



### Job Description

<b>Job Title</b>	Outreach Nurse - Nāhi Toro Kāinga
<b>Reports to</b>	Clinic Lead
<b>Service</b>	Calder Centre
<b>Direct Reports</b>	Nil
<b>Location</b>	HomeGround 140, Hobson Street, Auckland CBD
<b>Date prepared</b>	January 2025

### Background

Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all.

Since our doors opened more than 100 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others that's a complex journey with our full support.

### Position Summary

#### Outreach Community Care Strategy

The overarching vision is for better health outcomes, better engagement with services, Whānau Ora for our high-risk Auckland Central marginalized population. The vision for primary and community care is excellent primary and community care that empowers people in our diverse communities to live well, stay well, get well, and die well, through integrated ways of working together to better meet their needs.

Success will mean our population has equitable access to primary and community care and specialist support when needed. Our consumers, whānau and communities know how to live well, and are actively participating in caring for themselves and others.

- To utilise community networks to build relationships with clients and facilitate engagement with General Practice teams and other primary health care providers as well as support access to secondary services.
- To partner with various healthcare providers, social agencies, community groups and employers to ensure clients have access to timely services and referrals.
- To empower clients so that they can manage their own health where possible and make informed decisions regarding this.

- To promote appropriate referral of patients to specialized services and education classes through clearly articulated pathways and guidelines.
- Provide education on lifestyle/socioeconomic factors that influence the health outcomes for Maori and Pacific clients/family/whanau/aiga.
- Ensure all interventions are delivered collaboratively with the general practice team in a manner designed to up skill, involve, and educate the team.
- Develop relationships with primary health care stakeholders and wider health determining organisations to support the development of programs to improve health outcomes for patients
- To provide a nursing service to clients via a variety of community bases to promote health, prevent illness and disease and provide support and treatment.
- To facilitate the delivery of screening and other health services for targeted at risk populations who are overdue, unscreened, or under-screened for health screening programs.

### Key Responsibility Areas

<b>Key Responsibility Areas</b>	
<b>KEY TASKS</b>	<b>PERFORMANCE INDICATORS</b>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for establishing rapport &amp; trust with clients and their whanau.</li> <li>• Ensure that information is presented in an appropriate &amp; meaningful manner.</li> <li>• Responds appropriately to client's questions, requests &amp; problems.</li> <li>• Communicates in a manner that is empowering to the client.</li> <li>• Practices nursing in a negotiated partnership with the client when possible.</li> <li>• Nurses in a manner that respects the boundaries of a professional relationship.</li> <li>• Communicates effectively in exceptional circumstances.</li> <li>• Demonstrates verbal &amp; nonverbal skills in clarification, reflection, affirmation &amp; eliciting clear communication within a therapeutic partnership.</li> </ul>

<b>Cultural Competence</b>	<ul style="list-style-type: none"> <li>• Recognises &amp; honors cultural competence as an affirmation of the Treaty of Waitangi.</li> <li>• Apply principles of cultural safety to own nursing practice</li> <li>• Advises and advocates on cultural issues.</li> <li>• Provide cultural advice for multi-disciplinary teams.</li> <li>• Respects client's identity &amp; right to personal beliefs, values &amp; goals.</li> <li>• Assist clients to gain access to appropriate resources, for support, representation, needs &amp; preferences of culture.</li> <li>• Consults with members of other groups as requested &amp; approved by client.</li> <li>• Facilitates access to relevant systems, services &amp; resources.</li> <li>• Recognises own beliefs, values, and prejudices.</li> <li>• Acknowledges when ability to provide care is limited by own personal attributes &amp; takes appropriate action to ensure client safety &amp; care.</li> </ul>
<b>Leadership in Maori Health</b>	<ul style="list-style-type: none"> <li>• Effectively engage with Maori Health Providers, Maori patients and their whanau using Maori whakawhanaungatanga processes</li> <li>• Provide leadership through teaching, cultural and clinical supervision and mentoring to other health professionals.</li> <li>• Demonstrate reducing health disparities between Maori and non-Maori and between high needs whanau and the wider community.</li> <li>• Have an ongoing commitment to</li> <li>• undertaking training in te reo, tikanga and understanding Maori practices</li> </ul>
<b>Clinical Competency</b>	<ul style="list-style-type: none"> <li>• Makes nursing judgements based on current nursing knowledge, research &amp; reflective practice.</li> <li>• Uses reflection to analyse &amp; clarify direction for ongoing nursing practice.</li> <li>• Responds to challenging situations &amp; learns from nursing practice through reflection in decision making &amp; problem solving.</li> <li>• Examine nursing situations, identifies &amp; strategizes effective nursing care.</li> <li>• Raise questions in the appropriate nursing forum.</li> <li>• Initiates &amp; enters discussion about innovation in client care.</li> </ul>
<b>Clinical Service Delivery</b>	<ul style="list-style-type: none"> <li>• Delivers clinical services in a home and community setting using a safety-first framework.</li> <li>• Assesses &amp; provides individualised nursing care based on appropriate knowledge research &amp; reflective practice.</li> <li>• Uses professional judgement including assessment skills, to assess the client's health status and to plan care and/or to refer client to other health professionals.</li> <li>• Prioritise nursing actions to ensure safe &amp; effective nursing care.</li> <li>• Recognise own limitations &amp; seek assistance, as necessary.</li> <li>• Formal referrals to external agencies are made to coordinate care for identified individuals and families.</li> <li>• Coordinates clinical care for identified individuals and families.</li> <li>• Uses effective time management strategies to coordinate with external services to meet agreed upon clinical obligations.</li> <li>• Communicate with families or carers regarding formal referrals from the primary to secondary sector, and coordinates and case manages transfer of client's care</li> </ul>

