

## Position Description

<b>Position Title:</b>	<b>Community Karitane</b>
<b>Support Function:</b>	Operations
<b>Reports to:</b>	Clinical Leader
<b>Last review date:</b>	2018

*“In the first 1000 days we make the difference of a lifetime”*

## Plunket Strategy

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

## Overview of the Operations Support Function

This role is part of the Operations team which delivers Plunket services to whanau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we're here to support families and whanau for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

## Purpose of the Position

To provide family/whanau-based well child health care that incorporates the Plunket Health Worker Standards of Practice Royal New Zealand Plunket Trust, January 2013 and achieve well child targets as outlined in the Ministry of Health Well Child / Tamariki Ora Framework and Plunket contractual requirements.

## Dimensions of the position

<b>Responsible to:</b>	Clinical Leader
<b>Delegations:</b>	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
<b>Functional relationships:</b>	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting</i>

**Internal:**

- Plunket Volunteers
- Plunket Nurse
- Plunket Kaiāwhina
- Administration Staff
- National Advisors
- National Educators
- Clinical Nurse Consultants
- *Community Services team*

**External:**

- External Agencies
- Other Well Child / Tamariki Ora Nurses

## Key accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket’s Performance and development programmes.

Domain	Knowledge	Skills
<p><b>Professional Responsibility</b></p> <p>Competencies in this domain relate to professional, legal and ethical responsibilities, cultural safety and being accountable for own actions and decisions, while promoting an environment that maximises health consumers’ safety, self-reliance, and quality of life.</p>	<p>To understand and articulate the principles of:</p> <ul style="list-style-type: none"> <li>• Treaty of Waitangi</li> <li>• Plunket Policies</li> <li>• Legal and professional guidelines</li> <li>• Professional conduct and boundaries in the health care setting</li> <li>• Direction and delegation guidelines</li> <li>• Informed consent and consumer rights</li> </ul> <p>Acknowledge and respect Te Reo me ona Tikanga Māori (Māori</p>	<ul style="list-style-type: none"> <li>• Practice that complies with Plunket Health Worker Standards of Practice at all times</li> <li>• Application of the principles of partnership, protection and participation to practice</li> <li>• Respect for the rights of people to hold personal/cultural beliefs, values and goals</li> <li>• Reflecting on own cultural identity and the impact of culture on practice, and outcomes for people</li> <li>• Exploration to capitalise on family/whānau expertise and knowledge</li> <li>• Modifying approach to provision of care in response to family/community need</li> </ul>

	<p>language and customs) and the cultural beliefs, customs and practices of people</p> <p>Understand the impact of their own history, culture, values and beliefs on client care</p>	<ul style="list-style-type: none"> <li>• Participating in ongoing professional development and education to advance practice</li> <li>• Consultation and/or clarifying legal, ethical and professional requirements with the Plunket Nurse</li> </ul>
<p><b>Accountability for delegated care</b></p> <p>The competencies in this domain relate to the provision of planned health care activities when working under the direction of a registered nurse.</p>	<ul style="list-style-type: none"> <li>• Comply with Plunket policy and guidelines at all times</li> <li>• Describe informed consent and consumer rights</li> <li>• Articulate Plunket Health Worker practice and role boundaries</li> <li>• Understand and explain the Well Child / Tamariki Ora Framework and Schedule</li> <li>• Explain government and Plunket child health outcome goals</li> <li>• Describe the social and economic influences on wellbeing</li> <li>• Describe infant and child development</li> <li>• Describe evidence based health interventions to improve child health outcomes</li> <li>• Describe common contagious and chronic child health/illness conditions</li> <li>• Provide parenting education to improve understanding of children’s developmental needs</li> <li>• Access a range of relevant community resources</li> </ul>	<ul style="list-style-type: none"> <li>• Effective communication with clients, colleagues and others in the primary health care setting</li> <li>• Undertaking delegated activities and contributing to monitoring the outcomes of planned care</li> <li>• Facilitation for individual and group learning</li> <li>• Maintaining community networks to facilitate access to community support services</li> <li>• Partnership behaviours</li> <li>• Documentation of care to meet legal and organisational standards</li> <li>• Time management</li> </ul>

	<ul style="list-style-type: none"> <li>• Recognise vulnerable families, and in particular the need to protect child, self and/or others</li> <li>• Explain limits of role and when to access support for decision making</li> </ul>	
<p>Interpersonal relationships The competencies in this domain relate to interpersonal communication with families/whānau/fanau, communities, and others in the healthcare team.</p>	<p>Approaches for facilitating group and individual health education Accepted models of practice that include (but are not limited to):</p> <ul style="list-style-type: none"> <li>• Socio ecological model</li> <li>• Primary Health care</li> <li>• Family Partnership</li> <li>• Family centred care</li> <li>• Māori models of health care delivery</li> <li>• Pacific models of health care delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Listening and exploring</li> <li>• Respect for diversity</li> <li>• Empathy for differing circumstances</li> <li>• Establishing and maintaining rapport</li> <li>• Developing trusting relationships based on respect, reciprocity and genuineness</li> <li>• demonstrate skills of:</li> <li>• Advocacy and change processes for well families/whānau/fanau</li> <li>• Conflict resolution</li> </ul>
<p>Collaborative teamwork The competencies in this domain relate to the contribution of the Health Worker perspective to planned client care, area planning and quality improvement.</p>	<ul style="list-style-type: none"> <li>• Community development processes</li> <li>• The networks and characteristics of the local community</li> <li>• Role of Plunket volunteers</li> <li>• Area planning processes</li> <li>• Child health needs assessment and care planning processes</li> <li>• Team roles, responsibilities and accountabilities</li> <li>• Plunket quality systems (e.g. Te Wana, Health and Safety, policy review cycle, health outcome risk reporting)</li> <li>• Health promotion concepts</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation and verbal feedback to describe outcomes of care to Plunket Nurse</li> <li>• Networking with a range of agencies</li> <li>• Communication to work effectively with individuals and groups</li> <li>• Planning and collaboration to engage with others for community child and family health gains</li> <li>• Ability to describe the roles of all members of the Plunket health Team</li> <li>• Advocacy for child health outcomes and the rights of children</li> </ul>

**Leadership:**

- Capably translates high level strategies into practical implementation strategies
- Demonstrate organisational leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling behaviours that support the desired culture and ways of working
- Capably makes decisions in a timely and responsive way
- Establishes clear expectations, monitors performance and gives feedback
- Ably directs and guides people and processes with or without formal authority
- Participate in working groups and projects as appropriate
- Lead the team, contributing to the team goals and assisting others to meet the teams goals
- Quickly establish credibility and working relationships to be an effective coach of managers

**Relationship Management:**

- Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
- Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focused
- Work with Finance and business managers to support business planning and budgeting processes
- Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
- Seek feedback about the service they provide and self-reflect on ways to improve

**Health & Safety**

- Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observes health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and reports all incidents, accidents, and near misses in accordance with policy

**Position description and scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

## Person Specification

**Knowledge, Skills and Experience (including Technical Competencies)****Qualifications:**

- Is a qualified health worker, who has completed a New Zealand Certificate in Health and Wellbeing (Social and Community Services) - Community Health Work Strand that is recognised by the New Zealand Qualifications Authority (NZQA)

#### **Skills & experience**

- Ability to work effectively and collaboratively as part of as team
- Interpersonal skills that facilitate positive relationships
- Ability to communicate using oral and written skills
- Ability to practice autonomously and to work cooperatively with health team and external agencies
- Holistic assessment skills

#### **Other requirements**

- Current full NZ driver's license
- Commitment to practicing in manner that reflects the principles of the Treaty of Waitangi
- Commitment to health and well-being of children and their families/whanau
- Basic knowledge of working with diverse cultures
- Experience in delegation and supervision of para-health professionals.
- Understands population health issues, community health issues, contexts and practices

#### **Competencies**

##### **ACE-Ability**

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

##### **Adaptability**

###### **Thinking**

- Is comfortable with complexity - understands alternative worldviews
- Can see beyond face value to identify new, sustainable opportunities
- Keeps perspective and is pragmatic and solutions focused
- Able to accept and work with ambiguity and change

###### **Interpersonal**

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues
- A self-starter who can support and motivate key managers and staff

##### **Connection to Plunket's Direction**

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice
- Is committed to growing the business and developing relationships

##### **Emotional Maturity**

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations