JOB DESCRIPTION

<table>
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<tr>
<th>Job Title:</th>
<th>Kaiawhina Hauora / Clinical Support Coordinator – Complex Care</th>
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<tbody>
<tr>
<td>Location:</td>
<td>Auckland</td>
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<td>Responsible to:</td>
<td>Area Manager – Auckland</td>
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<td>Purpose Statement:</td>
<td>To provide the highest level of service to Client(s) and Whanau through effective provision of health and Hauora Maori services in line with nationwide standards, best practice, contractual, compliancy and Employer Tikanga based practice requirements.</td>
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What Ever It Takes Rehabilitation implements a holistic Whanau Ora approach to Whanau Haua / Whanau health and wellbeing.

What Ever It Takes Rehabilitation delivering high performing and exceptional quality services to Whanau Haua by:

- Achieving Whanau ‘Mauri Ihu’ through empowering Whanau, working and supporting them to achieve their Whanau aspirational goals, and promoting and fostering Whanau health and wellbeing;
- Maintaining our core values under the guidance of the Kaupapa Maori model of practice ‘Te Aho Takitoru’ [9 Pou and Tuapapa];
- Creating a supportive and safe environment for Whanau to be able to engage and contribute e.g. Whakawhanaunga, Marae based environment, Kaumatua and Kuia inclusive.
- Providing quality services that are accessible and flexible.

Key Accountabilities:

1. Accountability: Support staff awareness around tikanga and kaupapa Maori service provision

   **Duties and Responsibilities:**
   Apply the correct use of WEIT Tikanga through the application of Te Aho Takitoru to ensure culturally appropriate practices are embedded in the way that WEIT operates. Promote cultural competency to partnering Supplier(s) / Stakeholder(s) through the application of Te Aho Takitoru. Consult and educate partnering Stakeholders on Tikanga based practice - report where required. Train new staff on WEIT’s Tikanga Assist in supporting cultural safety for Whanau and staff, connect Whanau to cultural appropriate contexts; demonstrate knowledge of Te Tiriti principles; knowledgeable about best practice in a Maori context; actively seeks cultural networks to improve services to client.

2. Accountability: Clinical Practice

   **Duties and Responsibilities:**
   Development and review of clinical risk management protocols, case management, record keeping, daily recordings, medication management, skin integrity (including spinal cord impairment and pressure management), bowel management, bladder care, respiratory management, autonomic dysreflexia, gastronomy feeding, dysphagia, seizure management, liaising with other health practitioners.
Where needed, provide hands on attendant care assistance for Whanau with complex support needs and provide clinical expertise within services that both ensures and advocates for, safe management and effective service to Whanau and their Whanau.

3. Accountability: Community Participation

**Duties and Responsibilities:**
Support community inclusion, coordinating community based activities/programs for Whanau (including: social activities, learning opportunities, employment, recreation), implementing goal plans.

4. Accountability: Training and Development

**Duties and Responsibilities:**
Develop learning outcomes for staff; support training of staff on clinical protocols; evaluate staff competencies in clinical area; model and facilitate understanding of the Te Aho Takitoru model of practice, and key components of hauora/kaupapa Maori practice. Provide on-going clinical supervision and deliver education and training to staff members enabling them to apply best practice and contribute to valued outcomes for Whanau and their whanau, including Cultural Safety, Health and Wellbeing.

5. Accountability: Health and Safety

**Duties and Responsibilities:**
Knowledge and ability to demonstrate the requirements under the Health and safety in Employment (HSE) Act 1992; Identify roles and responsibilities of the H & S representative; oversight of risk management and hazard identification; accident and incident reporting/recording.

6. Accountability: Quality Assurance

**Duties and Responsibilities:**
Active participation in the development of risk management and quality policies and procedures; oversight of the quality assurance process for Whanau; training of other support coordination staff in implementing quality improvements.

Provide clinical expertise and advice in relation to incidents and accidents, risk management strategies, specialist interventions such as medication management and infection control. Assist in maintaining competencies of fellow staff in line with best practice guidelines.

7. Accountability: Communication and Advocacy

**Duties and Responsibilities:**
Provide Whanau and their whanau with support to communicate and articulate their support requirements where necessary; advocate on their behalf if required; support Whanau to self-advocate.

**PERSONAL SPECIFICATIONS**

**Qualifications:**
- Must hold a National Certificate in Heath, Disability and Aged Support (Core Competencies NZQA Level 3) working towards NZQA or (Senior Support NZQA Level 4); or (Brain Injury Support NZQA Level 4); or
- Equivalent Level 5 or higher NZ Qualification eg. Health Management or Business Management; combined with
- International or NZ Nursing background / experience
Experience:
- Knowledge of Kaupapa/Hauora Maori or Whanau Ora practice essential
- Experience in nursing or similar clinical background
- Experience in a client/whanau focused environment
- Knowledge of the Health and ACC sectors would be an advantage

Attributes and Skills:
- Experience te reo an advantage
- Staff supervision with the proven ability to train and motivate
- Good working knowledge of Health and Disability Sector
- Ability to network in local community
- A high standard of personal integrity, discretion and tact, maintaining confidentiality
- Resilience
- Ability to handle pressure
- Aptitude for identifying opportunities for improving service performance
- Reliability and honesty
- Excellent communicator (both verbal and written)
- Team player

Additional Pre-Employment Checks:
- Requirement to pass a Security and Traffic Convictions Check performed by the Ministry of Justice
- Requirement to declare medical conditions that may affect ability to perform the key tasks associated with the position.

MEASURABLES

Because our client goals are outcome based it makes sense that our Job Performance aligns with the same approach. The measurables will be negotiated individually however as a base outline these outcomes will make up the majority of the performance indicators of the Clinical Support Coordinator/Kaiawhina - Complex Care positions.

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<tr>
<th>Performance Outcome</th>
<th>Performance Action</th>
<th>Measure</th>
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| Client Satisfaction  | Whanau and their families are happy and confident with the programme and how it is being delivered by the Clinical Support Coordinator/Kaiawhina - Complex Care.  
Whanau are confident with the Clinical Support Coordinator/Kaiawhina - Complex Care and a foundation of trust has been achieved. | Client feedback  
Weekly catch ups with Team Leader |
| Client Participation | Clinical Support Coordinator/Kaiawhina - Complex Care assist Whanau and their families with the implementation of their programme. | Client feedback  
Weekly Reports  
Client goals are being achieved  
Quarterly reviews |
| Te Aho Takitoru Model | The philosophies are implemented consistently across client’s programmes and within your own performance. | Quarterly Reviews  
Audit  
Team Leader reports  
Client feedback |
| Service Plan         | The plans are used as the guideline to the implementation of the Whanau programme. | Quarterly Reviews  
Audit |
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| **Administration**   | • All templates are completed consistently and accurately.  
                        • All tasks are followed through and documented accurately and appropriately.  
                        • Communication books are read and acted on.  
                        • All personnel and client information is kept up to date. |
|                      | • Weekly reports    |
|                      | • Client feedback   |
|                      | • Daily review of documentation |
| **Environment**      | • The home environment is stress free, welcoming, and happy.  
                        • Holistic approach to creating an environment to wellness. |
|                      | • Customer feedback |
|                      | • Weekly reports    |
| **Client Goals**     | • Achieving the rehabilitation goals.  
                        • Social integration is being achieved.  
                        • Family goals are being achieved. |
|                      | • Service plan      |
|                      | • Weekly reports    |
|                      | • Multidisciplinary reports |
|                      | • Client feedback   |

**THE FINAL WORD**

Our aim is to build environments that will help our Whanau and their family's to achieve their goals. Similarly, our goal as a company is to create an environment where our staff is happy, focused, productive and supported. A family focus is the theme throughout the company and relationships are important to the entirety of our programme.

A wise man called Michael Watson who achieved international recognition for his miracle recovery after a world title boxing match resulted in him being a tetraplegic for 10 years gave us some wonderful words of wisdom in terms of Peter getting well - Have faith, have patience and surround yourself with people that love you. This has been our guiding principle and we take a similar approach in terms of What Ever It Takes Rehabilitation.