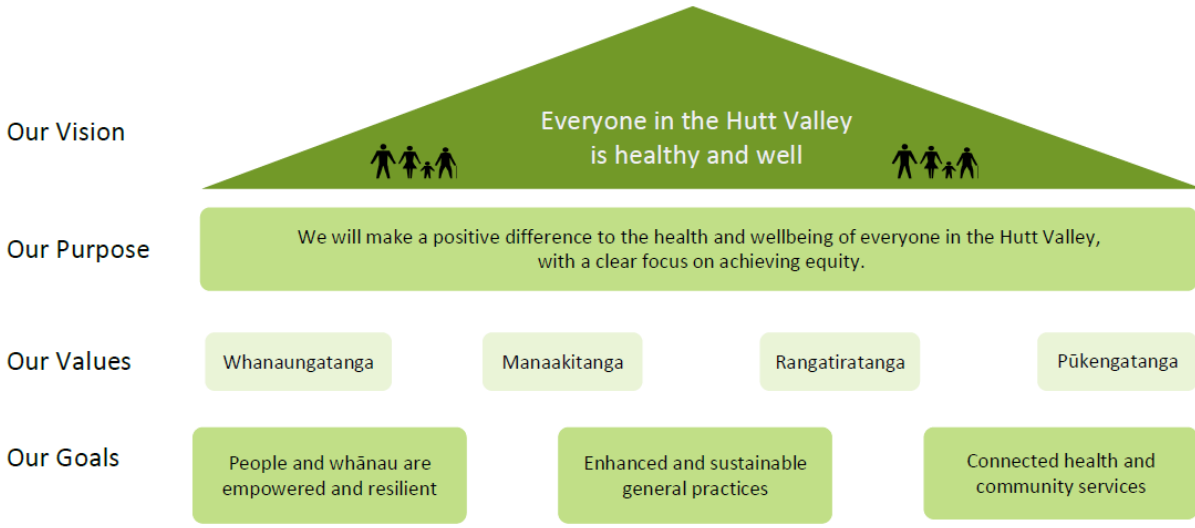


Job Description	
<b>Position title:</b>	<b>Outreach Services Team Leader</b>
<b>Reports to:</b>	General Manager, Services
<b>Direct Reports:</b>	Outreach Nurses, Community Health Social Workers
<b>FTE:</b>	1.0 FTE, unless variation agreed by employer and employee
<b>Functional Relationships:</b>	Enrolled and potential patients of Te Awakairangi Health Network (TeAHN) and their Whanau/Aiga Staff of Te Awakairangi Health Network (TeAHN) General Practitioners, Practice Nurses and other practice staff Community health, mental health, Maori and Pacific providers within the Hutt Valley Community pharmacists Hutt Valley DHB staff Local NGOs (social services and community organisations) Local Hapu and Iwi, Local Marae Local Pacific community groups Schools Government agencies such as WINZ and Housing NZ Local authorities
<p><b>Te Awakairangi Health Network (TeAHN)</b></p>  <p><b>Our Vision</b> Everyone in the Hutt Valley is healthy and well</p> <p><b>Our Purpose</b> We will make a positive difference to the health and wellbeing of everyone in the Hutt Valley, with a clear focus on achieving equity.</p> <p><b>Our Values</b> Whanaungatanga, Manaakitanga, Rangatiratanga, Pūkengatanga</p> <p><b>Our Goals</b> People and whānau are empowered and resilient, Enhanced and sustainable general practices, Connected health and community services</p> <p>The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.</p> <p><b>Te Tiriti o Waitangi (Treaty of Waitangi):</b> Te Awakairangi Health Network is committed to Maori clients and stakeholders and ensuring service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation.</p>	

**Position Summary:**

The role of the Outreach Services Team Leader is to lead and operationally manage the Outreach Services (Outreach Nurses, and Community Health Social Workers) while developing and maintaining strong relationships within the local community and across the network that support the mission and strategic direction of the organisation.

The Outreach Services work with general practice teams, other providers and community organisations to meet the health needs of those individuals who encounter barriers to accessing available services.

