

## Job Description

<b>Position title:</b>	<b>Health Improvement Practitioner</b>
<b>Reports to:</b>	Team Leader Access and Choice
<b>Direct Reports:</b>	Nil
<b>FTE:</b>	1.0 FTE, unless variation agreed by employer and employee
<b>Functional Relationships:</b>	<ul style="list-style-type: none"> <li>• Te Awakairangi Health Network (TeAHN) staff</li> <li>• General Practitioners, Practice Nurses, and other general practice staff</li> <li>• Iwi, Māori communities and providers</li> <li>• Pacific communities and providers</li> <li>• Community Providers</li> <li>• Other general practices participants in the demonstration project</li> <li>• Non-Government Mental Health Organisations</li> <li>• Secondary (DHB) Mental Health and AoD Services</li> <li>• Social Services</li> <li>• Other Health Services as required.</li> </ul>

### Te Awakairangi Health Network (TeAHN)



The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.

**Treaty of Waitangi:** Te Awakairangi Health Network is committed to meeting its obligations under Te Tiriti o Waitangi and will work towards achieving equitable health outcomes for Māori in the Hutt Valley. We will do this by ensuring services are provided, developed, and implemented in accordance with the Articles of Te Tiriti (oritetanga/equity) and the principles - Tino Rangatiratanga, Equity, Active Protection, Partnership and Options.

**Position Summary:**

The key purpose of the Health Improvement Practitioner role is to work with a general practice as a regular team member, delivering brief, consultation-based services to general practice team members and general practice patients. To provide brief evidence-based behavioural interventions to individuals, groups and families for both mental health and physical health conditions in people of all ages.

To be actively engaged with utilising an integrated 'Stepped Model of Care' that supports clients' needs and enables them to move seamlessly between services in general practice and, if needed, community based, NGOs and specialty services such as secondary mental health and addiction services.

To work with other Health Improvement Practitioners, Health Coaches, and support workers to deliver a holistic service which addresses clients' needs as they arise and supports the concept of 'warm handovers' within the general practice setting.

To support the Greater Wellington Region Collaborative (GWRC) roll out of the model within the Wellington region.

Key Functions	Expected Outcomes
<p><b>General Practice Team Participation</b>  <i>Active participation within the general practice team and support for building team competence in mental health and addictions</i></p>	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships within the general practice and with external stakeholders.</li> <li>• All general practice meetings for the general practice team are attended</li> <li>• Seeks and acts upon opportunities to educate self and other general practice team members</li> <li>• Close working relationship with the general practice's health coach and support workers is developed</li> <li>• Consultation/liaison is provided to general practice team</li> <li>• Clear documentation of all general practice-related activity</li> </ul>
<p><b>Clinical Service Delivery</b>  <i>Delivery of high-quality behavioural interventions</i></p>	<ul style="list-style-type: none"> <li>• Knowledge of the behavioural health consultancy model and ability to implement the model demonstrated</li> <li>• Individual sessions, groups and whānau sessions are delivered</li> <li>• 30 minute evidence-based interventions are provided for a wide variety of issues (both mental health and physical health related) to people of all ages, with a focus on prevention, acute care, and chronic disease management</li> <li>• People are supported to identify and achieve the results they are seeking</li> <li>• A high level of access for the enrolled population to primary care-based brief interventions is achieved</li> <li>• Skills, knowledge and attitudes for culturally safe practice are demonstrated</li> <li>• Clear and concise notes that comply with established standard are entered within practice's Patient Management System</li> <li>• All required client-related information and activities are recorded</li> <li>• Demonstrate clear, accurate and timely written and verbal communication</li> </ul>

<p><b>Primary Mental Health Integration</b>  <i>Enthusiastically engaged in the Integrated Model of Primary Care Behavioural Health</i></p>	<ul style="list-style-type: none"> <li>• Positive relationships are maintained with all members of the General Practice Team.</li> <li>• Active contribution to evaluation and refinement of the model.</li> <li>• Partnership with the practice’s Health Coach is evidenced.</li> <li>• A collaborative working relationship is formed and maintained with PHO service teams.</li> <li>• A collaborative working relationship is formed with NGOs working with the general practice as a part of this model.</li> <li>• A collaborative working relationship is formed with DHB secondary mental health and addictions staff working with the general practice.</li> <li>• Assistance with care coordination and access to outside resources is provided as needed</li> </ul>
<p><b>Professional Accountability</b>  <i>Professionally proficient and accountable clinician</i></p>	<ul style="list-style-type: none"> <li>• Requirements of the clinician’s professional and registering body are met.</li> <li>• Current APC (annual practice certificate) is held.</li> <li>• Participation in model fidelity workforce development and coaching.</li> <li>• Active participant in observed practice and all other quality assurance processes. Participation in regular supervision.</li> <li>• Participation in peer review.</li> <li>• Adherence to professional code of ethics.</li> <li>• Knowledge of any legal guidelines relevant to practice demonstrated.</li> <li>• Relevant training is attended.</li> <li>• Engagement in CPD (continuing professional development).</li> <li>• Clinician seeks appropriate professional and collegial support.</li> </ul>

<p><b>Te Tiriti o Waitangi and Cultural Responsiveness</b></p> <p><i>Apply the principles of Te Tiriti o Waitangi within the workplace</i></p> <p><i>Use an equity lens over all work to ensure it contributes to improved health outcomes for Māori and other priority populations.</i></p> <p><i>Actively seek out opportunities to empower whānau to draw on existing capabilities and strengths to resolve their health and wellbeing issues, with coordinated support from a range of providers.</i></p> <p><i>Recognise the importance of communication and engage across internal systems processes to ensure what we write and say supports our overall efforts to improve cultural competence and the health status of Māori and high need populations.</i></p>	<ul style="list-style-type: none"> <li>• Demonstrates and operationalises the principles of partnership, participation and protection in everyday work.</li> <li>• Demonstrates a commitment to improving Māori health equity.</li> <li>• Demonstrates a commitment to improving equity of health outcomes for Pacific and other priority populations.</li> <li>• Is committed to supporting future workforce development opportunities for cultural competency within the workplace.</li> <li>• Actively promotes equality and diversity within the Network environment.</li> </ul>
<p><b>Continuous Quality Improvement / Risk Management</b></p> <p><i>Actively review initiatives, activity and programmes to seek opportunities for continuous quality improvement.</i></p> <p><i>Adopt lean methodology in daily work processes and actively.</i></p> <p><i>Be aware and support organisation wide quality improvement processes and programmes</i></p> <p><i>Take Continuous quality improvement approach to client work</i></p>	<ul style="list-style-type: none"> <li>• Timely advice is provided to the direct reporting manager regarding risk, opportunities, and required actions</li> <li>• Identify areas for quality improvement in own clinical area and support organization wide initiatives</li> <li>• Services delivered meet the accepted quality and clinical standards, set internally and externally.</li> </ul>

<p><b>Team Work</b></p> <p><i>Work cooperatively with others in the team:</i></p> <ul style="list-style-type: none"> <li>• <i>Share expertise</i></li> <li>• <i>Work for solutions that all team members can support</i></li> <li>• <i>Listen and respond constructively to other ideas and proposals</i></li> </ul>	<ul style="list-style-type: none"> <li>• Works as a competent member of a team willingly providing back up support when appropriate and actively supports group goals.</li> <li>• Demonstrate professional respect and communication with all interactions.</li> <li>• Proactively support the development of a high functioning team environment.</li> </ul>
--	---

