

Position Description

Position:	Cross Cultural Navigator
Location:	Dunedin
FTE:	variable
Reports To:	Service manager

Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 280,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

Invercargill City is a designated refugee resettlement centre. WellSouth has responsibility for coordinating the delivery of health care that meets the distinct cultural and health needs of former refugees and achieves equitable health outcomes. You will be expected to work with us to improve the delivery of culturally responsive care for migrant populations across all health services.

Position Purpose

Cross cultural navigators assist former refugee families and health professionals to bridge the cultural gap, including to support clinicians understand how culture impacts on health and decision making. Navigators also work with families to help them settle into their new life, understand how to access primary care, what to expect or who to call for health assistance and how to access other services they may need to maintain good health. They can also act as advocates to assist people to negotiate their way through complex services and referral processes.

Main Objectives

- To support clinicians to understand how differences in culture impact on people's health and decision making

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- To help families to settle into their new life, understand how to access primary care, what to expect or who to call for health assistance and how to access other services they may need to maintain good health.
- To act as an advocate to assist people to negotiate their way through complex services and referral processes.
- To empower families so that they can manage their own health where possible and make informed decisions regarding this.
- To build relationships with primary health care stakeholders and wider health organisations and support programmes to improve health outcomes for former refugee and migrant groups

Relationships

Reports to: Service Manager

Internal Relationships: WellSouth staff
Outreach Team
Health Promotion Team
Family Mental Health Service

External Relationships: Former refugees and migrants, and their family/whanau

Former refugee and migrant support organisations

GPs and Primary Health Providers

Other health professionals

Government and non-government agencies

Southern DHB staff and services

Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

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Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	PERFORMANCE INDICATORS
<p>Working with families</p>	<ul style="list-style-type: none"> • Uses professional judgement including assessment skills, to assess the client's health status and to plan support and/or to refer client to other health professionals. • Coordinates clinical care when necessary for identified individuals and families. • Communicates with families or carers regarding formal referrals from the primary to secondary sector. • Identifies at risk client groups from the community and develops early intervention strategies • Develops new initiatives that will support former refugee and migrant health outcomes • Recognises own limitations & determines appropriate person to deliver health education sessions for families • Consults with members of other groups as requested & approved by client. • Facilitates access to relevant systems, services & resources. • Former and refugees are satisfied their health needs are met in a timely and satisfactory manner
<p>Working with health professionals</p>	<ul style="list-style-type: none"> • Provides an advisory and resource role to primary health care providers and SDHB multi-disciplinary teams. • Forms part of the wider primary care health team by working closely with the General Practice teams, SDHB and other health and social agencies • Appropriately identifies and uses critical incident issues as an opportunity for cross cultural development. • Promotes CALD training for health professionals
<p>Communication</p>	<ul style="list-style-type: none"> • Takes responsibility for establishing rapport & trust with individuals and their family/whanau. • Ensures that information is presented in an appropriate & meaningful manner.

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	<ul style="list-style-type: none"> • Responds appropriately to client's questions, requests & problems. • Communicates in a manner that is empowering to the client. • Provides services in a negotiated partnership with the client when possible. • Maintains the boundaries of a professional relationship. • Communicates effectively in exceptional circumstances
<p>Professional Competency</p>	<ul style="list-style-type: none"> ▪ Understands the complexities of the New Zealand health system, especially primary care ▪ Understands how cultural differences impact on the outcomes for a client/patient ▪ Responds to challenging situations & learns through reflection and analysis in decision making & problem solving. ▪ Raises questions in the appropriate professional forum. ▪ Initiates & enters into discussion about innovation in client/patient care. ▪ Acknowledges when ability to provide care is limited by own personal attributes & takes appropriate action to ensure client safety & care.
<p>Cultural Competence</p>	<ul style="list-style-type: none"> • Interacts in a competent manner with culturally and linguistically diverse patients and clinicians • Recognises & honours cultural competence as an affirmation of the Treaty of Waitangi. • Advises and advocates on cross cultural issues for multi-disciplinary teams • Respects client's identity & right to personal beliefs, values & goals. • Assists client to gain access to appropriate resources, for support, representation, needs & preferences of culture. • Recognises own beliefs, values and prejudices.
<p>Leadership in Migrant Health</p>	<ul style="list-style-type: none"> • Provides leadership through teaching, cultural supervision and mentoring to health professionals • Maintains relationships that are positively acknowledged by diverse cultural groups • Provides information and advice on the NZ health system to refugee and migrant groups

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Information Management	<ul style="list-style-type: none"> • Maintains up-to-date activity records and adheres to WellSouth administrative requirements • Ensures statistical and other clinical activities are kept according to service requirements, and returns forwarded punctually.
Customer Satisfaction	<ul style="list-style-type: none"> • Participates in programmes to seek and update information on client and community needs and expectations. • Ensures client needs are constantly reviewed and recommend modifications to service delivery in accordance with the feedback received.
Health & Safety	<ul style="list-style-type: none"> • Observes the practices of safe work methods as set out in the WellSouth PHN's Health and Safety manual. • Ensures appropriate reporting of hazards and unsafe events.
Perform such other duties as may be reasonably required	<ul style="list-style-type: none"> • Carries out duties as directed in an efficient and productive manner. • Demonstrates individual responsibility and maintains accountability to own work practice.
Adhere to all WellSouth policies and procedures	<ul style="list-style-type: none"> ▪ All WellSouth policies and procedures are adhered to

Person Specification

	Essential	Desirable
Treaty of Waitangi Responsiveness	<ul style="list-style-type: none"> ▪ Awareness and understanding of the implications of the Treaty of Waitangi 	
Qualifications	<ul style="list-style-type: none"> • Experience in a health or social service discipline • Possesses a current NZ driver's licence. 	Professional Qualification
Professional Experience	<ul style="list-style-type: none"> • Minimum of 3-4 years recent experience, preferably in a refugee resettlement service • Knowledge and understanding of the pre and post-settlement, physical and 	

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	<p>mental health challenges of refugee families</p> <ul style="list-style-type: none"> • Fluency in several languages, including English and Spanish 	
<p>Business / Technical Skills</p>	<ul style="list-style-type: none"> • High standard of professional practice. • Has an ability to work closely with others to achieve professional and service goals. • Is able to work autonomously and as a member of a team. • Recognises and addresses cultural differences. • Ability to educate others informally (e.g. families), and formally (e.g. health professionals). • High degree of initiative and motivation. • Good organisational and interpersonal skills. • Ability to communicate effectively, orally and in writing in at least 2 languages • Ability to make difficult decisions under pressure. • Is resilient under stress and has strategies for dealing effectively with stress. • Ability to establish and maintain key community and professional networks 	<ul style="list-style-type: none"> • Demonstrated commitment to ongoing professional development. • Energetic and motivated, demonstrating flair and innovation.