**Job Title: Health Coach**

**Department: Te Ara Waiora**

**Responsible to: Clinical Team Manager**

**Purpose Statement:** The key purpose of the Health Coach role is to work within the team helping patients gain the knowledge skills, tools and confidence to become active participants in their care so that they can reach their self-identified goals.

The Health Coach will work collaboratively to develop active partnerships with patients motivating them to make positive lifestyle changes, reduce high-risk behaviours, manage stress and improve their health and wellbeing.

**Mission: *Mauri Ora ki te Mana Māori***

Realising Whānau Potential

**Values:** **Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

**Whanaungatanga:** We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and uphold mana.

**Relationships: External**

* General practice teams
* Non-Government Organisations (NGO’s)
* Secondary (DHB) Mental Health and AOD Services
* Social Services
* National training providers

**Internal**

* Integrated care teams
* Oranga Hinengaro
* Te Poutama Tautoko
* Pharmacy
* Managers
* Corporate Services

**VCA Role:** Core Children’s worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga (TToH)***

* 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 at all times maintaining focus on the kaupapa 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 support
* Understand and promote all aspects of the TToH Kaupapa
* Adhere to and apply TToH values in all aspects of TToH’s work
* 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
* Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Participate in regular peer supervision and/or professional supervision
* Work in a reflective manner and take opportunities for self-development

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with
* Be responsive to whanau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
* Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
* Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

***General Practice Team participation***

* Attend all general practice team meetings
* Seek and act upon opportunities to educate self and other general practice team members
* Develop and sustain positive working relationship with the general practice’s health coach
* Consult/ liaise with general practice team
* Keep clear documentation of all general practice-related activity

***Service Delivery***

The Health coach will:

* provide self-management support;
* act as a bridge between clinician, individual, or whānau;
* navigate the health and social services system;
* provide emotional support; and
* provide continuity within a busy general practice team.
* Demonstrate knowledge of the behavioural health consultancy model and implement the model
* Deliver Individual sessions, group and whānau sessions
* Provide 30-minute evidence-based interventions 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
* Support people to identify and achieve the results they are seeking
* Ensure a high level of access for the enrolled population to primary care-based brief interventions is achieved
* Demonstrate skills, knowledge and attitudes for culturally safe practice
* Enter clear and concise notes that comply with established standard within practice’s Patient Management System
* Recorded all required client-related information and activities

**Primary Mental Health Integration**

* Maintain positive relationships with all members of the General Practice Team.
* Actively contribute to evaluation and refinement of the model.
* Form collaborative working relationship with NGOs working with the general practice as a part of this model.
* Formed collaborative working relationship with DHB secondary mental health and addictions staff working with the general practice.
* Provide assistance with care coordination and access to outside resources as needed

**Professional Accountability**

* Participate in workforce development and coaching.
* Participate in observed practice and all other quality assurance processes.
* Participate in regular supervision.
* Participate in peer review.
* Adhere to professional code of ethics.
* Demonstrate knowledge of legal guidelines relevant to practice.
* Attend relevant training.
* Engage in CPD (continuing professional development).
* Seek appropriate professional and collegial support.

**Te Tiriti o Waitangi, cultural responsiveness, and cultural safety**

* Apply the principles of Te Tiriti o Waitangi within the workplace.
* Use an equity lens over all work to ensure it contributes to improved health outcomes for Māori and other priority populations.
* 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.
* 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.
* Demonstrate a commitment to improving Māori health equity.
* Demonstrate a commitment to improving equity of health outcomes for Pacific, youth and other priority populations.
* Support future workforce development opportunities for cultural responsivity and cultural safety within the workplace.
* Actively promote equity and support diversity.

***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 used correctly at all times.

***Teamwork***

* Be a resource to the team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Professional***

* Meet Health and Disability Sector Standards of Practice
* Meet TToH standards; legislative, professional, contractual, ethical and organisational.

***Quality and Development***

* Assist in the development of service plans on an annual basis with quarterly and monthly review periods.
* Participate in service audits as requested.
* Participate with the team in continuous quality improvement processes and lean systems are designed and implemented within the team’s operations
* Timely advice is provided to the direct reporting manager regarding risk, opportunities, and required actions, within the areas you manage.
* Adequate management monitoring practices are in place to ensure the quality standards required within the annual work programmes are consistently achieved or exceeded.
* Services delivered meet the accepted quality and clinical standards, set internally and externally.
* Contribute to all service/contracted objective, targets, and outcomes.
* Ensure all requests for information related to audits are processed in a timely manner.

***Networking and Sector Knowledge***

* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for whānau through engagement and feedback.

***Other Duties***

* Carry 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 Specifications**

***Essential Qualifications***

* First Aid Certificate
* Full Driver’s License
* Completion of Recognised Health Coach Training (can be provided).

***Essential Knowledge, Skills and Experience***

* Knowledge of the Primary Health Care Sector
* Understanding of Tikanga and Te Reo Māori and applying that in work setting
* Proven experience engaging effectively with Māori (patients/whānau/families)
* Proven experience working with Māori, Pasifika, or youth.
* Good relationship building skills
* Proven experience working effectively with the community
* Excellent communication skills
* Computer literate - ability to competently use computers, able to work in an electronic medical record
* Able to develop relationships and communicate effectively with whānau
* Effective de-escalation skills
* Ability to adapt to the challenges of a new role and service
* Maintains client information appropriately
* Excellent organisational and time management skills
* Ability to work in a cooperative and collaborative way with others
* Excellent verbal and written communication skills
* Embraces the philosophy of helping people to manage better on their own rather than doing things for people
* Ability to work at a fast pace with a flexible schedule
* A proven ability to be a team player
* An ability to work closely and collaboratively with key stakeholders
* An understanding and sensitivity to working with all cultures
* Ability to work independently within agreed boundaries
* Builds strong supportive relationships
* Personal self-management skills

***Desirable Knowledge and Experience***

* Experience working in health or social sectors
* Experience in a Kaupapa Māori environment
* Competent in Te Reo Māori
* Established relationships with relevant service networks.
* Service sector relevant skills.

**PERSONAL ATTRIBUTES**

***Essential***

* Models a commitment to personal health and wellbeing
* Enthusiasm, energy, initiative and a high degree of flexibility
* Willing to embrace new ways of working
* Strong work ethic
* Acts according to sound ethical and moral values
* Flexible, self-starter
* Able to carry out the physical aspects of the role
* Can do attitude
* Team player
* Committed to whānau
* Respects differences
* Confident, Resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori
* Commitment to on-going education.