

## Position Description

### Ko te Whakaatūraka o te mahi



Our Vision - Tō Mātou Matawhānui

**Better health and wellbeing for the Southern community.**

Our Values - Tō Mātou Uara

**Manaakitanga – Kind / Pono – Open / Whaiwhakaaro – Positive / Whanaungatanga - Community**

#### **Position - Te ikoa o te tūraka**

Outreach Nurse

#### **FTE- ōrite te rahi**

1 FTE

#### **Location – wahi**

This position is based in either the WellSouth Offices in Dunedin or Invercargill. However, significant periods of time will be spent outside the office working in home and community locations across the WellSouth catchment.

#### **Overview – tirohaka**

WellSouth Primary Health Network (PHO) has responsibility for the provision of primary health services to approximately 300,000 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.
- Provide education and development for practice staff

#### **Southern Primary and Community Care Strategy**

The overarching vision is for better health, better lives, Whānau Ora. The vision for primary and community care is excellent primary and community care that empowers people in our diverse communities to live well, stay well, get well and die well, through integrated ways of working, rapid learning and effective use of technology.

Success will mean our population has equitable access to primary and community care and specialist support when needed. Our consumers, whanau and communities know how to live well, and are actively participating in caring for themselves and others.

## Position Description

### POSITION PURPOSE Ko te aroka o te tūraka

- To provide a nursing service to clients via a variety of community bases to promote health, prevent illness and disease and provide support and treatment
- To facilitate the delivery of screening and other health services for targeted populations who are overdue, unscreened or under-screened for health screening programmes.
- To utilise community networks to build relationships with clients and facilitate engagement with General Practice teams and other primary health care providers
- To partner with various healthcare providers, social agencies, community groups and employers to ensure clients have access to timely services and referrals
- To empower clients so that they can manage their own health where possible and make informed decisions regarding this.
- To promote appropriate referral of patients to specialised services and education classes through clearly articulated pathways and guidelines.
- Provide education on lifestyle/socioeconomic factors that influence the health outcomes for Maori and Pacific clients/family/whanau/aiga.
- Ensure all interventions are delivered collaboratively with the general practice team in a manner designed to up skill, involve and educate the team.
- Support the development of Maori and Pasifika knowledge to other health professionals across Otago and Southland
- Develop relationships with primary health care stakeholders and wider health determining organisations to support the development of programmes to improve health outcomes for patients

### RELATIONSHIPS - Kā whakawhānaukataka

#### Reports to - Ka taokohaka

Outreach Senior Nurse

#### Responsible for - Te Takohaka mō

Nil

#### Internal - kei roto

- WellSouth Management Team and staff
- Outreach Team
- Refugee Team
- Mental Health Team
- Long Term Conditions Team

#### External - kei waho

- Consumers
- Consumer's family/whanau and/or immediate social support person
- Primary Health Providers
- NGOs
- Government and non-government agencies

## Position Description

- Maori and Pacific Providers
- Public Health South
- Southern DHB staff and services

### Treaty of Waitangi – ko Te Tiriti o 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 – whakaiti aituā

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.

### KEY TASKS and ACCOUNTABILITIES Kā mahi kai parāoa, kā hakahaka

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for establishing rapport &amp; trust with clients and their whanau.</li> <li>• Ensures that information is presented in an appropriate &amp; meaningful manner.</li> <li>• Responds appropriately to client's questions, requests &amp; problems.</li> <li>• Communicates in a manner that is empowering to the client.</li> <li>• Practices nursing in a negotiated partnership with the client when possible.</li> <li>• Nurses in a manner that respects the boundaries of a professional relationship.</li> <li>• Communicates effectively in exceptional circumstances</li> <li>• Demonstrates verbal &amp; nonverbal skills in clarification, reflection, affirmation &amp; eliciting within a therapeutic partnership.</li> </ul>

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi

## Position Description

<p><b>Cultural Competence</b></p>	<ul style="list-style-type: none"> <li>• Recognises &amp; honours cultural competence as an affirmation of the Treaty of Waitangi.</li> <li>• Applies principles of cultural safety to own nursing practice</li> <li>• Advises and advocates on cultural issues.</li> <li>• Provide cultural advice for multi -disciplinary teams.</li> <li>• Respects client's identity &amp; right to personal beliefs, values &amp; goals.</li> <li>• Assists client to gain access to appropriate resources, for support, representation, needs &amp; preferences of culture.</li> <li>• Consults with members of other groups as requested &amp; approved by client.</li> <li>• Facilitates access to relevant systems, services &amp; resources.</li> <li>• Recognises own beliefs, values and prejudices.</li> <li>• Acknowledges when ability to provide care is limited by own personal attributes &amp; takes appropriate action to ensure client safety &amp; care.</li> </ul>
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KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
<p><b>Leadership in Maori Health</b></p>	<ul style="list-style-type: none"> <li>• Effectively engage with Maori Health Providers, Maori patients and their whanau using Maori whakawhanaungatanga processes</li> <li>• Provide leadership through teaching, cultural and clinical supervision and mentoring to other health professionals</li> <li>• Demonstrate reducing health disparities between Maori and non-Maori and between high needs whanau and the wider community</li> <li>• Have an ongoing commitment to undertaking training in te reo, tikanga and understanding Maori practices</li> </ul>

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi

## Position Description

<p><b>Clinical Competency</b></p>	<ul style="list-style-type: none"> <li>• Makes nursing judgements based on current nursing knowledge, research &amp; reflective practice.</li> <li>• Uses reflection to analyse &amp; clarify direction for ongoing nursing practice.</li> <li>• Responds to challenging situations &amp; learns from nursing practice through reflection in decision making &amp; problem solving.</li> <li>• Examines nursing situations, identifies &amp; strategizes effective nursing care.</li> <li>• Raises questions in the appropriate nursing forum.</li> <li>• Initiates &amp; enters into discussion about innovation in client care.</li> </ul>
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KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
<p><b>Clinical Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Delivers clinical services in a home and community setting</li> <li>• Assesses &amp; provides individualised nursing care based on appropriate knowledge research &amp; reflective practice.</li> <li>• Uses professional judgement including assessment skills, to assess the client's health status and to plan care and/or to refer client to other health professionals.</li> <li>• Prioritise nursing actions to ensure safe &amp; effective nursing care.</li> <li>• Recognise own limitations &amp; seeks assistance as necessary.</li> <li>• Formal referrals to external agencies are made to coordinate care for identified individuals and families.</li> <li>• Coordinates clinical care for identified individuals and families.</li> <li>• Communicates with families or carers regarding formal referrals from the primary to secondary sector, and coordinates and case manages transfer of client's care</li> </ul>

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
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<p><b>Health Education</b></p>	<ul style="list-style-type: none"> <li>• Recognises the potential for health teaching in nursing interventions.</li> <li>• Appropriately identify and use critical incident issues as an opportunity for staff development.</li> <li>• Provide an advisory and resource role to other primary health care providers and SDHB multi-disciplinary teams.</li> <li>• Select and implement health promotion programmes to meet identified client need.</li> <li>• Uses informal &amp; formal methods of teaching appropriate to the individual or group abilities.</li> <li>• Evaluates client learning &amp; understanding about health practices.</li> <li>• Recognises own limitations &amp; determines appropriate person to deliver health education sessions.</li> </ul>

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
<p><b>Maintain good communication &amp; interpersonal relationships within the primary health sector &amp; Southern District Health Board</b></p>	<ul style="list-style-type: none"> <li>• Collaborates and communicates with the multi-disciplinary long term conditions team and provides best evidenced nursing knowledge to coordinate and negotiate care, working across health care settings to achieve best health outcomes.</li> <li>• Provides liaison and consultancy within general practices regarding service users, utilising allied health providers and community groups as appropriate.</li> <li>• Works alongside general practice teams to strengthen WellSouth’s relationship with the sector</li> <li>• Works within the expectations and standards for communication with other services, clients and families, including legislative requirements.</li> </ul>

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi

## Position Description

<b>Professional &amp; Personal Development</b>	<ul style="list-style-type: none"> <li>• Applies clinical reasoning and reflective practice to nursing to identify community and individual health needs.</li> <li>• Implements community planning and project skills to increase community responsiveness to health needs.</li> <li>• Contributes to the development of integrated, appropriate and advancing service delivery across the primary/secondary continuum care, through collaborative work within WellSouth, general practice teams, mental health care providers and Iwi health care providers.</li> <li>• Commences or continues postgraduate study in relevant clinical areas.</li> <li>• Undertakes leadership roles such as mentor, coach, or educator within the primary health provider sector as necessary.</li> <li>• Participates in annual performance review and processes to identify ongoing professional development requirements.</li> <li>• Monitors national and international trends in the areas of clinical and professional practice.</li> </ul>
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<b>KEY TASKS Kā mahi kai parāoa</b>	<b>PERFORMANCE INDICATORS – paearu mahi</b>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Maintain up-to-date consumer records and adhere to administrative requirements of the service/s.</li> <li>• Accurately and promptly document appropriate nursing information/intervention and clearly communicate this to the other team members.</li> <li>• Collaborates &amp; consults with, and provides accurate information to client, client's family and other health professionals about the plan of care, interventions and/or medications.</li> <li>• Ensures statistical and other clinical activities are kept according to service requirements, and returns forwarded punctually, including meeting expectations arising from the reporting requirements.</li> </ul>

