

Position title:	Plunket Kaiāwhina
Business unit:	Operations
Location:	
Reports to:	Clinical Leader

“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.

Business Unit overview

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 position

To provide family/whanau-based well child health care that incorporates the Standards for Plunket Nurse Practice, Royal New Zealand Plunket Society, 5th Edition, March 2003 and achieve well child targets as outlined in the “The Well Child Framework” and Plunket contractual requirements.

Dimensions of the position

Functional relationships:	<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 Community Karitane Plunket Kaiawhina Administration Staff

Clinical Nurse Consultants
 Clinical Educators
 Community Services team

External: External agencies
 Other Plunket Nurses

Scope of practice

Plunket Kaiāwhina are qualified community Maori health workers who have completed a Kaiāwhina Tamariki Ora/Whānau Awhina certificate that is recognised by the New Zealand Qualifications Authority (NZQA). Plunket Kaiāwhina focus on enhancing whānau strengths and capacity, to reduce health inequalities. They work with whanau who have tamariki up to five years of age and use health promotion, health education, health protection and prevention concepts in their work.

Under the terms of Te Tiriti O Waitangi Plunket Kaiāwhina have the right to practice from a Māori perspective with whānau, using Māori models of health. They complete an assessment of whānau and build on whānau strengths to improve the health and wellbeing of whānau and tamariki. Aroha, whakamana, manaakitanga, oranga, tika and pono are values that are integral to this process.

Plunket Kaiāwhina work as part of the care delivery team who provide a primary health care service based on the Tamariki Ora schedule. They work in a variety of settings appropriate to client needs, have extensive knowledge of community and Māori tikanga, and work collaboratively with Māori organisations and other external agencies to improve the health and wellbeing of whānau and tamariki. 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.

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	Key Concepts	Performance Indicators/Outcomes
RESPECTING WHĀNAU Standard: Me aro ki te hā o te whānau The Plunket Kaiāwhina respects whānau knowledge in self and life experiences	Practices in a way that respects the right of whānau to make positive decisions about tamariki health care. This includes support for whānau to protect tamariki from harm. Practice ensures the mana of whānau is protected and tikanga and wairua are valued.	<ul style="list-style-type: none"> • Works in partnership with families/whanau using Maori models of health • Provides information to support families to make decisions • Informs family about potential and actual safety issues for child(ren) • Advocates for child(ren)’s safety and wellbeing

Domain	Key Concepts	Performance Indicators/Outcomes
<p>ACCOUNTABILITY Standard: He mahi kawenga. The Plunket Kaiāwhina is accountable to Tamariki, Whānau, Hapu, Iwi, self, community and employer to provide safe, effective and resource-efficient practice</p>	<p>Recognising ones level of expertise, skills and role boundaries is essential to the provision of an effective and high quality service for Tamariki and Whānau. Accountability incorporates quality practice, whānau rights and transparent processes.</p>	<ul style="list-style-type: none"> • Works within relevant legislation, policies and standards • Participates in professional development activities • Works within scope of practice • Demonstrates effective, appropriate and responsible use of resources • Participates in professional supervision
<p>KNOWLEDGE AND SKILLS Standard: Toitū te mātauranga ara ake te möhioatanga The Plunket Kaiāwhina provides quality health care and education that enhances the wellbeing of Tamariki, Whānau, Hapu and Iwi.</p>	<p>Within the Māori models of health there are distinct quality requirements and the need for cultural and clinical safety. The quality of access for and responsiveness to Māori enables the team to ensure high quality care from a Māori perspective.</p>	<ul style="list-style-type: none"> • Has in depth knowledge of tikanga • Demonstrates effective communication skills • Provides relevant evidence based information to clients and other agencies • Provides education for individual clients and groups as required
<p>POSITIVE HEALTH ENVIRONMENT Standard: He mahi whakaruruhau The Plunket Kaiāwhina creates and promotes an environment which is positive for Whānau, Hapū and Iwi, with a special focus on Tamariki.</p>	<p>Mechanisms that assure a positive health environment for Māori including safe service provision and care planning review processes.</p>	<ul style="list-style-type: none"> • Demonstrates respect of diverse values and cultural beliefs • Works within the principles of the Treaty of Waitangi • Uses a health promoting approach in service delivery
<p>COLLABORATIVE TEAMWORK Standard: He mahi tahi i roto i te whanaungatanga The Kaiāwhina works collaboratively with the Plunket Care Delivery Team, volunteers, other agencies and the Māori community</p>	<p>Plunket Kaiāwhina will participate in whanau care decisions and collaborate with the wider community health care team to improve Whānau health and wellbeing.</p>	<ul style="list-style-type: none"> • Communicates with Plunket Nurse Case Manager and Clinical Leader about relevant practice and service delivery issues • Works effectively with a team • Provides written reports and completes documentation as required by role • Networks and collaborates with other agencies

Knowledge, Skills and Experience (including Technical Competencies)

Qualifications

- Is a qualified community Maori health worker who has completed a Kaiāwhina Tamariki Ora/Whānau Awhina certificate that is recognised by the New Zealand Qualifications Authority (NZQA).

