

**Position Description**

**Key Information**

**Position Title:** Health Improvement Practitioner

**Direct report:** Clinical Manager

**Location:** Greymouth / Hokitika

**Hours of work:** 0.4 – 1.0 FTE (negotiable)

**Contract** **conditions:** Fixed Term contract to 30 June 2023

The negotiated terms and conditions of appointment to this position within the organisation will be specified in an individual employment agreement (IEA).

**Context**

The West Coast Primary Health Organisation (PHO) is a non-government organisation created to improve the health of the people of the West Coast. As a community trust, the PHO is governed by a board of trustees drawn from health professionals, Maori health providers, iwi and the local community. The PHO is contracted to provide primary care to its enrolled population, while also following the six key directions of the New Zealand Primary Health Care Strategy:

* work with local communities and enrolled populations;
* identify and remove health inequalities;
* offer access to comprehensive services to improve, maintain and restore people’s health;
* co-ordinate care across service areas;
* develop the primary health care workforce;
* continuously improve quality using good information.

All positions in the PHO are a means to achieving the above ends.

See also PHO Statement of Strategy and Priorities 2019 [appended].

**Position Purpose**

The Health Improvement Practitioner (HIP) is part of a new integrated primary mental health service across West Coast general practices – Te Tumu Waiora. This new service enables patients experiencing mental distress for any issue to access rapid response primary mental health and addiction support within the general practice environment and to move seamlessly between services to address their concerns.

Health Improvement Practitioners are embedded as members of the general practice team delivering brief, consultation-based behavioural interventions to individuals, groups and families for both mental health and physical health conditions in people of all ages.

The aim of the Health Improvement Practitioner role in general practice is to actively participate in an integrated stepped model of care that supports clients’ needs and enables them to move seamlessly between services in general practice and, if needed, DHB and non-government mental health, alcohol and other drug services and supports.

A key function of the role is to work collaboratively with the general practice team to build team confidence in addressing the needs of patients with mental health and addictions concerns or in psychological distress.

As a newly established role within the New Zealand primary care landscape, the Health Improvement Practitioner will work closely with other Health Improvement Practitioners, Health Coaches, primary care teams, behavioural health trainers and project leaders to continually improve and refine the services they offer within their community.

**Functional Relationships**

The Health Improvement Practitioner will develop and maintain positive relationships as follows.

**Internal:**

* Executive Officer (EO)
* PHO Mental Health Team Leader
* PHO Health Improvement Practitioners and Health Coaches
* All other PHO staff.

**External:**

* General practice teams
* Health Improvement Practitioners and Health Coaches
* People involved in the Te Tumu Waiora service on the West Coast such as WCPHO and WCDHB project teams
* WCDHB mental health and addiction services
* Non-Government mental health and related community service providers and organisations
* Non-mental health service providers (DHB and NGO)
* Community and social service organisations
* People and whānau

**Delegated Authorities**

As delegated by the EO on a case-by-case basis.

**Key Work Responsibilities**

| **Accountability** | **Measured by** |
| --- | --- |
| **Clinical Service Delivery** | * Demonstrated knowledge and delivery of the behavioural health consultancy model * Evidence-based 15 – 30 minute interventions are provided for a wide variety of issues (both mental health and physical health related) to people of all ages, with a focus on prevention, acute care, and chronic disease management. * Individual sessions, couples, groups and whanau sessions are delivered. * People are supported to identify and achieve the results they are seeking. * A high level of access for the enrolled population to primary care-based brief interventions achieved. * Continuously upskill in the knowledge and implementation of the behavioural consultancy model. * Skills, knowledge and attitudes for culturally safe practice are demonstrated, documented and able to be articulated. * Clear and concise notes that comply with established standards are entered within practice’s Patient Management System and all privacy requirements are maintained. * All required client-related information and activities are recorded. * To contribute to programme reporting requirements. |
| **General Practice Team Participation** | * All general practice team meetings/huddles are attended. * Seeks and acts upon opportunities to educate self and other general practice team members in behavioural health. * Close working relationship with the general practice’s Health Coach is developed. * Consultation/liaison is provided to general practice team. * Clear, accurate and timely documentation of all general practice-related activity. * Active participation as a member of the general practice team and support for building team competence in mental health and addictions which may include participating in multidisciplinary client review. * Develop close working relationships with programme support networks. * Provide professional development to the general practice team. |
| **Primary Mental Health Integration** | * Positive relationships are maintained with all members of the General Practice Team. * Active contribution to evaluation and refinement of the IPMHA model. * Partnership with the practice’s Health Coach is evidenced. * Fully and enthusiastically engage in the IPMHA programme including participation in project-related workforce development and coaching. * A collaborative working relationship is formed with DHB, PHO and NGO staff working with the general practice. * Development of working relationship with community services. * Assistance with care coordination and access to outside resources is provided as needed. |
| **Professional Accountability** | * Participation in maintaining integrity of the model, workforce development and coaching. * Active participant in observed practice and all other quality assurance processes. * Work as a professionally proficient and accountable clinician including the following: * Requirements of the clinician’s professional and registering body are met. * Current APC (annual practice certificate) is held. * Participation in regular supervision. * Adherence to professional code of ethics. * Knowledge of any legal guidelines relevant to practice demonstrated. * Relevant training is attended. * Engagement in CPD (continuing professional development) * Clinician seeks appropriate professional and collegial support. |
| **Organisational** | * Work as a contributing member of the team to meet team and organisational service requirements. * Maintain client confidentiality at all times, clients rights, privacy and confidential information are safeguarded. * Understands the principles of the Privacy Act 1993, and Health Information privacy Code (1994). * Recognise individual responsibility for workplace Health & Safety under the Health and Safety at work Act 2015 (HSWA 2015). * Implements organisational policies and procedures, legislation and guidelines with their work. |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. A staff member may be requested to perform job related tasks other than those specified.

