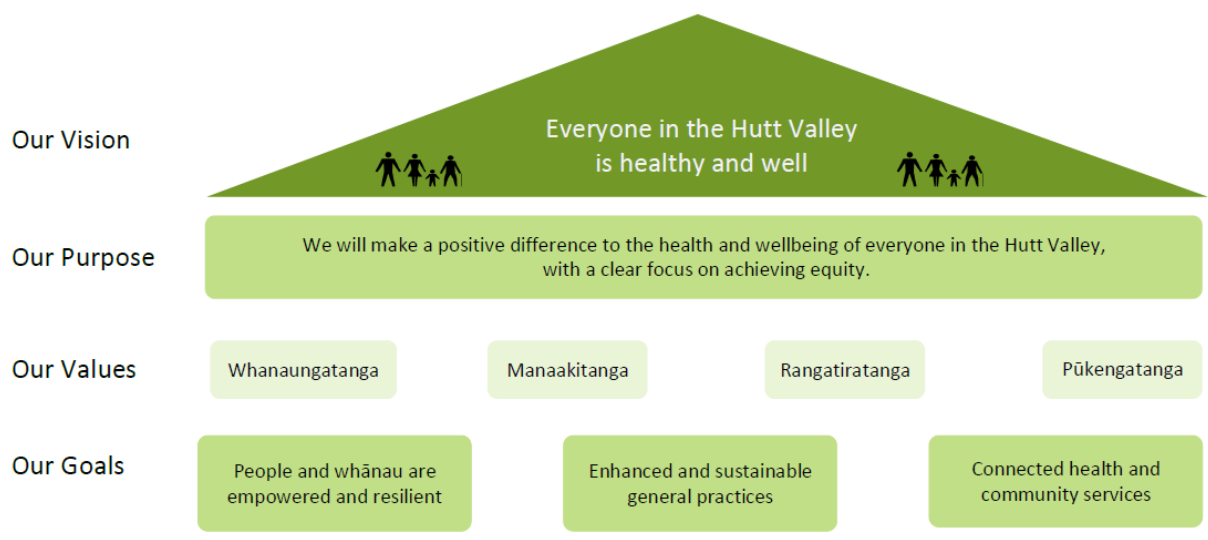


Job Description	
Position title:	Access and Choice Team Leader
Reports to:	General Manager, Services
Direct Reports:	Health Improvement Practitioners and Health Coaches
FTE:	1.0 FTE, unless variation agreed by employer and employee
Functional Relationships:	<p>Enrolled and potential patients of allocated general practice and their Whanau/Aiga</p> <p>Staff of Te Awakairangi Health Network (TeAHN)</p> <p>General Practitioners, Practice Nurses and other practice staff</p> <p>Community health, mental health, Maori and Pacific providers within the Hutt Valley</p> <p>Community pharmacists</p> <p>Hutt Valley DHB staff</p> <p>Local NGOs (social services and community organisations)</p> <p>Local Hapu and Iwi, Local Marae</p> <p>Local Pacific community groups</p> <p>Schools</p> <p>Government agencies such as WINZ and Housing NZ</p> <p>Local authorities</p>
<p>Te Awakairangi Health Network (TeAHN)</p>  <p>Our Vision Everyone in the Hutt Valley is healthy and well</p> <p>Our Purpose 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>Our Values Whanaungatanga, Manaakitanga, Rangatiratanga, Pūkengatanga</p> <p>Our Goals 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>Te Tiriti o Waitangi (Treaty of Waitangi): 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 Access and Choice Team Leader is to lead and operationally manage the Health Improvement Practitioners (HIP) and Health Coaches 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 Access and Choice team leader will also be a trained HIP and will work clinically for a proportion of their FTE in a general practice setting.

The HIPs and Health Coaches are based within a general practice team and work with individuals (of all ages), their whanau and groups to provide rapid access to help people to make changes to enhance their health and wellbeing.

HIPs provide:

- Evidence based brief interventions to people whose thoughts, feelings or behaviours are impacting on their health and wellbeing
- Support the practice team to build their confidence and capability to meet the needs of people experiencing mental health and/or AOD concerns.

The Access and Choice Team Leader, alongside the GM Services, will be responsible for ensuring that the team and the model of service delivery becomes embedded in the general practice setting and extends the traditional general practice team.