Skills & experience

- Ability to work effectively and collaboratively as part of a 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
- Has extensive knowledge of community and Māori tikanga, and work collaboratively with Māori organisations and other external agencies to improve the health and wellbeing of whānau and tamariki.

Other requirements

- Current full drivers licence and willing and able to drive a manual and automatic Plunket car.
- Commitment to practising in manner that reflects the principles of the Treaty of Waitangi.
- Commitment to health and wellbeing of children and their families/whānau.
- Ability to work effectively and collaboratively as a member of a team.
- Interpersonal skills that facilitate positive relationships.
- Ability to practise autonomously and to work cooperatively with health team and external agencies.
- Ability to communicate using oral and written skills.
- Basic knowledge of working with diverse cultures.
- Holistic assessment skills.
- Experience in delegation and supervision of para-health professionals.
- Understands population health issues, community health issues, contexts and practices.

Core Competencies

Cultural Awareness

Role models Plunket's constructive culture. Demonstrates sound understanding of the cultural dynamics of Plunket's environment. Encourages cultural diversity. Remains non-judgmental and is tolerant of behavioural differences in others.

Future Focused

Understands and believes in Plunket's strategic direction and aligns area/team based activities accordingly. Scopes, assesses and makes effective decisions for the good of the team and wider organisation. Demonstrates strategic thinking and identifies new ways of working. Maintains a flexible working style to achieve strategic and area/team goals and activities.

Global View

Understands the relationship between local activities and Plunket's global strategies. Recognises cultural diversity and its implications. Modifies behaviours to ensure appropriateness when dealing with people from different cultures.

Leadership and Innovation

Actively seeks out and is prepared to try out new and innovative solutions. Demonstrates self-awareness. Energises and inspires team(s) towards a common goal. Fosters an environment of knowledge sharing

Open Communication

Articulates fluently in all types of situations; including complex issues; checks that the intended message or idea has been correctly understood. Is able to express complex ideas clearly in writing and verbally, and in situations which are of significance to Plunket, considers the wider implications of anything put in writing. Must also be able to be seen as credible to those interacting with the role.

Team work

Actively promotes a friendly climate, good morale, co-operation which enables the team to achieve its results. Resolves conflict by encouraging or facilitating a beneficial resolution – does not hide it or avoid the issue. Promotes/protects team reputation with outsiders. Promotes accountability for ones actions.

Other 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 and can think beyond the operational
- Can look beyond face value to see possibilities from different angles and viewpoints
- Keeps perspective
- Accepts and able to work with ambiguity and change

Interpersonal

- Is committed and capable of initiating and broadening professional and social networks
- Holds courage to face and deal with difficult people and issues

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

Emotional Maturity

- Is non-reactive and objective
- Understands the degree of influence in their role
- Understands own limitations

Position title:	Community Karitane
Business unit:	Operations
Location:	
Reports to:	Clinical Leader
Last review date:	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.

Business Unit overview

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 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

Responsible to: Clinical Leader

The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

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>Professional Responsibility</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"> • Treaty of Waitangi • Plunket Policies • Legal and professional guidelines • Professional conduct and boundaries in the health care setting • Direction and delegation guidelines • Informed consent and consumer rights <p>Acknowledge and respect Te Reo me ona Tikanga Māori (Māori 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"> • Practice that complies with Plunket Health Worker Standards of Practice at all times • Application of the principles of partnership, protection and participation to practice • Respect for the rights of people to hold personal/cultural beliefs, values and goals • Reflecting on own cultural identity and the impact of culture on practice, and outcomes for people • Exploration to capitalise on family/whānau expertise and knowledge • Modifying approach to provision of care in response to family/community need • Participating in ongoing professional development and education to advance practice • Consultation and/or clarifying legal, ethical and professional requirements with the Plunket Nurse

