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**Position Description**

Kaimanaaki (Health Navigator) Here Toitū

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| **Reports to**  Team Leader – Here Toitū Service | **Business Area**  General Practice and Community Service |

**Position Purpose:**

Provide psychosocial assessment and navigation support for individuals on a health deferred benefit with a primary focus on completing strength-based plans and supporting connection with General Practice, MSD Dedicated Case Managers and other health and support services, to assist engagement with or return to employment or study.

Plan to support a return to work by 4 months with the provision of intensive navigation and provide extended support for up to 12 months to ensure health related issues continue to be addressed.

Utilise strong local knowledge of available services and support the person to access them as required

The Kaimanaaki will work closely with General Practice Teams to embed enhanced methods of working collaboratively.

In collaboration with the General Practice Team, on-going physical and mental health needs are identified, and appropriate extended supports are organised.

Collaborate with the individual and MSD – Kaitohutohu (Advisors)/ Work Brokers/ Employment Coordinators to identify a range of options available to support the return to work.

To actively collaborate, plan and liaise between Primary Health Care and MSD for increased integration.

Highlight increased concerns or risks, and liaise with the General Practice Team and MSD or other appropriate support services for an effective outcome.

Complete all case notes and documentation of client interactions on client/ patient management system as soon as possible after the contact.

**Objective:**

The Here Toitū Service is a General Practice and Community based health service provided by Pegasus

Health (Charitable) Ltd in partnership with the Ministry of Social Development (MSD). The Here Toitū Service aims to support clients on a Health Deferred Benefit to return to work by addressing health issues. A significant proportion of this group may experience mild to moderate mental health, alcohol and drug issues and social issues. The Here Toitū Service involves each client being provided with extended support from their General Practice, Here Toitū Health Navigators, and a range of other services as needed.

The Here Toitū Health Navigator will support General Practice engagement with this population group and assist with connecting them into a variety of health and support services. The role is predominantly about providing support for people to access the right services rather than providing direct clinical treatment. Each client will be supported to set goals, create healthy habits, build confidence, prepare, and look for work and help to ensure that each client is getting the right medical services. A strengths-based planning model will be utilised with those who are accessing the service and the Here Toitū Health Navigator will have a significant role in developing these plans with clients, alongside the person’s General Practice and the MSD Kaitohutohu (Advisors). There will be significant interface with MSD Kaitohutohu (Advisors)/ Work brokers/ Employment Coordinators to support job placement.

**Dimensions**

Direct reports: nil

Budget responsibility: nil

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| **Key Relationships**  **Internal:**  Community Support Manager – Population Health and Community Engagement  Community Services Manager  Here Toitū Team Leader  Here Toitū Kaimanaaki (Health Navigators)  Population Health and Community Engagement Team  Other Pegasus Health staff |

**External:**

Ministry of Social Development

Mental Health Services

NGOs

Relevant providers of Vocational support such as developing CVs

Providers of employment preparation such as Driver Licensing assistance

Providers of a range of therapeutic interventions

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| **Key Responsibilities**  **Key Responsibilities** | | |
| Service User Orientation | * Develop positive working relationships with people, to identify their needs whilst treating them with respect and as a priority. * Be able to understand and balance the needs of the individual and their family/whanau * Effectively engage and work collaboratively with people to address their health issues and work aspirations. | |
| Management of care | * Engage with and support a range of whanau who present with complex comorbidities including chronic mental and physical illness, neurodiversity and past trauma. * Ability to support a range of therapeutic interventions * Support the person to reduce barriers to accessing services through the provision of intervention planning specific towards the goal of improving mental health functioning and entering the workforce. | |
| Communication | * Ability to communicate effectively with people, family/whanau, care givers, Primary care providers, N.G.O’s, social service   and specialist service.   * Able to engage effectively with the Canterbury multi-cultural population and demonstrate effective trans-cultural communication skills. * Speak and write clearly; convey essential information without unnecessary complexity. | |
| General | * Navigate and collaborate with services to identify opportunities that assists with the person to work towards and gain meaningful employment. * Encourage people to become involved in their on-going support and recovery whilst developing skills to enter into the workforce * Inform and navigate a person to receive the best help rather than providing this directly | |
| Bicultural Approach | * Understands the significance of the Treaty of Waitangi. * Displays cultural sensitivity and a willingness to work positively with the organisations strategies to improve Māori Health and opportunities for Māori * Have knowledge of Canterbury population and be able to successfully interact with a broad range of groups | |
| Advocacy Skills | * Work positively, sensitively, and constructively with all staff, general practice team members and healthcare representatives to secure positive ongoing primary health outcomes and relationships. | |
| Continuous Improvement | * Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective. | |
| Self-Development | | * Takes responsibility for personal development and continually develops own professional expertise. | |
| Information Security | * Understand and comply with Pegasus Health’s information security policies. * Support continuous improvement to our information security policies and procedures. | |
| Any other duties | * The Here Toitū Health Navigator will undertake other duties as directed by management from time-to-time. Such duties are carried out in a timely, accurate manner and in accordance with organisational policies and procedures. | |
| Health and Safety | * Comply with responsibilities under the Health and Safety at Work Act 2015. | |
| The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training. | | |

**Qualifications and Technical Skills:**

Essential

* Experience within the health and social sector
* Have a current relevant Health and/ or Social Work-related qualification

**Experience:**

Essential

* Knowledge of local mental health services, General Practice capabilities, MSD, NGO providers and community support agencies

Desirable

* Minimum of 2 years mental health experience
* Previous primary care experience

**Personal Attributes:**

* Demonstrate strong co-ordination and administration skills
* Manage time effectively by adopting a disciplined and structured approach to establishing and following priorities of work
* Good organisational skills with the ability to follow a task through to completion
* Excellent documentation and computer skills
* Demonstrate effective team-focused work patterns
* Demonstrate excellent communication skills
* Demonstrate ability to work effectively and independently as well as part of a multidisciplinary team
* Demonstrate resilience, adaptability and flexibility in the work environment, with an ability to think laterally
* Be energetic and motivated, demonstrating flare and initiative. Demonstrate positive attitude with a realistic outlook.
* Be open to change and willing to adopt and initiate change within the overall development of services to better meet the needs of those we serve
* Be respectful to others – promoting of mutual trust
* Be able to act with initiative, tact, integrity, and maturity
* Speak and write clearly; convey essential information without unnecessary complexity
* Develop and maintain information networks
* Ability to engage and collaborate with General Practice teams
* Create and maintain a productive working environment by acting as a role model, demonstrating commitment to PHO and Pegasus Health values
* Adopt an open, supportive, and effective working relationship with the other staff, involving them in decision making where appropriate
* Demonstrate an understanding of risk management, identifying emerging risks and ensuring risk mitigation action plans are developed and followed through adhering to appropriate Pegasus Policies and Procedures
* Demonstrate a sound understanding of the PHO Quality Management framework, contributing to and leading quality initiatives
* Develop logical and complete plans to resolve service issues
* Demonstrate clear purpose and understanding of issues
* Ability to practice within the guidelines of the service provision framework.

**Te Tiriti O Waitangi**

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

**Our Purpose**

That all people living in Canterbury lead healthy lives

**Our Role**

Together making Canterbury the best place to receive and provide primary care

**Pegasus Values**

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values, and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

* We are **inclusive** every voice is important to us
* We act with **integrity** doing what is right
* We **connect,** together we succeed
* We **strive** for better everyday