM PARTICIPATION	- All general practice meetings/huddles for the general practice team are attended. - Seeks and acts upon opportunities to educate self and other general practice team members in behavioral health. - Close working relationship with the general practice's health coach is developed. - Consultation/liaison is provided to general practice team. - Clear documentation of all general practice-related activity.
CLINICAL SERVICE DELIVERY	- Knowledge of the behavioural health consultancy model and ability to implement the model demonstrated. - Individual sessions, couples, groups and whānau sessions are delivered. 15 – 30-minute 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 achieved. - Skills, knowledge and attitudes for culturally safe practice are demonstrated. - Clear and concise notes that comply with established standards are entered within practice's Patient Management System and all privacy requirements are maintained. - All required client-related information and activities are recorded.
PRIMARY MENTAL HEALTH INTEGRATION	- 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 when implemented 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	• Requirements of the clinician's professional and registering body are met. • Current APC (annual practice certificate) is held. • Participation in model fidelity 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). • Clinician seeks appropriate professional and collegial support. • Maintains strict confidentiality
NBPH TEAM MEMBERSHIP	• Organisation policies, procedures and requirements are known and complied with. • NBPH team meetings are attended as required. • Work positively, sensitively and constructively with all staff, members and community representatives to secure positive ongoing primary health outcomes and relationships
QUALITY IMPROVEMENT/AUDIT ACTIVITY	• Demonstrate willingness and involvement in quality activities to achieve service and organizational objectives in an innovative manner • Contribute to the team environment in which performance can be improved or enhanced, and objectives and plans can be achieved to a high-quality standard • Utilise best-practice and evidence-based approaches in all aspects of work • Take all opportunities to obtain new skills and competencies which will enhance delivery of service • Take personal responsibility for making things happen
REDUCING HEALTH INEQUALITIES	• Identify and work towards reducing barriers to increase participation for Māori, Pacific and other groups;



	Support team members to advance the health and social wellbeing of clients accessing services and support the reduction in health disparities and inequalities.
NGĀ TIKANGA MĀORI	- Utilise Te Reo whenever possible; - Attend to cultural practices of Māori, such as Te Reo, Powhiri, Whanaungatanga, Whānau ora, Karakia, Waiata, Wairuatanga and Manaakitanga; - Assist in the establishment and maintenance of effective relationships with Iwi Māori Health, Mental Health Providers, General Practices and community agencies; - Integrate Māori practice models alongside clinical practice where possible; - Tino Rangatiratanga is encouraged in all professional relationships; - Undertake ongoing development and training in cultural development and/or through cultural competency training requirements.
HEALTH AND SAFETY	- Health & Safety is considered to be everyone's responsibility; all staff are required to actively contribute to maintaining a safe working environment - Demonstrate willingness and involvement health & safety activities - Maintain familiarity with and active involvement in the identification and management of Health and Safety. Be familiar with and actively involved in the identification and management of Health and Safety issues, risks, policies and reporting processes applicable to all work-related environments

MĀTAURANGA ME NGĀ PUKENGA - EXPERIENCE AND KNOWLEDGE

Essential

- Full and current Annual Practicing Certificate as a registered health professional e.g psychologist, nurse, occupational therapist, social worker
- A full and current driver's license

Preferred

- Qualifications in CBT or ACT are an advantage.
- Clinical experience working in a mental health setting (primary and/or secondary) providing evidence-based psychological interventions.
- Knowledge of behavioural medicine and the relationship between medical and psychological systems
- Experience working with Māori, Pasifika and Youth
- Experience working with diversity.

WHANONGA PONO – PRINCIPLES AND ATTRIBUTES

- Knowledge and ability to work with Māori, Pasifika and Youth
- Flexible, self-starter
- Knowledge of behavioural medicine and the relationship between medical and psychological systems
- Willing to embrace new ways of working
- Has the skills listed below or a strong interest in learning them:
- Basic understanding of general practice
- Ability to work with a diverse patient and staff population
- Basic non-technical knowledge of psychotropic and other relevant medications
- 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 competently use computers, able to work in an electronic medical record
- Ability to work independently within agreed boundaries
- Respects differences
- Builds strong supportive relationships
- Acts according to sound ethical and moral values
- Openness to continue learning
- Has demonstrated commitment to the principles of the Treaty of Waitangi and promoting positive outcomes for Tangata Whenua.

Signed for an on behalf of the employer:		Signed by NBPH Employee:	
Name:	_____	Name:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____