<p>Accountability for delegated care</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"> • Comply with Plunket policy and guidelines at all times • Describe informed consent and consumer rights • Articulate Plunket Health Worker practice and role boundaries • Understand and explain the Well Child / Tamariki Ora Framework and Schedule • Explain government and Plunket child health outcome goals • Describe the social and economic influences on wellbeing • Describe infant and child development • Describe evidence based health interventions to improve child health outcomes • Describe common contagious and chronic child health/illness conditions • Provide parenting education to improve understanding of children’s developmental needs • Access a range of relevant community resources • Recognise vulnerable families, and in particular the need to protect child, self and/or others • Explain limits of role and when to access support for decision making 	<ul style="list-style-type: none"> • Effective communication with clients, colleagues and others in the primary health care setting • Undertaking delegated activities and contributing to monitoring the outcomes of planned care • Facilitation for individual and group learning • Maintaining community networks to facilitate access to community support services • Partnership behaviours • Documentation of care to meet legal and organisational standards • Time management
<p>Interpersonal relationships</p> <p>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</p> <p>Accepted models of practice that include (but are not limited to):</p> <ul style="list-style-type: none"> • Socio ecological model • Primary Health care • Family Partnership • Family centred care • Māori models of health care delivery • Pacific models of health care delivery 	<ul style="list-style-type: none"> • Listening and exploring • Respect for diversity • Empathy for differing circumstances • Establishing and maintaining rapport • Developing trusting relationships based on respect, reciprocity and genuineness • demonstrate skills of: • Advocacy and change processes for well families/whānau/fanau • Conflict resolution
<p>Collaborative teamwork</p> <p>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"> • Community development processes • The networks and characteristics of the local community • Role of Plunket volunteers • Area planning processes • Child health needs assessment and care planning processes • Team roles, responsibilities and accountabilities • Plunket quality systems (e.g. Te Wana, Health and Safety, policy review cycle, health outcome risk reporting) 	<ul style="list-style-type: none"> • Documentation and verbal feedback to describe outcomes of care to Plunket Nurse • Networking with a range of agencies • Communication to work effectively with individuals and groups • Planning and collaboration to engage with others for community child and family health gains • Ability to describe the roles of all members of the Plunket health Team • Advocacy for child health outcomes and the rights of children

	• Health promotion concepts	
--	-----------------------------	--

Person specification

Knowledge, Skills and Experience (including Technical Competencies)

Qualifications

- Current Annual Practicing Certificate
- Registered General and Obstetric Nurse or Registered Comprehensive Nurse.

Skills & experience

- Has relevant child health nursing qualification or is prepared to undertake education relevant to the role.

Other requirements

- Current full drivers licence and willing and able to drive a manual and automatic Plunket car.
- Commitment to practising in manner that reflects the principles of the Treaty of Waitangi.
- Commitment to health and wellbeing of children and their families/whanau.
- Ability to work effectively and collaboratively as a member of a team.
- Interpersonal skills that facilitate positive relationships.
- Ability to practise autonomously and to work cooperatively with health team and external agencies.
- Ability to communicate using oral and written skills.
- Basic knowledge of working with diverse cultures.
- Holistic assessment skills.
- Experience in delegation and supervision of para-health professionals.
- Understands population health issues, community health issues, contexts and practices.

Core Competencies

Cultural Awareness

Role models Plunket's constructive culture. Demonstrates sound understanding of the cultural dynamics of Plunket's environment. Encourages cultural diversity. Remains non-judgmental and is tolerant of behavioural differences in others.

Future Focused

Understands and believes in Plunket's strategic direction and aligns area/team based activities accordingly. Scopes, assesses and makes effective decisions for the good of the team and wider organisation. Demonstrates strategic thinking and identifies new ways of working. Maintains a flexible working style to achieve strategic and area/team goals and activities.

Global View

Understands the relationship between local activities and Plunket's global strategies. Recognises cultural diversity and its implications. Modifies behaviours to ensure appropriate when dealing with people from different cultures.

Leadership and Innovation

Actively seeks out and is prepared to try out new and innovative solutions. Demonstrates self-awareness. Energises and inspires team(s) towards a common goal. Fosters an environment of knowledge sharing

Open Communication

Articulates fluently in all types of situations; including complex issues; checks that the intended message or idea has been correctly understood. Is able to express complex ideas clearly in writing and verbally, and in situations which are of significance to Plunket, considers the wider implications of anything put in writing. Must also be able to be seen as credible to those interacting with the role.

Team work

Actively promotes a friendly climate, good morale, co-operation which enables the team to achieve its results. Resolves conflict by encouraging or facilitating a beneficial resolution – does not hide it or avoid the issue. Promotes/protects team reputation with outsiders. Promotes accountability for ones actions.

Other 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 and can think beyond the operational
- Can look beyond face value to see possibilities from different angles and viewpoints
- Keeps perspective
- Accepts and able to work with ambiguity and change

Interpersonal

- Is committed and capable of initiating and broadening professional and social networks
- Holds courage to face and deal with difficult people and issues

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

Emotional Maturity

- Is non-reactive and objective
- Understands the degree of influence in their role
- Understands own limitations