

RAUKAWA CHARITABLE TRUST (RCT)

Position Description

POSITION TITLE	Kaiāwhina-Chronic Care Services
LOCATION	Raukawa Putaruru tari – supporting whānau around Takiwā
REPORTS TO	Clinical Nurse Leader: Chronic Care Services
PURPOSE OF POSITION	<p>The role of Kaiāwhina-Chronic Care Services is to provide support to whānau in the Raukawa rohe living with, or at risk of chronic health conditions. This includes diabetes, cardiovascular disease, respiratory conditions, stroke, and gout. A focus of the mahi is preventing the occurrence of chronic conditions, and to reduce the progression of complications for those living with these conditions.</p> <p>Kaiāwhina work in partnership with people and their whānau to achieve whānau ora, improved quality of life, and equitable health outcomes. The Kaiāwhina is a member of the Comprehensive Primary Care Team (CPCT) working within the Te Whare Tapa Whā model of care. Kaiāwhina will provide advocacy and support, information and education, and work to reduce barriers to Māori accessing healthcare.</p>
VISION	Raukawa kia mau, kia ora - A thriving Raukawa iwi.
RCT MISSION	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
VALUES	Tika – working with integrity Pono – working toward the vision/genuine intent Aroha – compassion and regard for others

DIRECT REPORTS

Nil

RELATIONSHIPS

Internal

- Tāhuhu Rangapū
- Tiwai Hauora Services
- Director: Health
- Raukawa Charitable Trust Staff
- Raukawa Uri and Marae

External

- Clients and their whānau
- Iwi and hapu
- Te Whatu Ora
- General Practice teams
- Public Health nurses
- South Waikato Pacific Islands Community Services (SWPICS)
- Other Iwi and Hauora Māori providers
- Pharmacies and other Allied Health Professionals
- Community organisations and supports

AUTHORITIES

None

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
Service Delivery	<p>Provide a range of navigation support, early intervention and prevention focus, advocacy, navigation of care pathways and culturally appropriate support to people and their whānau.</p> <p>This could include:</p> <ul style="list-style-type: none"> • A needs assessment, supporting health management plans, advocacy and support for Māori or Pacific people and their whānau. • Enable connection and access to services, supports and government agencies; including for whānau not enrolled or engaged with health. • Supporting enrolment, appointment attendance, maintenance of contact, travel support and working with Kaupapa Māori and community providers. • Focus on a seamless experience of care and support for the person and their whānau. • Play an important role in marae-based clinics and engagement. <p>Pro-actively plan and co-ordinate care for individuals and whānau as part of the Chronic Care team.</p> <ul style="list-style-type: none"> • Support and motivate individuals/whānau to make better health choices, and sustainable behavioural changes leading to greater self-management • Client health and development needs identified. • Client health barriers identified • Clients connected with general practice teams and other health/social service providers • Services are offered and provided to meet the needs of the individual including support to their whānau • Client appointments are scheduled in coordination with clinical staff • Client records are kept current and secure. • Documentation is entered into relevant client management systems after each client visit.
Comprehensive Primary Care Teams	<p>The Kaiāwhina plays an important role of the Comprehensive Primary and Care Team (CPCT), working within the Te Whare Tapa Whā model of care.</p> <ul style="list-style-type: none"> • Kaiāwhina work in collaboration with the hospital, specialist, community, iwi and hapu, and non-government services to ensure Māori and Pacific people and their whānau maintain health and wellness (hauora) within the community, and when requiring hospital care, the journey from hospital to home is successfully achieved • Demonstrate commitment, and be visibly open, clear, and innovative whilst building mutually

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	<p>beneficial partnerships with various stakeholders both internally and externally</p> <ul style="list-style-type: none"> • Model good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing the best and collegially supports others to do the same.
Education	<ul style="list-style-type: none"> • Provide information to clients/whānau and improve access to services • Individuals/whānau are aware of health services available to them • Appropriate educational materials identified, developed, and offered where suitable.
Support	<ul style="list-style-type: none"> • Whānau have a quality of life that meets their - cultural, physical, and spiritual wellness, which is nurtured by their access to and engagement with services • Whānau are leading healthy lifestyles - supporting the delivery of individual and whānau health management plans • Increase whānau understanding of common risk factors (including physical inactivity, unhealthy diet, smoking, high blood pressure, and high blood sugar) for chronic conditions. • Whānau exercise rangatiratanga by being self-managing and making informed decisions - providing advocacy and support, information and education, and referral to other services where appropriate • Whānau have timely access to exemplary and culturally adept health and disability services that meet their needs • Whānau are supported to attend follow up on health contacts and appointments, maintain contact, support travel coordination and working with Kaupapa Māori health providers • Maintaining strong linkages with the key health services across the district, including Māori community groups and organisations.
Collaboration	<ul style="list-style-type: none"> • Liaison and consultation with multi-disciplinary teams and social services • Strong working links with community health providers to benefit the clients • Relationships and networks with community groups in areas of high needs developed and maintained • Active database of local resources available to support client self-management maintained • Active participation within the IDT and collaboration with other services such as; <ul style="list-style-type: none"> ○ Primary Health Organisations (PHOs) ○ General Practice teams

