

Job title:	Community Karitane
Business unit:	Operations
Location:	
Reports to:	Clinical Leader
Last review date:	2018

*“He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.”*

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- Māia – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- Tūhono – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- Manaaki – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- Māhaki – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

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.

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

- | | | |
|--|---|--|
| | <ul style="list-style-type: none">• Health promotion concepts | |
|--|---|--|

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 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.
- 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.

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 appropriates 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