

Job Description  
Health Improvement Practitioner  
Relief / Mentor role



Canterbury  
Te Tumu Waiora  
to head towards wellness

<b>Tūnga / Position Title:</b>	Health Improvement Practitioner Relief/Mentor role
<b>Kia pūrongo / Reports to:</b>	Clinical Lead
<b>Mahi Takiwā / Primary Location:</b>	As specified, general practices throughout Canterbury
<b>Ngā Hāora / Hours:</b>	0.5 -1.0 FTE
<b>Direct reports:</b>	Nil
<b>Tūnga / Nature of Position:</b>	Fixed term for 12 months
<b>Whakamārama / Background:</b>	<p>Te Tumu Waiora - te reo for 'to head towards wellness' - is a primary mental health and addictions care and support model which aims to provide all New Zealanders experiencing mental distress or addiction challenges with access to convenient, high-quality, integrated and person-centred care and support.</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. And Support Workers who provide support to the general practice team, based in the community.</p> <p>The model centres on mental health and wellbeing in general practice through specialised roles: Health Improvement Practitioners and Health Coaches work within the practice teams, while Support Workers assist from community bases.</p>
<b>Anei a matou Pono / Our Values:</b>	<p><b>Kotahitanga</b>  <b>Teamwork:</b> we work together for the benefit of our patients' practice and network.  Me mahi tahi tātou mā ā mātou tāngata</p> <p><b>Manaakitanga</b>  <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.  Kaua e takahia te tangata, hikitia te tangata mō ake tonu atu</p> <p><b>Ngākau Pono</b>  <b>Integrity:</b> we strive to be honest, dependable and driven by what is right.  Kia mataara, kia tautiaki te hunga i te ngākau pono</p> <p><b>Whakapai</b>  <b>Continuous Improvement:</b> we pursue excellence through continuous learning, innovation, and improvement.</p>

	Hei whakapai tātou i a tātou anō mō ake tonu atu. Whai ana te huarahi tika.
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## Aronga - Role purpose

The Health Improvement Practitioner (HIP) Relief/Mentor role aims to work with the general practice teams in a relief position where a dedicated HIP is away from practice for a length of time across PHO's/Employers due to annual/sick leave or resignation.

They will be required to deliver brief, evidence-based behavioural interventions to individuals, whānau and groups for mental health and physical health conditions in people of all ages.

They will actively support and mentor HIPs and their practice team to ensure that they have the knowledge/skills and resources required to work to the top of their scope of practice. The mentor role will also support engaging with and upskilling general practice to the model.

### Priorities of the role

- Backfill component of the role will take priority over mentoring
- To cover vacancies >2 weeks excluding annual leave (on a case-by-case basis there will be flexibility around this, if requested)
- To cover planned annual leave > 4 weeks (on a case-by-case basis there will be flexibility around this, if requested)

## Whanaungatanga - Key relationships

Pukenga Competency	Nga Mahi Activities	Nga Kawatau Expectations
<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 practice team meetings if applicable</li> <li>○ Seeks and acts upon opportunities to educate self and other general practice team members</li> <li>○ Develop and sustain a positive working relationship with the general practice's health coach</li> <li>○ Consultation/ liaison is provided to the 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>○ Up to 30-minute evidence-based interventions are provided for a</li> </ul>

		<p>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</p> <ul style="list-style-type: none"> <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 standards are entered within the 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 the evaluation and refinement of the model.</li> <li>○ Partnership with the practice's Health Coach is evidenced by regular connections.</li> <li>○ A collaborative working relationship is formed with NGOs Leads working with the general practice as a part of this model.</li> <li>○ A collaborative working relationship is formed with 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> </ul>

		<ul style="list-style-type: none"> <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 external clinical 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 Māori and other priority populations.</li> <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 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>
<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>○ Actively review initiatives, activity and programmes to seek opportunities for continuous quality improvement.</li> <li>○ Adopt a streamlined methodology in the team's</li> </ul>	<ul style="list-style-type: none"> <li>○ Effective continuous quality improvement and streamlined systems are designed and implemented within the team's operations.</li> <li>○ Timely advice is provided to the direct reporting manager regarding risk,</li> </ul>

	<ul style="list-style-type: none"> <li>○ daily work processes and activities.</li> <li>○ Respond to complaints/incidents in accordance with the 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>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>Teamwork</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 backup support when appropriate, and actively supports group goals.</li> </ul>
<b>Establish and maintain relationships</b>	<ul style="list-style-type: none"> <li>○ Establish new relationships to continue delivering a seamless service.</li> <li>○ Build and maintain positive relationships with general practice teams, Health Coaches, Support Workers, NGOs, and other partners.</li> <li>○ Support seamless care coordination and communication between services.</li> <li>○ Promote culturally safe and inclusive practices in all interactions.</li> </ul>	<ul style="list-style-type: none"> <li>○ Strong, collaborative relationships are evident with practice teams and external partners.</li> <li>○ Communication is timely and professional, ensuring smooth service delivery.</li> <li>○ Cultural responsiveness and equity principles are consistently demonstrated.</li> </ul>
<b>Reporting and feedback</b>	<ul style="list-style-type: none"> <li>○ Document all patient interactions and interventions accurately in the Patient Management System.</li> <li>○ Share feedback with referrers and partners to support continuous improvement.</li> <li>○ Provide regular updates and reports to the practice teams and the Clinical Lead.</li> </ul>	<ul style="list-style-type: none"> <li>○ Reports are completed on time and meet agreed standards.</li> <li>○ Documentation is accurate, clear, and compliant with organisational requirements.</li> <li>○ Feedback loops are maintained to improve service quality and outcomes.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>○ Ensure that work is done in a safe environment.</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</li> </ul>

	<ul style="list-style-type: none"> <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>○ any subsequent amendments or replacement legislation.</li> <li>○ Can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</li> </ul>
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## Kai Mahi – Person specification

### Essential

- Experienced and endorsed Health Improvement Practitioner with experience working within a primary care setting.
- Registered mental health professional with a current practising certificate , e.g., psychologist, nurse, occupational therapist, social worker, covered under the HPCA Act.
- Qualifications in CBT, ACT or FACT are an advantage

### Personal Attributes

- Flexible, adaptable and a self-starter
- Builds strong supportive relationships
- Willing to embrace new ways of working
- Good understanding of general practice
- Ability to work with a diverse patient and staff population
- 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, and able to work in an electronic medical record
- Ability to work independently within agreed boundaries.
- Respects differences
- Acts according to sound ethical and moral values

## Whakaae – Employee acceptance

This Position Description has been agreed upon by:

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Management Representative (print then sign)

And

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Employee (print then sign)

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

