**Job Title: Whānau Manaaki - Primary Care Health Care Assistant**

**Department:** Hauora Heretaunga

**Responsible to:** Kaiarahi Hauora – Hauora Nurse Team Leader/Practice Manager

**Purpose Statement:** To ensure whānau visiting Hauora Heretaunga feel welcome, are informed about available services, are supported in their journey to wellness and receive funded services they are eligible to receive during their visit.

**Mission:** Mauri Ora ki te Mana Maori

Realising Whānau Potential

**Values: Whanaungatanga:** We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections

 **Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

**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: Internal -** practice staff, Orange Niho, TToH Management, TToH Staff

 **External –** Whānau, PHO

**VCA Role:** Children’s Worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-led services as part of a wānanga ita integrated care team and individually
* Work with team members 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 (MOS) 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 whānau 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

***Whānau Manaaki***

* Ensure all patient facing areas including waiting room, treatment area and consulting rooms are welcoming, comfortable, clean and tidy.
* Greet and welcome patients coming into the practice, ensuring that their details are up to date and any outstanding actions are taken or noted for health practitioners
* Manage the waiting room for enrolled whānau that are booked in to wānanga ita, monitoring patient waiting times, providing support where necessary and ensuring patients are kept up to date about wait times and options as well as offer support with form filling where low health literacy is identified
* Offer a friendly ear to whānau identifying opportunities for wider Hauora and TToH staff to meet patient needs, liaising with other Kaimahi where this would support patient needs being met.
* Support patients orientation to use on line health systems e.g. Manage My Health
* Take patient bookings and enquiries, screen opportunistically for demographic update, e.g. smoking status
* Ensure patients are scheduled within practice guidelines in consultation with wananga ita team members and whānau
* Ensure phone scripts are handled promptly and whānau are kept informed of collection procedure
* Ensure stocks and supplies are maintained within minimum agreed levels
* Lead morning huddle for four wananga ita; update huddle board; coordinate wananga ita according to huddle checklist
* Support initial rooming with whānau; clinical measurement e.g. blood pressure, temperature, spirometry, weight
* Routine servicing and maintenance has been scheduled and reports are filed according to auditing requirements
* When rostered, re-stock rooms at beginning and end of each day according to desk set up and room resources including removal of waste, linen changes and sharps container maintenance
* Set up for pre-booked clinical procedures following photo guide/procedure set up guideline
* Provide administration support for wānanga ita including recall procedures for routine screening, follow up notifications, and any additional notifications as required by the wānanga ita team members

***Wānanga ita Administration and Account support***

* Complete all assigned tasks efficiently and to a high level of quality according to established procedures
* Schedule appointments, meeting room bookings and general meeting set up and minute taking as requested as it relates to wānanga ita consultation e.g. shared medical appointment; group-based health promotion activity or any special clinics as set up by wānanga ita. Assist with event and function preparations.
* Order necessary supplies via procurement process
* Assist with collection of data through query builder for wānanga ita related activities
* Assist with processing and preparing documents or resources for wānanga ita
* Retrieve and record statistical and other information as requested.
* Maintain a clean, safe, tidy and healthy clinical environment, ensuring or providing services which enhance the physical working environment and comply with occupational health and safety standards.
* Support orientation process of new staff members
* Complete scanning of health records
* Update agency lists
* Complete patient reminders and confirmations
* Handle internal and external telephone and ‘face to face’ enquiries promptly, positively and professionally, determine purpose of enquiry and transfer to appropriate people.
* Provide a professional, inviting and friendly service to tamariki, parents, whānau, community and staff.
* Manage the recording and transmission of messages to staff via task manager to minimise provider interruptions.
* Resolve customer queries and ensure next point of contact is established.
* Manage and coordinate room bookings for wānanga ita shared medical appointments
* Always maintain confidentiality of whānau and organisational information .

***Patient Management Systems Support***

* Maintain knowledge and skills on systems relevant to the role
* Provide system assistance and support to other staff when requested.
* Provide support with new system implementation and updates
* Assist with service continuity planning in the event of system failures and during outages
* Support wānanga ita with telehealth set up for virtual (not in person) consultation/shared medical assessment; booking interpreter services
* Support whānau with self-management support e.g. self-help kiosk

***Team Working***

* Be a resource to the integrated team that you are assigned to and the wider team when required. 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 Hauora leadership team, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at team meetings and daily huddle 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***

* Undertake all activities within the registered nurse delegation and function within the limit of education, knowledge and skills as directed by the registered nurse.
* Assist in the development of service plans on an annual basis with quarterly and monthly review periods.
* Participate in service audits as requested.
* Participate with the team in continuous quality improvement processes.
* Contribute to all service/contracted objective, targets, and outcomes.

***Sector Knowledge***

* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery through sector service updates e.g. PHO updates.
* Identify and understand the local trends and barriers for whānau through engagement and feedback.

***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.
* Monitor health and safety standards by ensuring the visitors sign in register is completed correctly.

***Other Duties***

* Carry 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 Specification**

***Essential Qualifications***

* Relevant qualification or experience in administration and file management systems.
* Current Full Driver’s License.

***Desirable Qualifications***

* Current First Aid certificate
* Certificate in Hauora Maori/Health Care Assistant/Enrolled Nurse
* Child Matters basic training or similar

***Essential Knowledge and Experience***

* Knowledge of kaupapa Māori, tikanga Māori and Te Reo Māori.
* Experience working with practice management systems e.g. Medtech 32
* Confident and comfortable with all Microsoft Programmes.
* Excellent communication skills – written, verbal and visual.
* Able to de escalate and manage challenging clients
* Able to prioritise and organise workload effectively without supervision.
* Goal and objective focused.
* Consistent, reliable work ethic and able to work independently or as part of a team.
* At least one of:
* Experience in medical reception
* Practice assistant/healthcare assistant functions

***Desirable Knowledge and Experience***

* A clear understanding of Te Tiriti o Waitangi.
* Service sector relevant skills.
* Experience working effectively with Māori whānau.

**PERSONAL ATTRIBUTES**

***Essential***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Team player
* Committed to whānau self determination
* Confident, Resilient, Resourceful and Flexible
* Committed to learning Tikanga and Te Reo Māori
* Honest and reliable
* Flexible and adaptable
* Self-motivated
* Able to work under pressure