Common Organisational Objectives	
Te Tiriti o Waitangi organisational commitments	<ul style="list-style-type: none"> <li>• Work in accordance with the Articles and principles of Te Tiriti o Waitangi and the organisation's Māori Health Action Plan.</li> <li>• Work using a Te Tiriti partnership process with Iwi, Māori providers and Māori communities to ensure health programmes and services meet the needs of Māori and are culturally safe, responsive and appropriate.</li> </ul>
Priority populations	<ul style="list-style-type: none"> <li>• Work with priority populations (eg Māori, Pacific peoples, people with disabilities, low income, refugees and LGBTQIA) to enable them to partner in the design and delivery of health programmes and services that are responsive to their needs and are culturally safe and appropriate.</li> </ul>
Health equity	<ul style="list-style-type: none"> <li>• Contribute to achieving equitable health outcomes, using a Te Tiriti o Waitangi focus and an equity lens to ensure culturally safe and responsive service design and delivery.</li> <li>• Work collaboratively within the organisation, and externally with health and social service providers and communities to ensure equitable health outcomes are achieved.</li> <li>• Promote system-wide change and advocate for health promoting environments, pro-equity approaches and whanau-centric design and delivery.</li> </ul>
Professional development	<ul style="list-style-type: none"> <li>• Maintain professional competencies and develops own knowledge by participating in learning opportunities, as appropriate as agreed by line manager.</li> <li>• Identify own learning needs.</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Follow established procedures for recording information and maintaining privacy and confidentiality</li> <li>• Act independently and also as a member of the multidisciplinary team</li> <li>• Work within the scope of the role by knowing own limitations</li> <li>• Request assistance when required</li> <li>• Demonstrate accountability for own actions.</li> </ul>

Health and safety	<ul style="list-style-type: none"> <li>• Ensures the safety of self and others at all times.</li> <li>• Reports any health and safety concerns through to the appropriate people.</li> <li>• Complies with policies, procedures and safe systems of work.</li> </ul>
Contribute to the wider organisation	<ul style="list-style-type: none"> <li>• Participate and work in ways that support the strategic direction and objectives of the Network.</li> <li>• Contribute to the organisation to ensure that projects are managed, delivered on time and within allocated resources.</li> <li>• Participate in organisational strategic and business planning.</li> <li>• Participate in staff meetings and planning sessions</li> <li>• Provide timely communication of any information that impacts on the organisation and its staff.</li> </ul>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Registered health professional with current practising certificate e.g. psychologist, nurse, occupational therapist, social worker.</li> <li>• Qualifications in ACT are an advantage</li> </ul> <p><b>Essential skills, knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• Clinical experience working in a mental health setting (primary and/or secondary) providing evidence-based psychological interventions.</li> <li>• Flexible, self-starter</li> <li>• Willing to embrace new ways of working</li> <li>• Has the skills listed below or a strong interest in learning them: <ul style="list-style-type: none"> <li>- Basic understanding of general practice</li> <li>- Ability to work with a diverse patient and staff population</li> <li>- Basic nontechnical knowledge of psychotropic and other relevant medications</li> </ul> </li> <li>• Ability to work at a fast pace with a flexible schedule</li> <li>• A proven ability to be a team player</li> <li>• Excellent communication skills</li> <li>• An ability to work closely and collaboratively with key stakeholders</li> <li>• An understanding and sensitivity to working with all cultures</li> <li>• Ability to competently use computers, able to work in an electronic medical record</li> <li>• Ability to work independently within agreed boundaries.</li> <li>• Respects differences</li> <li>• Builds strong supportive relationships</li> <li>• Acts according to sound ethical and moral values</li> <li>• Openness to continue learning</li> <li>• Has demonstrated commitment to the principles of the Treaty of Waitangi and promoting positive outcomes for Tangata Whenua.</li> </ul> <p><b>Desirable skills, knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• An understanding and sensitivity to working with all cultures</li> <li>• Ability to competently use computers, able to work in an electronic medical record</li> <li>• Ability to work independently within agreed boundaries</li> <li>• Experience working with diversity</li> </ul>	

## Confirmation of Job Description

Signature

---

Full name of employee:

---

Date:

---

Signed on behalf of Te Awakairangi Health Network:

Signature

---

Name:

---

Date:

---