**Job Description**

**Outreach Advocacy – Health Navigator**

Whangaroa Health Services Trust (WHST)

**Rural Health Support**

**Purpose of the Position:**

* To provide an advocacy and navigation supports to clients – whānau who have enrolled in the **Rural Health Support** services.
* To co-ordinate with other health servcies and or other support providers to maximise the potential for effective management of the client – whānau overall health and wellbeing.

**Reports to**:

Team Leader – Wellbeing

**Relationships:**

Internal:

* WHST Outreach Rural Health– Nurse
* WHST Wellness Team
* WHST - All Staff

External:

* Whānau Ora Community Clinic (WOCC)
* Whānau, hapū, iwi and Whangaroa community
* Local NGOs, Kura, ECEs, Marae and Govt organisations

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| **Accountabilites** | | |
| **Tasks** | **Expected Outcomes** | **Measures** |
| **Client - Whānau** | * Practice in a culturally appropriate manner including upholding Te Tiriti o Waitangi Waitangi. * Promote a culturally safe environment aimed at improved Māori health equity. * Identify appropriate health literacy needs of clients - whānau. * Uphold knowledge and expertise in health and wellbeing practice. * Confidently navigates and advocates for the client - whānau who have accessed the service via the Referral pathway following the triage, assessment and or the development of care plans by or with the Registered Nurse. * Care plans are developed to meet client - whānau needs and care. | Services are measured by attaining best outcomes for all, including Māori.. |
| **Whānau Ora Centred Services** | * Facilitate the provision of relevant health information, education and realising of meaningful access to appropriate services. * Increase acceptable and timely access to all relevant services. * Participate in the development and delivery of health and wellbeing programmes, projects & initiatives. * Navigate services for and with the client - whānau with a view to case manage and mitigate risks along the care continuum. * Provide assistance and support to whānau through early intervention and prevention hauora methodolgy. | Clients - whānau are responsive to services through measurable outcomes and outputs.  All services are provided on time and are understood and measureable for and with the clients - whānau**.** |
| **Collaborative Team** | * Maintain and uphold professional standards and requirements. * Effectively manage own client – whānau caseload. * Practice as a member of the multidisciplinary team. * Maintain a high level of privacy and confidentiallity of all information obtained in this role and function * Participate across the Team and WHST thoughtfully and professionally. * Successfully partners with the Outreach Registered Nurse(s) of WHST and the wider MDT. * Whānau input is valued with the aim to achieve improved health outcomes. * Maintain the integrity of the service by respresenting WHST in all engagements (internally- externally) - professionally, ethically and diligently. * Mahitahi with services that offer sound solutions to presenting needs of the client - whānau. * Contribute to Case conference or MDT in the management of client - whānau care. | Attendance to Case Management Hui.  Evidence of whānau input in Monthly Reports.  Evidence of client - whānau involvement in Monthly Reports. |
| **Relationship Management** | * Develop and maintain effective relationships with clients, whānau and other essential and critical services. * Attend Team Hui, activites and supports as required. * Build and maintain strong and productive networks or relationships with stakeholders. * Build positive internal relationships with colleagues within the WHST. | Successful relationships are evidenced through participation in 3-6 projects per annum. |
| **Health and Safety** | * Ensure the safety and welfare of WHST clients and staff. * Report all accidents, incidents and identified hazards immediately as it occurs. * Assist and ensure that the workplace is a safe environment through staff development - training, planning and ACC management. * Self-care is important. * Compliance with WHST Health and Safety policies and procedures. | Active involvement and contriubtions to the success of WHST. |
| **Quality Improvements** | * Adhere to WHST Code of Conduct and all Organisational Policies and Procedures. * Seek feedback from clients, whānau, kaimahi and others external to the service. * Attend and participate in all WHST professional training and reviews. | 90% of Clients/Whānau feedback is “more than good” regularly as evidenced. |
| **Other Duties** | * Undertake other duties as required by Management that enhances the Operations of WHST. |  |

**Person Specification**

**Essential requirements:**

* Experience in the health and disability sector.
* Experienced navigator and or advocate.
* A formal qualification in health or experience in the health sector is an advantage.
* A current full driver’s licence.

**Skills, knowledge and experience:**

* Best practice skills, knowledge and experience in the management of supporting whānau with health co-morbidities.
* Experience of Māori models of health and a commitment to all people achieving ‘Pae Ora’.
* Strong links, contacts and relationships within the Community and across the professional sphere.
* Strong communication, written and analytical skills.
* Seasoned in problem-solving and client case management.

**Personal attributes:**

* Well organised, disciplined and is a sound communicator.
* Positive attitude.
* High level of personal honesty and integrity.
* Self-motivated.
* Strengths in self-reflection and self-awareness.
* Able to follow guidance, direction and advice.