Outreach Services aim to improve, restore and maintain health, and ensure access to appropriate care for patients by:

- working alongside clients and their whanau and aiga, general practice, other providers, community services and agencies to assist clients to overcome barriers to accessing primary health care services and other services appropriate to their level of need
- planning and providing an accessible and culturally appropriate service for family, whanau and aiga in a manner that is empowering and respectful and meets individual needs
- improving understanding of health services and family health issues through health promotion, education, early detection, explanation of treatments, and facilitation of access to other services (if required)
- Support general practice to deliver specific treatment and long term condition plans
- promoting resilience and self-help in the community, and assisting local communities to advocate for services that are responsive to their needs.

Services will be carried out in the most appropriate setting, for example the patient's home, general practice or Marae.

The Outreach Services Team Leader, alongside the GM Services, will be responsible for ensuring that the team is in a position to fully support the drive to better community integration alongside Hutt Valley DHB and other community providers.

Key Functions	Expected Outcomes
Leadership	<ul style="list-style-type: none"> <li>• Lead the development of Outreach Services (Outreach Nurses, Community Health Social Workers) for the enrolled population, utilising service models and specifications that meet the organisation's annual plan, contractual obligations, and agreed performance criteria</li> <li>• Articulate and drive the direction and goals for the Outreach Services and ensure these are reflected in team and individual plans</li> <li>• Foster a work culture that encourages professionalism, high service quality and innovation</li> <li>• Work alongside the nursing and social work clinical advisors to ensure that each profession works to the top of their scope.</li> <li>• Encourage and support professional development and skill acquisition of Outreach Services staff</li> <li>• Undertake performance management processes with staff and complete annual performance appraisals on time.</li> </ul>

<p>Service Planning and Delivery</p>	<ul style="list-style-type: none"> <li>• Identify community issues, needs and problems as relevant to the health of the enrolled population and consider how Outreach Services can support solutions and development areas.</li> <li>• Participate in service planning processes and contribute to strategic and annual business planning for the organisation</li> <li>• Manage day to day operations of the Outreach Services and related projects according to the timeframes and budget agreed</li> <li>• Ensure appropriate intake and referral processes and documentation standards are in place across the services</li> <li>• Maintain a continual process of monitoring and evaluation of the Outreach Services to ensure optimum efficiency, quality and services gains are achieved</li> <li>• Promote the use of evidenced based best practice within the Outreach Services</li> <li>• Along with the GM Services and senior management team, support the implementation of service improvements aimed at reaching service performance targets</li> <li>• Manage relevant contracts to provide services for the enrolled population</li> </ul>
<p>Service Monitoring and Reporting</p>	<ul style="list-style-type: none"> <li>• Have an in-depth knowledge of the service contracts and required reports</li> <li>• In conjunction with the GM Services develop reporting structures that enable service delivery to be monitored and decision making to be evidence based.</li> <li>• Complete all reporting requirements for the services to the required standard and within stated timelines</li> <li>• Monitor data collection for the service and ensure it is accurate and consistent with the service specifications</li> </ul>
<p>Relationship Management and Service Promotion</p>	<ul style="list-style-type: none"> <li>• Develop strong relationships and constructive partnerships with key stakeholders including representatives from Hutt Valley DHB, local general practices, providers, NGOs, relevant community groups and networks as required</li> <li>• Support and develop strong collaborative relationships with the community health workers employed in specific general practices.</li> <li>• Be the key point of contact for the Outreach Services with other service providers and represent the Outreach Services at meetings, or delegate within the team, as appropriate</li> <li>• Utilise opportunities to promote the organisation and its services</li> <li>• Encourage and support practices to refer clients who are experiencing barriers to accessing health services that match their level of need</li> </ul>
<p>Communication</p>	<ul style="list-style-type: none"> <li>• Ensure that the GM Services is informed of any issue that may impact on current or future service delivery or good standing of the organisation.</li> <li>• Demonstrate effective and insightful communication with team members and the wider organisation which enhances the mana of each person.</li> <li>• Demonstrate professional and accurate written and verbal communication with internal and external colleagues</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that relevant information for public/clients and practices is up to date and available in a user friendly manner and meets accepted quality standards</li> <li>• Liaise and communicate with other relevant services and outside agencies, and within the organisation to enhance access and responsiveness for public/clients</li> </ul>
Community Development	<ul style="list-style-type: none"> <li>• Promote health and social services available in the local community</li> <li>• Act as a facilitator to promote resilience and self-help in the community, and assist local communities to advocate for services that are responsive to their needs</li> <li>• Assist with the development of new community-based programmes and resources that are aligned with the Network's Business Plan</li> <li>• Encourage community participation in PHO activities</li> <li>• Work alongside the Programmes and Practice Development team to support the delivery planning, evaluating and monitoring of programmes</li> </ul>
Client and Whanau Care	<ul style="list-style-type: none"> <li>• Manage an appropriate level of direct client services</li> <li>• Ensure screening methods and tools are used to assess that referrals to the Outreach Services team meet appropriate clinical and service access criteria.</li> <li>• Provide feedback to GPs and/or other referrers</li> <li>• Ensure consistent use of evidence based practice and models of service delivery.</li> </ul>

