



# Position Description

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| <b>Position Title</b> | Poumanawa Ora   Health Coach             |
| <b>Date</b>           | July 2024                                |
| <b>Approved by</b>    | CEO - Tuwharetoa Health Charitable Trust |

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| <b>Position holder</b>         | TBC                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Reports to</b>              | Kaitataki / Team Lead for day-to day matters.<br>Overall, to the Whanau Engagement Manager                                                                                                                                                                                                                                                                                                                              |
| <b>Purpose of the position</b> | The Health Coach's role <ul style="list-style-type: none"> <li>is to partner with people experiencing mild to moderate mental health issues that impact on their health and wellbeing.</li> <li>is to support them to identify their own priorities, set goals for change and to develop a plan to address those goals through developing self-management skills and linking them to resources and supports.</li> </ul> |

| <b>Working Relationships</b>                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Internal – Tuwharetoa Health</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>External</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Whanau Engagement Manager and team</li> <li>Chief Executive Officer (CEO)</li> <li>Chief Operating Officer (COO)</li> <li>Clinical Advisor</li> <li>Head of Data Science and IT team</li> <li>Operations Manager and team</li> <li>Pou Herenga / Te Tira Atamai Manager and team</li> <li>Projects Lead</li> <li>Whanau, Pepi and Tamariki Manager and team</li> <li>Executive Management Team (EMT)</li> <li>Trustees</li> </ul> | <ul style="list-style-type: none"> <li>Health Improvement Practitioners from Pinnacle Midland Health Network</li> <li>General Practice</li> </ul> <p>A range of health and social services, and community organisations including but not limited to</p> <ul style="list-style-type: none"> <li>Housing services</li> <li>Budgeting services</li> <li>Faith based institutions</li> <li>Peer support groups</li> <li>Interest groups</li> <li>Community Mental Health and Addiction Services</li> <li>Te Whata Ora Lakes services</li> </ul> |

| Standard Expectations, Attributes, Knowledge, and Skill                                                                                                                                                                   |
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| <b>Analytical Thinking and Problem Solving:</b> Ability to both identify problems and use information to resolve them.                                                                                                    |
| <b>Communication:</b> Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.                                                                                          |
| <b>Confidentiality:</b> Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).                                                               |
| <b>Continuous Improvement:</b> Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.                                   |
| <b>Cultural Appropriateness:</b> Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa is desirable.                                |
| <b>Cultural Development:</b> Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.                                                                                                   |
| <b>Health and Safety:</b> Ability to work responsibly under the Health & Safety at Work Act 2015.                                                                                                                         |
| <b>Policies:</b> Ability to become familiar with, and work in line with Tūwharetoa Health's policies.                                                                                                                     |
| <b>Relationship Development:</b> Ability to build and sustain effective relationships both internally and externally.                                                                                                     |
| <b>Self-Management:</b> Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.                                                                               |
| <b>Teamwork:</b> Ability to work with others to achieve goals.                                                                                                                                                            |
| <b>Te Tiriti o Waitangi:</b> Knowledge of the principles of the Tiriti and how these relate to the development of specific initiatives for Maori.                                                                         |
| <b>Values:</b> Ability to conduct themselves in line with Tuwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence). |
| Current Full New Zealand Driver License is essential.                                                                                                                                                                     |

| Position Specific Qualifications, Skills, and Experience |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Qualifications                                           | Have completed a Health Coach training programme in New Zealand or are willing to complete such a programme.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Knowledge, skills, and experience                        | <p>Have relevant lived experience or support work experience with people facing mild to moderate mental health challenges.</p> <p>Knowledge of local community networks and service agencies.</p> <p>Experience in developing, facilitating and providing health education for Whānau.</p> <p>Knowledge of Maori models of health, for example Whare Tapa Wha.</p> <p>Practical knowledge of Te Reo and tikanga Maori, or a willingness to learn.</p> <p>Experience in using computers - Microsoft Office and Patient Management Systems, in particular Indici, would be an advantage.</p> |

| Main Responsibilities                                                                                     |
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| Providing self-management support                                                                         |
| Acting as a bridge between clinician and person/whanau                                                    |
| Providing continuity within a busy general practice team                                                  |
| Navigation of the health and social services system – including linking to appropriate community supports |
| Emotional support                                                                                         |
| Reporting                                                                                                 |

| Role Delegations                              |
|-----------------------------------------------|
| <b>Financial (limits/mandates etc.)</b> – Nil |
| <b>Staffing</b> – No direct reports           |

| Key Accountabilities                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Main Responsibilities                                                                                                 | Tasks (How it is achieved)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Providing self-management support                                                                                     | Support the person to develop the knowledge and skills they need to manage the challenges they face                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Acting as a bridge between clinician and person/whanau, and<br>Provide continuity within a busy general practice team | Health coaches will work closely with general practice staff including Health Improvement Practitioners (HIPs) and other health coaches to jointly agree roles and responsibilities in addressing the goals outlined by the person and their Whānau.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Navigation of the health and social services system – including linking to appropriate community supports             | The health coach will ensure people have seamless access to cultural and social supports within their local community, including services that support emotional wellbeing.<br>Health coaches will develop and maintain a comprehensive knowledge of the services and resources available in the district that may be of value to their clients.                                                                                                                                                                                                                                                                                                                                                                                |
| Emotional support                                                                                                     | Actively support clients on a regular basis, dependant on need. This could include a combination of phone, text, email and kanohi ki te kanohi (face to face) contacts.<br>Health coaches will maintain professional boundaries, encouraging clients to develop independence and resilience.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                                                                       | Health Coaches will: <ul style="list-style-type: none"> <li>• Actively seek work rather than waiting for referrals.</li> <li>• Enter clear and concise notes, which comply with established standards, into the practice management system.</li> <li>• Demonstrate skills, knowledge and attitudes that ensures culturally safe practice.</li> <li>• Use agreed outcome measurement tools and session rating scales each time they see a person.</li> <li>• Review performance reports with their professional leaders and colleagues in order to develop their own practice/assess fidelity to the model and further develop services.</li> <li>• Undergo regular supervision and ongoing professional development.</li> </ul> |
| Reporting                                                                                                             | <ul style="list-style-type: none"> <li>• Monthly service reports to the Leadership Team.</li> <li>• Quarterly reports to the funder as per contract.</li> <li>• All reporting is directed to the Team Leader or Service Manager.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |