**Job Title: General Practitioner**

**Department:** Hauora Heretaunga

**Responsible to:** Kaiwhakahaere Hauora / General Manager Hauora and Dental

**Purpose Statement:** To work as part of an integrated care team at Te Taiwhenua o Heretaunga to provide comprehensive, personal, whanau, community oriented Primary Care Medical Services which is of a high quality and culturally appropriate to the centre’s clients, in keeping with the standards set by the Royal New Zealand College of General Practitioners, the Medical Council and the existing law.

**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, Maori and Mainstream Health Providers

**Internal**

Management, Kai Ararau, Oranga Hinengaro, Hauora Heretaunga, 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

***Whanau Led Health Services***

* Take an integrated team based approach to delivering primary health care services ensuring that the patients’ needs are at the centre and that factors affecting their health are identified
* 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 and self-management
* 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
* Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise

***Clinical Services***

Provide primary health care services:

* In keeping with the standards set by the Royal New Zealand College of General Practitioners, the Medical Council and legislation.
* Urgent medical services (including resuscitation, stabilization and assessment and diagnosis, treatment and referral as necessary);
* Assess the urgency and severity of presenting problems through history taking, examination and investigation.
* Recommend, and where appropriate, undertake treatment and carry out/refer for appropriate interventions and procedures, including but not limited to prescribing, minor surgery and other general practice procedures, counselling, psychological interventions and education.
* Refer for diagnostic, therapeutic and support services as required.
* Ensure clients are fully informed of treatment recommended.
* Provide planned care for a patient caseload of a minimum of 1600 enrolled patients per FTE
* Work as part of a rostered walk in same day service
* Apply national screening guidelines
* Intervene to assist people to reduce or change risky and harmful lifestyle behaviour.
* Deliver family planning services; provide contraceptive advice and sexual health services.
* Ensure immunization programmes are available to the practice population.
* Work with public health providers in the prevention and control of communicable diseases for individuals and families/whanau and report to relevant public health providers where notifiable.
* Deliver ongoing care and support for people with chronic and terminal conditions to reduce deterioration, increase independence and reduce suffering linking, where relevant, with appropriate service providers.
* Co-ordinate an individual’s rehabilitation process and participate where appropriate in providing recovery orientated services to restore normal functioning
* Develop collaborative working relationships with TToH services, community health services, DHB and non-Government public health providers, ACC and relevant non-health agencies to help to address intersectoral issues affecting the health of enrolled populations
* Establish links with a range of primary and secondary health care providers and develop initiatives to enable patient centric, co-ordinated care that meets the needs of individuals, and their whanau
* Assist with delivering health promotion to the practices’ enrolled population, linking to public health programmes at a national, regional and local level and utilizing such programmes to target specific populations
* Ensure patients receive advice regarding healthy life styles and the promotion of good health, i.e. immunization, cervical screening, well-child checks, prevention of childhood injury, men and women health checks
* Health education, counselling and information provision about how to improve health and prevent disease and interventions or treatments that treat risk factors
* Inform clients of the services offered by TToH Hauora and the role of TToH
* Provide palliative care for allocated enrolled population including provision of deputizing service during leave

***Financial***

* Ensure all patient services undertaken are charged out in accordance with appropriate protocols
* Adhere to compliance clauses when claiming funding
* Assist with provision of information for practice reporting requirements, as requested

***Service Quality***

* Participate with the team in continuous quality improvement processes and accreditation standards
* Participate in internal and external audit processes including clinical audit as required by RNZCGP
* Participate in the Significant Event Management process in place in the practice
* Contribute to all service/contracted objective, targets, and outcomes, monitoring and achieving clinical KPI’s, in particular maintaining a balance of 75% patient contact and 25% non-contact time
* Accurately and appropriately record patient consultations in the patient management system
* Maintain professional obligations according to NZMC/RNZCGP or equivalent registering body
* Attend regular peer review meetings in accordance with the guidelines of the RNZCGP.
* Refer all complaints to management in the first instance. Cooperate with Health & Disability Commission requests
* Maintain accurate, comprehensive and legible health records in accordance with legislative requirements in the patient management system
* Maintain confidentiality and privacy of patients
* Ensure workplace is kept tidy

***PHO Management***

* Support other staff by assisting in promoting the benefits of enrolling in the PHO to patients
* Ensure patient information in your patient register is correct and up to date to ensure funding opportunities are maximized
* Ensuring reports are completed within agreed timeframes

***Team***

* Be a resource to the integrated Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Recognise when service contributions can be delegated, supplemented or substituted by another member of the Team and expedite timely transfer of care
* 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
* 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

***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

***Other Duties***

* Participate in weekend roster and after hours duties including rostered telephone and on call arrangements.
* 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:**

* NZMC Registered Medical Practitioner
* Current and valid full driver’s license
* Indemnity insurance

**Desirable:**

* Vocationally Registered in general practice

**SKILLS AND EXPERIENCE**

**Essential:**

* Minimum 3 years’ postgraduate experience
* Understanding of primary health care clinical programmes
* Experience in long term condition management and/or child health
* Experience with acute presentations
* Well-developed assessment and reasoning skills
* Experience working with complex health needs
* Commitment to working with vulnerable populations
* Strong client focus
* Comfortable in a change environment
* Comfortable working in a multidisciplinary team environment
* Excellent people and relationship management skills
* Well-developed communication skills
* Excellent team and collaboration skills
* Willingness to work in a Kaupapa Maori environment

**Desirable:**

* Knowledge of health and social issues and barriers affecting Maori health and well-being
* Understanding of health literacy issues and techniques
* Familiar with Medtech 32

**PERSONAL ATTRIBUTES**

* Self-motivated
* Professional
* Able to carry out the physical aspects of the role
* Able to multi task and work under pressure
* Committed
* Flexible
* Committed to own ongoing professional development
* Positive, can do attitude
* Energetic
* Empathetic