<b>KEY TASKS Kā mahi kai parāoa</b>	<b>PERFORMANCE INDICATORS – paearu mahi</b>

## Position Description

<b>Customer Satisfaction</b>	<ul style="list-style-type: none"> <li>• Participates in programmes to seek and update information on consumer and community needs and expectations.</li> <li>• Ensures consumer needs are constantly reviewed and recommend modifications to service delivery in accordance with the feedback received.</li> </ul>
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<b>KEY TASKS Kā mahi kai parāoa</b>	<b>PERFORMANCE INDICATORS – paearu mahi</b>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Works and actively participates in the WellSouth Quality Improvement programmes, providing a vehicle and focus for continuing quality enhancement and excellence in practice and undertake quality improvement audits as required</li> <li>• Practices nursing in a manner that reflects organisational goals &amp; policies.</li> <li>• Identifies professional nursing networks &amp; support systems.</li> <li>• Practises nursing in a manner that meets relevant codes &amp; standards.</li> <li>• Identifies evidence which contributes to an evaluation of the quality of nursing practice &amp; service delivery.</li> <li>• Communicates accurate information within stated time-frames to appropriate areas.</li> <li>• Undertakes and participates in audit - in professional, clinical and managerial aspects of position.</li> </ul>

<b>KEY TASKS Kā mahi kai parāoa</b>	<b>PERFORMANCE INDICATORS – paearu mahi</b>
<b>Actively uphold WellSouth PHN's philosophy, policies &amp; procedures</b>	<ul style="list-style-type: none"> <li>• Recognises that people are entitled to considerate and respectful care without prejudice against sex, ethnic background, lifestyle, education and religion.</li> <li>• Complies with legislation that impact on nursing practice within the specific health care setting.</li> <li>• Ensures all policies, procedures and standards of practice of WellSouth, relevant Acts, Regulations and Employment Contracts and statutory obligations are</li> </ul>

## Position Description

	<p>adhered to, within the principles of Equal Employment Opportunity and the Treaty of Waitangi.</p> <ul style="list-style-type: none"> <li>Is subject to the overall direction of WellSouth PHN.</li> </ul>
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KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>Observes the practises of safe work methods as set out in the WellSouth PHN's Health and Safety manual.</li> <li>Ensures appropriate reporting of hazards and unsafe events.</li> </ul>

KEY TASKS Kā mahi kai parāoa	PERFORMANCE INDICATORS – paearu mahi
<p><b>Perform such other duties as may be reasonably required</b></p>	<ul style="list-style-type: none"> <li>Carries out duties as directed in an efficient and productive manner.</li> <li>Demonstrates individual responsibility and maintains accountability to own work practice.</li> </ul>

### PERSON SPECIFICATION Kā Pumanawa tāhau

#### Professional Experience – Kā tautōhito

- Awareness and understanding of the implications of the Treaty of Waitangi to WellSouth as a public health organization.
- Minimum of 3-4 years recent experience preferably in a primary care setting.
- Preferably but not essential, previous experience working within Maori and/or Pacific Island Communities.

#### Qualifications – kā tohu

- Registered Nurse.
- Possesses a current Practicing Certificate.
- Possesses a current driver's license.
- Preferably holds or working towards a post graduate qualification.
- Qualified and experienced cervical smear taker.
- Vaccinator qualification desirable.
- Current Drivers License.

#### Business/Technical Skills – kā pukena

- Computer skills preferably with knowledge of Medtech and other Patient Management Systems.

## Position Description

### Skills and Attributes kā Mōhiotaka me kā kaha

- 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. students).
- Demonstrated commitment to ongoing professional development.
- High degree of initiative and motivation.
- Good organisational and interpersonal skills.
- Ability to communicate effectively, orally and in writing.
- Ability to make difficult decisions under pressure.
- Energetic and motivated, demonstrating flair and innovation.
- Ability to establish and maintain key linkages within the community
- Fostering and building networks.