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| <b>Tūnga / Position Title:</b>         | Health Improvement Practitioner  |
| <b>Takiwā / Area:</b>                  | Clinical Services/Mental Health  |
| <b>Kia pūrongo / Reports to:</b>       | Clinical Lead of Primary Health Organisation –<br>Pegasus Health <b>or</b><br>Waitaha Primary Health <b>or</b><br>Christchurch PHO   |
| <b>Mahi Takiwā / Primary Location:</b> | As specified general practices throughout Canterbury   |
| <b>Direct reports:</b>                 | Nil  |
| <b>Whakamārama / Background:</b>       | <p>Te Tumu Waiora - te reo for 'to head towards wellness' - is a new model of primary mental health and addictions care and support which aims to provide all New Zealanders experiencing mental distress or addictions challenges with access to convenient, high quality, integrated and person-centred care and support. The model is being rolled out nationally over the next four years.</p> <p>The model puts mental health and wellbeing at the heart of general practice with focused roles, Health Improvement Practitioners and Health Coaches, working as part of the general practice team.</p> <p>The Health Improvement Practitioner role, provided by a registered nurse or allied health professional, aims to increase access to mental health services in the general practice setting. It involves being an integral part of the general practice team, working directly with individuals and their families to help improve their mental health and wellbeing and providing consultations and advice to other members of the general practice team.</p> |
| <b>Anei a matou Pono / Our Values:</b> | <p><b>Kotahitanga</b><br/><b>Team work:</b> we work together for the benefit of our patients and network.<br/>Me mahi tahi tātou mā ā mātou tāngata</p> <p><b>Manaakitanga</b><br/><b>Caring &amp; respect:</b> never trample on the mana of a person; ours is to always lift up, take care of, and be generous to others.<br/>Kaua e takahia te tangata, hikitia te tangata mō ake tonu atu</p> <p><b>Ngākau Pono</b><br/><b>Integrity:</b> we strive to be honest, dependable and driven by what is right.<br/>Kia mataara, kia tautiaki te hunga i te ngākau pono</p> <p><b>Whakapai</b><br/><b>Continuous Improvement:</b> we pursue excellence through continuous learning, innovation, and improvement.<br/>Hei whakapai tātou i a tātou anō mō ake tonu atu. Whai ana te huarahi tika.</p>  |

## Aronga - Role purpose

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 speciality services such as secondary mental health and addiction services.

To work with other Health Improvement Practitioners, behavioural health trainers, a service evaluator and PHO to refine the services delivered for the New Zealand context.

## Whanaungatanga - Key relationships

| Internal   | External  |
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| <ul style="list-style-type: none"><li>○ HIP Trainer/Mentor</li><li>○ Service Manager</li><li>○ Clinical/Team Leads</li><li>○ HIPs and Health Coaches</li><li>○ Programme Manager</li></ul> | <ul style="list-style-type: none"><li>○ General practice team</li><li>○ Other general practices participants in have implemented Te Tumu Waiora</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> |

| Pukenga Competency                         | Nga Mahi Activities  | Nga Kawatau Expectations  |
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| <b>General Practice Team Participation</b> | <ul style="list-style-type: none"><li>○ Active participation within the general practice team and support for building team competence in mental health and addictions</li></ul> | <ul style="list-style-type: none"><li>○ Attends all general practice team meetings</li><li>○ Seeks and acts upon opportunities to educate self and other general practice team members</li><li>○ Develop and sustain positive working relationship with the general practice's health coach</li><li>○ Consultation/ liaison is provided to general practice team</li><li>○ Clear documentation of all general practice-related activity</li></ul>   |
| <b>Clinical Service Delivery</b>           | <ul style="list-style-type: none"><li>○ Delivery of high quality behavioural interventions</li></ul>   | <ul style="list-style-type: none"><li>○ Knowledge of the behavioural health consultancy model and ability to implement the model is consistently 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</li></ul> |

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|   |  | <p>care-based brief interventions is achieved</p> <ul style="list-style-type: none"> <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> </ul>  |
| <b>Primary Mental Health Integration</b>                | <ul style="list-style-type: none"> <li>○ Enthusiastically engaged in the Integrated Model of Primary Care Behavioural Health</li> </ul>  | <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 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>  |
| <b>Professional Accountability</b>                      | <ul style="list-style-type: none"> <li>○ Professionally proficient and accountable clinician</li> </ul>  | <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> |
| <b>Te Tiriti o Waitangi and cultural responsiveness</b> | <ul style="list-style-type: none"> <li>○ Apply the principles of Te Tiriti o Waitangi within the workplace</li> <li>○ Use an equity lens over all work to ensure it contributes to improved health outcomes for</li> </ul> | <ul style="list-style-type: none"> <li>○ Demonstrates and operationalises the principles of partnership, participation and protection in everyday work.</li> </ul>   |

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|   | <p>Māori and other priority populations.</p> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ 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.</li> </ul> | <ul style="list-style-type: none"> <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>  |
| <b>Continuous Quality Improvement/Risk Management</b> | <ul style="list-style-type: none"> <li>○ Actively review initiatives, activity and programmes to seek opportunities for continuous quality improvement.</li> <li>○ Adopt lean methodology in the team's daily work processes and activity.</li> <li>○ Respond to complaints/incidents in accordance with Organisation's policies and procedures.</li> <li>○ Take a continuous quality improvement approach to ensure work is done and staff are supported.</li> </ul>   | <ul style="list-style-type: none"> <li>○ Effective continuous quality improvement and lean systems are designed and implemented within the team's operations.</li> <li>○ Timely advice is provided to the direct reporting manager regarding risk, opportunities, and required actions, within the areas you manage.</li> <li>○ Adequate management monitoring practices are in place to ensure the quality standards required within the annual work programmes are consistently achieved or exceeded.</li> <li>○ Services delivered meet the accepted quality and clinical standards, set internally and externally.</li> </ul> |
| <b>Team Work</b>                                      | <ul style="list-style-type: none"> <li>○ Work cooperatively with others in the team: <ul style="list-style-type: none"> <li>▪ Share expertise</li> <li>▪ Work for solutions that all team members can support.</li> </ul> </li> <li>○ Listen and respond constructively to other ideas and proposals.</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> </ul>   |
| <b>Health and Safety</b>                              | <ul style="list-style-type: none"> <li>○ Ensure that work is done in a safe environment.</li> <li>○ Report and work to eliminate, isolate or minimise any hazards.</li> <li>○ Participate in health and safety management practices for all employees.</li> <li>○ Apply the organisation's health and safety policies and procedures.</li> </ul>  | <ul style="list-style-type: none"> <li>○ The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.</li> <li>○ Can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</li> </ul>  |

## Kai Mahi – Person specification

### Essential

- Registered health professional with current practising certificate e.g. psychologist, nurse, occupational therapist, social worker
- Qualifications in CBT, ACT or FACT are an advantage
- Clinical experience working in a mental health setting (primary and/or secondary) providing evidence-based psychological interventions.

### Personal Attributes

- Flexible, self-starter
- Willing to embrace new ways of working
- Has the skills listed above or a strong interest in learning them
- Basic understanding of general practice
- Ability to work with a diverse patient and staff population
- Basic nontechnical knowledge of psychotropic and other relevant medications
- Ability to work at a fast pace with a flexible schedule
- A proven ability to be a team player
- Excellent communication skills
- An ability to work closely and collaboratively with key stakeholders
- An understanding and sensitivity to working with all cultures
- Ability to competently use computers, able to work in an electronic medical record
- Ability to work independently within agreed boundaries.
- Respects differences
- Builds strong supportive relationships
- Acts according to sound ethical and moral values