

Position Description

Kaimanaaki (Health Navigator) Here Toitū

Reports to

Team Leader – Here Toitū Service

Business Area

General Practice and Community Service

Position Purpose:

To assist clients/ whaiora engagement with, or return, to employment or study.

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.

Plan to support a return to work within 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.

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

Work in partnership with the individual and MSD – Here Toitū Case Managers/ Work Retention Specialists/ Work Brokers/ Employment Coordinators to identify a range of options available to support the return to work or maintain employment.

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

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

The role is predominantly about providing support for clients 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 and maintain work.

Objective:

The Here Toitū Service is a partnership between Pegasus Health (Charitable) Ltd and Ministry of Social Development (MSD). The programme aims to support clients on a main benefit with a medical deferral to return to work by addressing health issues. The client group may experience physical or mental health issues. The preventative aspect of the programme supports clients who are working but struggling to maintain their employment because of a health condition. Employment and health support will be provided by the Kaimanaaki and Work Retention Specialist to either maintain or find suitable alternative employment.

Dimensions

Direct reports: nil

Budget responsibility: nil

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

Key Responsibilities	
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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

Desirable

- 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