<b>Health Education</b>	<ul style="list-style-type: none"> <li>• Recognises the potential for health teaching in nursing interventions.</li> <li>• Appropriately identify and use critical incident issues as an opportunity for staff development.</li> <li>• Provide an advisory and resource role to other primary health care providers and SDHB multi-disciplinary teams.</li> <li>• Select and implement health promotion programs to meet identified client need.</li> <li>• Uses informal &amp; formal methods of teaching appropriate to the individual or group abilities.</li> <li>• Evaluates client learning &amp; understanding about health practices.</li> <li>• Recognises own limitations &amp; determines appropriate person to deliver health education sessions.</li> </ul>
<b>Maintain good communication &amp; interpersonal relationships within the primary health sector &amp; Auckland District Health Board</b>	<ul style="list-style-type: none"> <li>• Collaborates and communicates with the multi-disciplinary long term conditions team and provides best evidenced nursing knowledge to coordinate and negotiate care, working across health care settings to achieve best health outcomes.</li> <li>• Provides liaison and consultancy within general practices regarding service users, utilising allied health providers and community groups as appropriate.</li> <li>• Works alongside general practice teams to strengthen Calder Health's relationship within the sectors.</li> <li>• Works within the expectations and standards for communication with other services, clients, and families, including legislative requirements.</li> </ul>
<b>Professional &amp; Personal Development</b>	<ul style="list-style-type: none"> <li>• Applies clinical reasoning and reflective practice to nursing to identify community and individual health needs.</li> <li>• Implements community planning and project skills to increase community responsiveness to health needs.</li> <li>• Contributes to the development of integrated, appropriate, and advancing service delivery across the primary/secondary continuum care, through collaborative work within Te Tāpui Atawhai teams, mental health care providers and Iwi health care providers.</li> <li>• Commences or continues postgraduate study in relevant clinical areas to better assist the outreach role.</li> <li>• Undertakes leadership roles such as mentor, coach, or educator within the primary health provider sector, as necessary.</li> <li>• Participates in annual performance review and processes to identify ongoing professional development requirements.</li> <li>• Monitors national and international trends in the areas of clinical and professional practice.</li> </ul>

<b>Qualifications, Experience, Knowledge, and Skill Requirements</b>	
	<ul style="list-style-type: none"> <li>• Awareness and understanding of the implications of the Treaty of Waitangi to</li> <li>• Minimum of 3-4 years' recent experience preferably in a primary care setting.</li> <li>• Preferably, previous experience working within Māori and/or Pacific Island Communities and at-risk populations.</li> <li>• Understanding of Trauma Informed Care and its impact of consumers</li> <li>• Preferably experience working with Alcohol and Drug and Mental Health consumers</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Registered Nurse.</li> <li>• Possesses a current Practicing Certificate.</li> </ul>

- Holds current Indemnity Insurance
- Possesses a current driver's license.
- Preferably holds or working towards a post graduate qualification.
- Qualified and experienced cervical smear taker.
- Vaccinator qualification desirable.

**Business/Technical Skills**

- Computer skills preferably with knowledge of MedTech and other Patient Management Systems.
- Good Excel reporting skills

**Skills and Attributes**

- High standard of professional practice.
- Has an ability to work closely with others to achieve professional and service goals
- Can work autonomously and as a member of a team.
- Recognizes and addresses cultural differences.
- Ability to educate others informally (e.g., families), and formally (e.g., students).
- Demonstrated commitment to ongoing professional development.
- High degree of initiative and motivation.
- Good organizational and interpersonal skills.
- Good Time management skills
- Ability to communicate effectively, orally and in writing.
- Ability to make complex decisions under pressure.
- Energetic and motivated, demonstrating flair and innovation.
- Ability to establish and maintain key links within the community.
- Fostering and building networks.