

POSITION DESCRIPTION

Position	Kaitūruki Whānau Ora - ACC Navigator	
Reporting to:	Kaihautū Te Waipuna Health	
Staff responsibility:	Nil	
Job purpose	<p>To provide a holistic whānau-centered approach to improving access to ACC services. Offer independent navigation and support services for whānau engaging with ACC.</p> <p>Enhance understanding and awareness of ACC entitlements, services, and system processes to promote better outcomes for whānau.</p> <p>To work autonomously and in partnership with other services to support whānau towards self-management.</p>	
Accepted by:	Employee:	Date:
Signed by:		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has seven service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The seven services are;

Waipuna	Primary Health & Medical
Taihāhā	Vocations, Disability Support Service
Waiora Hinengaro	Mental Health and Addiction Services, He Puna Ora, Korowaitia
te	puna Waiora,
Toiora Whānau	Whānau & Community
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tane	Clinical Services Corrections
Taituarā	Business Unit

Vision Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission statement Investing in transformational wellbeing where whānau are at the centre of everything we do.

Aspiration We aspire to be an innovative and contemporary whānau ora organisation with, and for, whānau

VALUES

Kotahitanga Kei te kotahitanga o ngā kūmete nō uta, nō tai te oranga o te iwi.

We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective.

We are innovators of change, building a movement for transformation.

Whanaungatanga

Nō te whānau, mō te whānau

We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.

Pono

Kia mau, kia ū ki ngā kete mātauranga nō ngā tūpuna

Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.

Tika

Whaia te ara tika ahakoa te aha Whānau

Ability to attain wellbeing is a fundamental right. We believe in a just and fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

KRA1: Improve whānau health

Tasks

- 1.1 Provide quality ACC navigation services in a timely manner.
- 1.2 Provide a Whānau Ora approach to improving health outcomes for whānau
- 1.3 Provide leadership on the more complex ACC cases
- 1.3 Ensure whānau voice is prioritised, offering guidance as their ACC claim or query is progressed.
- 1.4 Be a conduit between ACC and whānau.
- 1.5 Networking, developing a maintaining cooperative relationships.
- 1.6 Increase the knowledge and awareness of ACC navigation services among whānau and fellow ACC providers.
- 1.7 Ensure your approach meets the needs of whānau, hapū and Iwi
- 1.8 Assist in improving Māori health and reducing health inequalities between Māori and non-Māori

KRA 2: Provide leadership & support

Tasks

- 2.1 Provide operational leadership and mentoring to other ACC navigators as required.
- 2.2 Coordinate, monitor, and report service performance and requirements
- 2.3 Ensure ACC Navigation is being delivered in accordance with ACC training and Te Oranganui best practices.

KRA 3: Knowledge & Relationships

Tasks

- 3.1 Practice in accordance with relevant ethical codes
- 3.2 Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate)
- 3.3 Application of explicit ethical decision-making processes to ethically complex situations
- 3.4 Observe safe work practices and operating procedures and comply with relevant legislation, policies and procedures
- 3.5 Participate in practice reviews or audits to enhance practice delivery
- 3.6 Demonstrating a working knowledge of Te Oranganui protocols and policies with regard to ACC Navigation practice
- 3.7 Engage in regular supervision and ongoing professional development
- 3.8 Build and maintain professional relationships with whānau, community and service providers across the rohe.

KRA 4: Reporting & Data Systems

Tasks

- 4.1 Coordinates, monitors, and reports service performance and requirements
- 4.2 Provide monthly and quarterly reporting that captures whānau voices and the breadth and depth of ACC Navigation mahi.
- 4.3 Whānau data and information is maintained to an acceptable standard that will meet ACC audit requirements

GENERAL PROVISIONS

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions, organisational events etc.
- Uphold the principles of Whanau Ora - working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.
- Maintain confidentiality at all times.

Initials _____

PERSON SPECIFICATION

Experience & Qualifications

- Extensive experience in a similar role

Essential skills

- Demonstrated ability to work under pressure with minimal supervision to strict deadlines and competing priorities
- Proficiency in Te Reo Māori and embodying tikanga Māori in all aspects of work
- Is reliable, friendly, approachable and resilient
- Report writing skills
- Demonstrated organisational and planning ability for the successful completion of work
- Demonstrated problem-solving and analytical skills to understand, interpret and administer the needs of the organisation
- Strong computing skills including the Microsoft Office suite and client management systems
- Accuracy and attention to detail
- Negotiation skills

Personal Attributes

- Proactive, cooperative, and strive to achieve the best outcome for your team
- Enthusiastic and eager to assist where necessary
- Ability to communicate effectively at all levels
- Non-smoker – or full commitment to remain smoke-free during the hours of work;
- Zero tolerance towards family violence
- Committed to empowering and supporting whānau;
- Have strong communication skills
- Have good judgement and analysis
- Commitment to whānau, hapū and iwi
- Act in a responsible, ethical and accountable way
- Respectful, cooperative & supportive in all dealings
- Must be able to function in ever-changing and demanding conditions when required.

Physical Attributes – Administration positions

- Occasional lifting up to 10 kg
- Must be able to work in an office environment
- Manual dexterity needed for keyboarding and other repetitive tasks
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position

Other requirements of this position

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui's background check process