**Job Title: Kaiawhina Haukanui – School-based Nursing**

**Department:** Operations

**Responsible to:** Team Leader – School Based Nursing Services

**Purpose Statement:** To Provide assistance and support to the School Based Nursing programme by working with a registered nurse in maintaining contact with allocated docile one schools and whanau who have high priority children between 5 – 14 years of age

Kaiawhina Haukunui is a community based role where assignments in community teams and locations are based on the wider team skill and resourcing needs.

**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**

Community schools, Pharmacists, HBDHB Health Centre Services, HBDHB Mental Health Services – NASC and CATT, GP Practices, Midwives, Patients and Whānau, Tu Meke PHO, Other GP Practices, Pharmacists and Health Providers, Housing and Education Services

**Internal**

Management, Community Health, Hauora Heretaunga, Clinical Supervision services, Social Services and other 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 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.

***Team***

* Be a resource to the Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at 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.

***Whānau Support and Facilitation***

* Supporting the facilitation for improved access to health care services of the most disadvantaged tamariki in the decile one school
* Assisting identify as early as possible those tamariki who have not or are unlikely to access health care services.
* Supporting the facilitation of appointments to ensure that tamariki are up to date with universal entitlements to immunisations, hearing, nose and throat, visual checks etc.
* Support the facilitation for nursing assessment, treatment and referral for ongoing treatment.
* Support whānau/family with opportunity and resources to make an informed decision whether or not to have ongoing treatment.
* Support the facilitation for whānau/family care to include ensuring that the children are registered with a General Practice, and by age 6, with a dental therapist.
* Support provided to whānau/family to resolve potentially complex issues which are impacting on their ability/desire to access health services, immunisation services either episodically, or ongoing.
* Support facilitation and manage health care services with parental caregiver consent

***Promotion and Education***

* Support working with school staff and relevant community organisations to identify as early as possible those tamariki who have not or are likely to access health care services.
* Supporting the encouraging/maintaining the use of School Based Nursing services through a community school based approach.
* Supporting the facilitation and registering of at least 50 disadvantaged tamariki per year not currently accessing existing School Based Nursing services aged between 5 and 12 years to maintain a volume service to between 300 and 500 tamariki.
* Supporting the facilitation and whānau/family care and support with tamariki aged between 5 and 12 years to assist additionally with responses and queries about health needs and advice on appropriate health providers, information about health issues and local health services.
* Supporting in the participation and delivery of health educational promotion programmes.

***Networking***

* Support the facilitation of demonstrating that good linkages are being maintained within the service region.
* Support working with school staff and relevant community organisations to identify as early as possible those tamariki who have not or are unlikely to access health care services.

***Administration***

* Assist with the development and implementation of service procedures.
* Collect, collate and data enter service/client information for management analysis and research.
* Assist with the development of case management care plans.
* Assist with quality service control.

***Assessing, Connecting and Supporting Whānau***

* Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
* Assist in Te Wairatahi and across other teams with whānau engagement.
* 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 and data management***

* 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.

***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.

**Person Specifications**

**QUALIFICATIONS**

**Essential**

* Hauora Certificate or equivalent qualification,
* Current and valid Driver’s Licence
* Current First Aid

**Professional Development**

* To participate with management in peer review and personal performance appraisal and identify areas for professional development.

**SKILLS AND EXPERIENCE**

**Essential**

* Good communication skills (working with schools, tamariki, individuals, whānau, and community networks)
* Capability to work with senior management teams.
* A commitment to providing excellent client services.
* Facilitation and presentation skills.
* Support and advocate for clients & whānau.
* Keyboard skills and computer programme knowledge.

**Desirable**

* Te Reo Māori
* Knowledge of Treaty of Waitangi
* Knowledge of the local communities
* Understanding of Pacifica community
* Affinity with children
* Detailed
* Able to follow procedures accurately

**PERSONAL ATTRIBUTES**

**Essential**

* Confidential
* Honesty
* Reliable
* Flexible – Willing to learn
* Positive – Skilled at networking and sensitive to the needs of Māori and Pacific people
* Punctual
* Multi-tasker
* Committed
* Work well under pressure – Life experiences
* Strong work ethic
* Can do attitude
* Team player
* Confident, resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori