

Job Title:	Kai Haukunui/Primary Health Care Nurse
Department:	Hauora Heretaunga
Responsible to:	Kaiarahi Hauora / Practise Manager Hauora
Purpose Statement:	To deliver primary health care nursing support, interventions and treatment services that meet the needs of whanau. As part of the general practice team to work in scope of practice and be responsible for providing whanau centred, culturally appropriate and individual holistic care to patients. The Primary Health Care Nurse works closely with other members of the integrated care teams (Wananga Ita).
Mission:	Mauri Ora ki te Mana Maori Realising Whānau Potential
Values:	Kotahitanga: We are kaupapa driven and work with each other and others to enhance Whānau potential Whānaungatanga: We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa Whakamana: We are outcome focused and recognise, respect and uphold mana.
Relationships:	External Patients and Whanau, Pharmacists, HBDHB Health Care Services, PHO, GP Practices, Midwives, Health Providers Internal Management, Integrated care teams including Whananu Manaaki, Health Improvement Practitioner, Community Service Workers; Kai Ararau, Oranga Hinengaro, Hauora Heretaunga, Clinical Pharmacy Facilitator; Community Pharmacist, Physiotherapist, Clinical Nurse Specialists, Podiatrist Other health and social service professionals, TToH Services
VCA Role:	Core Children's Worker
Structure:	Refer to Structure Chart

KEY ACCOUNTABILITIES

Kaupapa Te Taiwhenua o Heretaunga

- Contribute to the delivery of effective, integrated, whānau-focused services as part of a integrated care team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa, and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision
- Work in a reflective manner and take opportunities for self-development

Whānau Ora Practice

- Develop understanding of the communities that TToH works with
- Be responsive to whanau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.
- Comply with established health and safety policies with regard to handling of instruments, infection control, storage of drugs and disposal of sharps and other potentially dangerous equipment and substances.
- Comply with current NZ legislation

Team

- Be a resource to the integrated Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
- Coordinate an individuals rehabilitation process and participate where appropriate in providing recovery orientated services to restore normal functioning
- Develop collaborative working relationships with community health and social care networks across DHB and PHO and NGO as well as ACC and relevant non-health agencies
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
- Carry out assigned duties as directed by Hauora Leadership team, remaining flexible and able to carry out different tasks or work in different teams as required
- Prioritise attendance at daily huddles and wider team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

Quality and Development

- Participate with the team in continuous quality improvement processes.
- Participate in internal and external audit processes as required.
- Contribute to all service/contracted objective, targets, and outcomes.
- Ensure that all primary care nursing services are compliant and current with internal and external quality, legislative, and accreditation requirements
- Ensure continuous quality improvement of primary care nursing service
- Complete all patient consultation are accurately recorded in clinical patient notes within 24 hours of seeing the patient
- Ensure all information entered into databases e.g MedTech32 is accurate, appropriate and in accordance with agreed protocols
- Where appropriate set up all screening and recall programmes for new and existing patients.

Nursing Services

- provide primary care nursing services in consultation with whanau and integrated care team:
- Urgent triage (including resuscitation, stabilisation and assisting with assessment as necessary)
- Assessment of urgency and severity of presenting problems through history taking, and examination before referral to the GP. Assessment can be via telephone or 1:1 consultation with patient.
- Follow up of patient test results and communication with patients where appropriate and according to the practice standing orders policy
- Undertaking treatment options and carrying out appropriate clinical interventions and procedures including but not limited to counselling, advising and providing information
- Set up and assistance with minor surgery
- Health screening
- Acting as chaperone where required
- Attending home visits as requested or other locality based areas as determined following assessment and consultation with whanau and wananga ita.

