

Job Title:	Cancer Care Kai Health Coach
Department:	Te Ara Waiora - Open Access Clinic (Flaxmere and Central Hawke's Bay)
Responsible to:	Service Manager
Purpose Statement:	<p>The Health Coach is a trusted partner and advocate for whānau, walking alongside them as they determine their own pathways to wellbeing.</p> <p>The role is grounded in Te Aho o Te Kahu Cancer Care Pathway and a kaupapa Māori framework that recognises the strength, potential, and aspirations of whānau.</p> <p>The Health Coach enables whānau to plan for their future, access the resources they need, and take meaningful steps toward greater self-management, interdependence, and ora.</p>
Vision:	<p>Te Haaro o te Kaahu ki Tuwhakarere</p> <p><i>The view of the Hawk beyond the horizon is our future</i></p>
Mission:	<p>Mauri Ora ki te Mana Māori</p> <p><i>Realising Whānau Potential</i></p>
Values:	<p>Kotahitanga: We are kaupapa driven and work with each other and other to enhance whānau potential.</p> <p>Whanaungatanga: We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections.</p> <p>Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa.</p> <p>Whakamana: We are outcome focused and recognise, respect and uphold mana.</p>
Relationships:	<p>Internal – Registered Nurse Cancer Care Coordination, TToH Services, Functional Teams, Management, Corporate Services.</p> <p>External – Health NZ Te Whatu Ora, Cranford hospice, or other services involved in the care of the whānau.</p>

Te Aho o Te Kahu Cancer Care Pathway

All mahi is underpinned by Te Aho o Te Kahu Cancer Care Pathway, specifically the **8 Principles**, which guide holistic wellbeing for whānau:

Principle 1: Person and whānau centered care

Principle 2: Equity led care

Principle 3: Safe, high-quality care

Principle 4: Multidisciplinary care

Principle 5: Supportive care

Principle 6: Coordinated care

Principle 7: Effective and timely communication

Principle 8: Knowledge driven care.

Key Accountabilities

Kaupapa Te Taiwhenua o Heretaunga

- Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner always maintaining focus on the mahi and doing what it takes to advance the kaupapa
- Develop knowledge of the wider support network that TToH offers whānau and promote whānau access to that tautoko
- Understand and promote all aspects of the TToH kaupapa
- Adhere to and apply TToH values in all aspects of work for TToH
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Work in a reflective manner and take opportunities for self-development.

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is always used correctly.

Role Specific Accountabilities

Whānau-centered Planning and Support

- Engage with whānau, establishing trusted and enduring relationships
- Co-develop action-oriented plans that align with whānau goals and the 8 Cancer Care Principles
- Identify whānau strengths and aspirations through structured korero and planning tools
- Tautoko whānau to take progressive steps towards self-management and independence and to develop self-monitoring systems
- Provide tailored guidance and culturally safe tautoko, and the values of manaakitanga and whanaungatanga.

Navigation and Advocacy

- Connect whānau with appropriate services, kaupapa, and tautoko within their hapū, iwi, and community and collaboratively work across health and social services
- Build and maintain strong relationships across service providers, with a focus on whānau-led supports
- Tautoko whānau to navigate complex systems (e.g. health and social services)
- Ensure all actions and activities are captured appropriately and reported on.

Cultural Integrity and Holistic Practice

- Apply appropriate tikanga in all engagement with whānau to ensure culturally safe and respectful practice
- Use relationship-based approaches that reflect manaakitanga and whanaungatanga in building trust and connection
- Reinforce cultural identity and resilience as essential foundations for whānau wellbeing and long-term success.

Reporting and Accountability

- Accurately document whānau progress and engagements such as progress along the cancer care pathway
- Meet all reporting requirements within agreed timelines and contribute to continuous quality improvement.

Other Duties

- Carrying out additional duties from time to time as requested by management.

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

Person Specification

Qualifications

Essential:

- Full Driver's License
- Minimum Level 4 Diploma in Health & Wellbeing or similar, and/or experience in whānau-centered practice, social services, health, education, or community engagement.

Desirable:

- Familiarity with community, primary, secondary and tertiary networks including local services and geographical challenges.
- Te Reo Māori me ona tikanga or a commitment to further learn Te Reo Māori.

Skills and Experience

Essential:

- An understanding of cancer care from diagnosis to palliative care.
- Proven ability to work with whānau in a mana-enhancing, non-judgemental, and supportive way
- Skilled in whānau planning, goal setting, and progress tracking
- Strong community connections, especially within Māori networks
- Excellent communication, relationship-building, and advocacy skills
- Familiarity with data and whaiora management systems, or willingness to learn
- An openness to learn Tikanga and Te Reo Māori
- Deep knowledge of self-care and boundaries
- Commitment to ongoing training to ensure best practise is at the forefront of your mahi.

Desirable:

- Appropriate skills, knowledge and experience working with whānau in similar kaupapa
- Understanding of systemic barriers faced by whānau and ability to navigate solutions
- Knowledge of Te Reo Māori me ona Tikanga Māori.