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> ○ Health and community care providers, including iwi and Māori, Pacific, hospital and specialist services, urgent care services, community nursing, allied health and NASC, private and public sector community providers such as community pharmacy, physiotherapy, dental, optometry, emergency services, NGOs, aged care community and residential services, tāngata whaikaha services and Kahu Taurima. ○ Other funders of services in the community such as ACC (Accident Compensation Corporation)
Reporting	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the service
Professionalism	<ul style="list-style-type: none"> • Takes responsibility for own workload, manages own time and adjusts priorities appropriately • High standards for work tasks are achieved, with a commitment to continuous quality improvement • Embrace the Kaupapa of working for an Iwi organisation • Accept responsibility for ensuring that care and conduct meet the standards of ethical and relevant legislated requirements • Understand the principles of Te Tiriti O Waitangi and be respectful of people and whānau personal beliefs, values, and goals • Read and adhere to the organisation's vision, values, policies, and procedures while representing the organisation in a committed manner and projects a positive image • Demonstrate understanding of the Code of Health and Disability Services Consumer Rights and Health Information Privacy Code • Undertake and education and / or qualifications required for the service • Maintain confidentiality and appropriate escalation of concerns • Ensure infection control and health and safety measures are understood and followed • Recognises and values the roles and skills of all members of the health care team in the delivery of care • Communicates effectively in an appropriate and professional manner
Health & Safety	<ul style="list-style-type: none"> • Comply with Raukawa Charitable Trust Health & Safety policies, procedures and systems • Ensure that they always work safely and encourages others to do the same

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> Report hazards and accidents Promote a positive Health & Safety culture in the workplace Take all reasonable practical steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.
Team Support	<ul style="list-style-type: none"> Attend monthly staff hui and team hui. Provide coverage for team members as and when required. Support and empower team members and celebrate team success to create and foster a harmonious team culture.
Training	<ul style="list-style-type: none"> Take the initiative to identify training and development opportunities for oneself relevant to position and service. Capture, learn from, embrace, and scale up the successful new ways of working that evolved. Learn from, share, and grow successful digital/technology developments including virtual engagements, webinar learning and sharing, and e-study groups. Grow understanding of successful collaborations including between providers, and between commissioners and providers.
Additional Tasks	<ul style="list-style-type: none"> Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent. In the event of pandemic responses being initiated throughout the organisation, carry out other duties requested that relate to the pandemic response, but which may not be related to this position.

POSITION REQUIREMENTS

MOTIVATION AND EMPOWERMENT

- Demonstrates an ability to support, motivate and empower clients to complete the outcomes set by Te Whatu Ora.
- Leads by example, role-modelling and taking personal accountability for own health outcomes as an active demonstration for clients.
- Can and does provide advice to clients, whether directly requested or not, and provides direction for clients where they require input and information.

INTERPERSONAL STYLE

- Is thoughtful, resilient, calm, and stable in challenging situations.
- Shows initiative, decisiveness, and openness.

- Has excellent oral communication skills.
- Is open, honest, and approachable.

RELATIONSHIP MANAGEMENT

- Ability to develop and maintain good working relationships at all levels with clients and Raukawa Charitable Staff.
- Respect for confidentiality and discretion; ability to deal with sensitive issues.

OTHER ATTRIBUTES

- Is very well organised, with the ability to plan and priorities work demands.
- Self-motivated – an achiever.
- Understanding of the importance and values of the Treaty of Waitangi and cultural values.
- Empathy and patience.
- Willing to attend training sessions.

QUALIFICATIONS AND EXPERIENCE

- Advantage to have a Certificate in Health Services Level 4 or Certificate in Health Care Assistance Level 4.
- Current First Aid Certificate is an advantage.
- Understands te reo me ona tikanga o Raukawa.
- Respects, values, and works in partnership with stakeholders in a manner consistent with the Treaty of Waitangi.
- Has a basic understanding of Te Reo Māori.
- Familiar with and demonstrated adherence to Health & Safety policies and procedures.
- Valid and Full Class 1 drivers' licence.
- Experience working with Iwi/Māori organisations is desirable.

JOB DESCRIPTION UPDATED

Date: July 2025

SIGNATURES

On behalf of Raukawa Charitable Trust:

(Signature)

(Date)

Employee:

(Signature)

(Date)