Health Education and Support

- Provide culturally appropriate information and advice to patients concerning their ongoing wellbeing education, including counselling to improve health and prevent disease
- Where appropriate use of recall and reminder systems for health screening programmes
- Self management support to patients to reduce or change risky and harmful lifestyle behaviours
- Where appropriate advise on family planning services, provision of contraceptive advice and treatment and sexual health services
- Where appropriate deliver immunisation programmes
- Work with public health providers in the prevention and control of communicable diseases
- Ongoing care and support of patients with chronic diseases and terminal conditions
- Provide health promotion to enrolled population targeting specific population groups

Coordinating Care

- Coordinate patient's treatment and rehabilitation and participating where appropriate in providing recovery orientated services to restore normal functioning
- Develop collaborative working relationships with GPs, community health services, DHB, NGO health providers, ACC and relevant support agencies

- Provide case management of patients with other members of the integrated care team as determined by identified needs and whānau aspiration
- Advocate on behalf of patients with external agencies to communicate patient care and support needs

Professional Development

- Undertake responsibility for own professional nursing development
- Ensure continuing professional development meets the minimum requirements set by NZ Nursing Council
- Attend regular peer review meetings in accordance with the guidelines of the NZ Nursing Council
- Complete relevant core competency training in family planning, sexual health and contraception, wound care, immunisation, CVD risk assessments, cervical screening, identification, support and referral of interpersonal violence, partner abuse and child abuse, and disability awareness

Assessing, Connecting and Supporting Whānau

- Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
- Support with whānau engagement and access to other services
- Identify Whānau needs ensuring easy access to services and support
- Assist whānau to manage needs in areas such as health, employment, housing, education, wellbeing, and day-to-day living.
- Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support.
- Support whānau to develop goals, achieve those goals and, where appropriate, complete.
- Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise.
- Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence
- Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support
- Ensure whānau get the right support for their needs, referring where your team are not able to meet needs
- Work with whānau in a way that enhances future independence
- Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgemental.
- Advocate for, educate and support whānau to achieve goals, helping them find their own voice
- Assess and observe whānau being alert to safety issues for you, clients or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly.

- Regularly review plan, monitor progress, and follow up on agreements made to support whānau, being alert to difficulties achieving goals or opportunities to review and advance goals.

Administration , financial and data management

- Ensure all patient services undertaken are charged out in accordance with appropriate programme level eligibility criteria.
- When claiming subsidies from any funding agency, all compliance clauses are adhered to.
- Assist with provision of information for practice reporting requirements, as requested.
- Open up new clients on multiple information systems as required.
- Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
- Update whānau demographics and contact details as information comes to hand.
- Use TToH systems for managing time, keeping appointments transparent.
- Maintain confidentiality of whānau and organisational information at all times.
- Record and provide data and/or reports relating to your role as and when required by management.
- Report daily work and appointments at the end of each day and address any audit of daily appointment book missed consultation notes where requested by practice support team.

Sector Knowledge

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
- Identify and understand the local trends and barriers for whānau through engagement and feedback.
- Understand and adhere to the Vulnerable Children's Act.

Other Duties

- Carrying out additional duties from time to time as requested by management.
- The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.
- Hours of work are set in the Employment Agreement. However there may be times when you are required to undertake other duties outside of these hours as requested. This may involve attendance at meetings, staff meetings or training sessions.
- You may also be assigned to different integrated care teams to enable priority work and unplanned leave to be covered.

Person Specifications:

QUALIFICATIONS

Essential:

- Tertiary qualification in Comprehensive Nursing
- Registered Nurse with NZ Nursing Council
- Current and valid Full Driver's License
- Knowledge and skills framework specific to area of practice

Desirable:

- Post Graduate Certificate or Diploma in Primary Health Care Nursing or Long term condition management
- Well child qualification
- Level 4 or higher Te Teo Maori me ōna tikanga

Professional Development

- To participate with Management in performance appraisal to identify areas for professional development.
- Continuing professional development meets the minimum requirements set by Nursing Council NZ.
- Attendance at regular peer review meetings in accordance with guidelines of Nursing Council NZ.

SKILLS AND EXPERIENCE

Essential:

- Committed to whanau
- Strong client focus able to motivate, educate empower coach and influence whanau
- Able to work well as part of an integrated team
- Proven experience working effectively with a range of people including Maori.
- Able to develop relationships, networks and communicate effectively with a wide range of stakeholders.

Desirable:

- Established relationships with relevant service networks
- Understanding of Tikanga and Te Reo Maori
- Able to see trends and connections in information

- Health literacy and education and promotion experience

PERSONAL ATTRIBUTES

- Positive can do attitude
- Able to carry out the physical aspects of the role
- Team player
- Confident, resilient and resourceful
- An openness to learn Tikanga and Te Reo Maori
- Honest and reliable