<b>Common Organisational Objectives</b>	
Treaty of Waitangi, Māori, Iwi, Pacific communities:	<p>Work collaboratively with Iwi partners, Maori and Pacific organisations to ensure Outreach services are culturally appropriate.</p> <p>Service activity, development and implementation is undertaken in accordance with:</p> <ul style="list-style-type: none"> <li>• the provisions of the Treaty of Waitangi: partnership, protection and participation</li> <li>• the vision and strategies of the relevant Māori Health Plan and Pacific Health Plan</li> </ul>
Professional development	<p>Maintain professional competencies and develops own knowledge by participating in learning opportunities, as appropriate as agreed by line manager</p> <p>Identify own learning needs</p>

Accountability	<ul style="list-style-type: none"> <li>• Set in place team and individual plans to achieve the objectives of the Network, monitor progress and take remedial action as required.</li> <li>• Ensure effective staff development processes are in place including performance management.</li> <li>• Encourage and model integration and team work across the Outreach Team and the Network.</li> <li>• Demonstrate accountability for own actions.</li> <li>• Follows established procedures for recording information and maintaining privacy and confidentiality</li> <li>• Demonstrates accountability for own actions.</li> <li>• Acts independently and also as a member of the multidisciplinary team</li> <li>• Participates fully in own performance reporting and evaluation</li> <li>• Works within the scope of the role by knowing own limitations</li> <li>• Requests assistance when required</li> </ul>
Health and Safety	<p>Ensures the safety of self and others at all times.  Reports any health and safety concerns through to the appropriate people.  Complies with policies, procedures and safe systems of work.</p>
Contribute to the wider organisation	<p>Participate and work in ways that support the strategic direction and objectives of the Network.  Contribute to the organisation to ensure that projects are managed, delivered on time and within allocated resources.</p> <ul style="list-style-type: none"> <li>• Provide timely communication of any information that impacts on other team members</li> <li>▲ Shares workloads with and support and respect other team members</li> <li>▲ Participates in organisational meetings, team meetings, planning sessions, training and quality improvement initiatives</li> <li>▲ Work with the other members of staff to meet the objectives of the Annual Plan, Maori Health Plan and Pacific Health Plan.</li> </ul>
<b>Skills and Attributes required</b>	
<ul style="list-style-type: none"> <li>▲ In depth understanding of the primary health care environment and general practice</li> <li>▲ Familiarity with working in a community setting and community service delivery</li> <li>▲ Knowledge of the Hutt Valley and its high need communities</li> <li>▲ Demonstrated experience in leading a team or service</li> <li>▲ Demonstrated experience in leading and facilitating change</li> <li>▲ Proven relationship management skills, with the ability to positively influence others</li> <li>▲ Excellent interpersonal, verbal and written communication skills</li> <li>▲ Show an awareness of, and commitment to, reducing inequalities</li> <li>▲ Competent in Microsoft software packages (Word, Excel, Power Point &amp; Outlook)</li> <li>▲ Knowledge of practice PMS systems (e.g. MedTech) desirable</li> <li>▲ Current First Aid certificate</li> </ul>	

### Qualifications

- Relevant tertiary qualification in health or social services
- Have current registration with the appropriate registration, professional affiliation(s)
- Shows commitment to continuing education (as required under the HPCA)
- Full current driver's license preferred

### Confirmation of Position Description

Signature

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Full name of employee:

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Date:

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Signed on behalf of Te Awakairangi Health Network:

Signature

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Name:

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Date:

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