**Person Specification**

**Qualifications and Experience**

| **Essential** | **Desirable** |
| --- | --- |
| * Registered health professional with current practising certificate, e.g. psychologist, nurse, occupational therapist, social worker * Advanced Computer literacy skills, e.g. Microsoft Office programmes. * Current clean, NZ full driver’s license | * Qualifications in Acceptance Commitment Therapy (ACT), Cognitive Behavioural Therapy (CBT) or related brief intervention training. * Clinical experience working in a mental health setting (primary and/or secondary) providing evidence-based psychological brief interventions. * Has worked in primary care settings or has understanding of the stepped care model. |

**Skills and Attributes**

| **Essential** | **Desirable** |
| --- | --- |
| * Ability to maintain a high level of confidentiality and non-judgement respecting each individual’s right to privacy. * Strong advocacy, facilitation, negotiation, change management and issue resolution skills. * Flexible mindset, willing to embrace the challenge of a new role and new ways of working. * Demonstrates excellent interpersonal and communication skills with an ability to achieve results collaboratively. * Ability to work at a fast pace with a flexible schedule whilst maintaining punctuality and reliability. * Excellent organising and time management skills, able to prioritise and manage conflicting demands without compromising quality even in times of pressure. * Exercises wisdom and initiative with sound decision-making skills. * Ability to work with a diverse population, demonstrating tact, calm, and a caring nature. * Demonstrated understanding of Te Tiriti o Waitangi and its application to care delivery. * Self-motivated and enjoys working in a team. * A professional attitude displaying personal integrity and honesty, acting with sound ethical values. * A confident communicator with excellent written and verbal English language skills and a confident telephone manner. * Knowledge & proficiency with Microsoft Office applications and ability to work competently in an electronic medical record. * Open to learning opportunities and enhancing skills and knowledge relevant to the role. | * Basic understanding of general practice, and knowledge of general practice operations and issues. * Knowledge of behavioural medicine and the relationship between medical and psychological systems. * Worked with individuals who have experienced addiction issues. * Feels comfortable with using screening tools. * Developed skills to work effective with Māori, Pasifika and Youth. * Developed skills to work with diverse populations. |

**Continuous Quality Improvement (CQI)**

Every employee is expected to contribute to CQI activities, both as related to this position and to the overall functioning of the West Coast PHO.

**Agreed by:**

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**APPENDIX**

**The West Coast PHO's statement of strategy and priorities is:**

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| The purpose of the West Coast PHO is to promote and enable better health for the population on the West Coast and actively work to reduce health inequalities amongst at-risk and disadvantaged groups.  The PHO and the West Coast DHB have an Alliance Agreement with the aim to work as partners to integrate and connect our health system so that it provides a seamless flow of care and people receive the right services, from the right people, in the right place and at the right time.  Our Alliance priorities and activities will support the ‘Health Care Home’ Model of Care and strategic goals of the West Coast Health System, including:   * people take more responsibility for their own health * people are supported to stay well in their community * people receive timely and appropriate complex care   **TO THAT END, WE WILL:**  **FOCUS ON THE REDESIGN AND TRANSFORMATION OF THE WEST COAST HEALTH SYSTEM**   * In partnership with the community * By engaging with health practitioners in order to improve * access to primary care services * continuity and consistency of primary care * the co-ordination of care between the general practices, hospitals and community providers * the provision of more community care in ‘integrated family health centres   + Closing gaps of inequality for Māori   + Fostering innovation   **AS PART OF THE ABOVE OBJECTIVES, WE WILL:**   * Work with local communities and enrolled populations * Identify and remove health inequalities * Offer access to comprehensive services to improve, maintain, and restore people’s health * Foster greater clinical leadership * Co-ordinate care across service areas * Develop the primary care workforce * Continuously improve quality using good information and evidence * Operate within the available funding   **BY USING KEY MECHANISMS AND ENABLERS SUCH AS:**   * Better engagement with the community, families/whanau and individuals   Working within our agreed Alliance partnership |