Key Functions	Expected Outcomes
Leadership	<ul style="list-style-type: none"> • In conjunction with the GM Services, lead the implementation and role out of the Access and Choice model of care. • Articulate and drive the direction and goals for the Access and Choice team and ensure these are reflected in team and individual plans • Foster a work culture that encourages professionalism, high service quality and innovation • Encourage and support professional development and skill acquisition of the team • Undertake performance management processes with staff and complete annual performance appraisals on time.
Service Planning and Delivery	<ul style="list-style-type: none"> • Participate in service planning processes and contribute to strategic and annual business planning for the organisation • Manage day to day operations of the Access and Choice services team and related projects according to the timeframes and budget agreed • Ensure appropriate intake and referral processes and documentation standards are in place across the services • Maintain a continual process of monitoring and evaluation of the Access and Choice service to ensure optimum efficiency, quality and services gains are achieved • Promote the use of evidenced based best practice across the Access and Choice team • Along with the GM Services and senior management team, support the implementation of service improvements aimed at reaching service performance targets

	<ul style="list-style-type: none"> • Manage relevant contracts to provide services for the enrolled population
Service Monitoring and Reporting	<ul style="list-style-type: none"> • Have an in-depth knowledge of the service contracts and required reports • In conjunction with the GM Services develop reporting structures that enable service delivery to be monitored and decision making to be evidence based. • Complete all reporting requirements for the services to the required standard and within stated timelines • Monitor data collection for the service and ensure it is accurate and consistent with the service specifications
Relationship Management and Service Promotion	<ul style="list-style-type: none"> • 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 • Be the key point of contact for the Access and Choice service with other service providers and represent the team at meetings, or delegate within the team, as appropriate • Utilise opportunities to promote the organisation and its services • Encourage and support practices to utilize the Access and Choice service and other services offered by Te Awakairangi Health Network to refer clients who are experiencing barriers to accessing health services that match their level of need
Communication	<ul style="list-style-type: none"> • 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. • Demonstrate effective and insightful communication with team members and the wider organisation which enhances the mana of each person. • Demonstrate professional and accurate written and verbal communication with internal and external colleagues • 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 • Liaise and communicate with other relevant services and outside agencies, and within the organisation to enhance access and responsiveness for public/clients
Client and Whanau Care	<ul style="list-style-type: none"> • Provide a Health Improvement Practitioner (HIP) service to nominated general practice • Ensure all relevant reporting and documentation is completed in a timely manner • Support the general practice team to increase knowledge and capacity in mental health and addictions • Ensure consistent use of evidence based practice and models of service delivery.

Common Organisational Objectives	
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"> • the provisions of the Treaty of Waitangi: partnership, protection and participation • the vision and strategies of the relevant Māori Health Plan and Pacific Health Plan
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"> • Set in place team and individual plans to achieve the objectives of the Network, monitor progress and take remedial action as required. • Ensure effective staff development processes are in place including performance management. • Encourage and model integration and team work across the Outreach Team and the Network. • Demonstrate accountability for own actions. • Follows established procedures for recording information and maintaining privacy and confidentiality • Demonstrates accountability for own actions. • Acts independently and also as a member of the multidisciplinary team • Participates fully in own performance reporting and evaluation • Works within the scope of the role by knowing own limitations • Requests assistance when required
Health and Safety	<p>Ensures the safety of self and others at all times.</p> <p>Reports any health and safety concerns through to the appropriate people.</p> <p>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.</p> <p>Contribute to the organisation to ensure that projects are managed, delivered on time and within allocated resources.</p> <ul style="list-style-type: none"> • Provide timely communication of any information that impacts on other team members △ Shares workloads with and support and respect other team members △ Participates in organisational meetings, team meetings, planning sessions, training and quality improvement initiatives △ Work with the other members of staff to meet the objectives of the Annual Plan, Maori Health Plan and Pacific Health Plan.

Skills and Attributes required

- ⤴ In depth understanding of the primary health care environment and general practice
- ⤴ Familiarity with working in a community setting and community service delivery
- ⤴ Knowledge of the Hutt Valley and its high need communities
- ⤴ Demonstrated experience in leading a team or service
- ⤴ Demonstrated experience in leading and facilitating change
- ⤴ Proven relationship management skills, with the ability to positively influence others
- ⤴ Excellent interpersonal, verbal and written communication skills
- ⤴ Show an awareness of, and commitment to, reducing inequalities
- ⤴ Competent in Microsoft software packages (Word, Excel, Power Point & Outlook)
- ⤴ Knowledge of practice PMS systems (e.g. MedTech) desirable
- ⤴ Current First Aid certificate

Qualifications

- Relevant tertiary qualification in health or social services
- Health Improvement Practitioner training or willing to complete
- 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

Full name of employee:

Date:

Signed on behalf of Te Awakairangi Health Network:

Signature

Name:

Date:
