

Health Improvement Practitioner: Job Description

HOURS: 24 hours per week, regular days can be negotiated.

BASED AT: Rangitikei Health Centre, 7 Blackwell St, Marton

RESPONSIBLE TO: WRHN Wellbeing Programme Lead

POSITION PURPOSE

The Health Improvement Practitioner is a primary care-based role that aims to improve the wellbeing of their population. The Health Improvement Practitioner role will be based at Rangitikei Health Centre to **provide rapid access to evidence-based brief interventions** to anyone whose thoughts feelings and/or actions are impacting on their wellbeing. They work with individuals (of all ages), whānau, and groups - to help people make their own changes to enhance their health and wellbeing.

As well as providing direct interventions to clients, the Health Improvement Practitioner has a key role in **building the capacity of Stewart Street Surgery** to meet the wellbeing needs of their population. This is mostly through providing a routine pathway for common issues experienced in general practice and also involves the provision of feedback and education to practice clinicians.

The work of the Health Improvement Practitioner **sits within an integrated, stepped care model** that supports clients to move seamlessly between primary and community services, and secondary care where required. To facilitate this seamless experience for clients, the Health Improvement Practitioner will be closely connected to other roles and services. This includes establishing relationships within Rangitikei Health Centre, Stewart Street Surgery, Whanganui Regional Health Network, local iwi organisations, and community NGOs and services.

As a newly established role within the New Zealand primary care landscape, the Health Improvement Practitioner will be working closely with other Health Improvement Practitioners, Health Coaches, community roles and the WRHN Programme Lead to refine the services delivered to the local community context.

KEY ACCOUNTABILITIES

Accountability area	Expectations
Clinical Service Delivery Delivery of high quality, evidence-based brief interventions to clients	Evidence-based interventions (of approx. 30 minutes) 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, groups and whānau sessions are delivered. High productivity role expected to see an average of 10 people per 8-hour day. Skills, knowledge and attitudes for culturally safe practice are demonstrated.

	<p>Skills and knowledge include ability to deliver a range of evidence-based brief interventions to meet the needs of diverse clients in general practice, including focused acceptance commitment therapy (FACT).</p> <p>People are supported to identify and achieve the results they are seeking.</p> <p>Clear and concise notes that comply with established standards, including agreed assessment and outcome measures, are recorded within the patient record.</p>
<p>General Practice Team Relationship</p> <p>Close connection to the general practice team, integrating into their team delivery of the stepped care model and building capacity of the practice to respond to wellbeing needs.</p>	<p>Continuously promotes their role within the practice and actively seeks “warm handovers” rather than waiting for “referrals”.</p> <p>Supports identification and development of pathways for high impact problems experienced by the practices enrolled population.</p> <p>Feedback, consultation, and liaison is provided to general practice team.</p> <p>Seeks and acts upon opportunities to educate self and other general practice team members. Participation in workforce development and coaching.</p>
<p>Contributing to integration and stepped care service delivery model</p> <p>Engaged in self-management and stepped care models for mental health and chronic conditions.</p>	<p>A high level of access for the enrolled population to primary care-based brief interventions is achieved.</p> <p>Understanding of the different services available to support patients with different types and levels of need for mental health, self-management and other wellbeing needs.</p> <p>Networking and collaboration with NGOs, iwi organisations and other local community partners (e.g. schools, Kaiawhina) to deliver seamless services within the community.</p> <p>Collaboration with PHO and DHB staff to support seamless access to higher intensity services.</p>
<p>Contributing to quality improvement and learning</p>	<p>Active contribution to evaluation and refinement of the integrated team approach. Includes ongoing review of monitoring data and commitment to identifying opportunities for improvement by self, service and system. Also includes engagement with national evaluators where required.</p> <p>Commitment to quality data recording and collection to enable evaluation and evidence-informed quality</p>

	<p>improvement processes. Includes contributions to capturing patient stories and feedback about the service.</p> <p>Testing and reviewing ideas for improvement of the Wellbeing service.</p>
<p>Professional Accountability</p> <p>Professionally proficient and accountable clinician.</p>	<p>Requirements of the clinicians professional and registering body are met.</p> <p>Current APC (annual practice certificate) and appropriate indemnity insurance is held.</p> <p>Completion of national HIP training as delivered by an accredited trainer (provided on commencement of HIP role).</p> <p>Participation in regular supervision.</p> <p>Participation in peer review.</p> <p>Adherence to professional code of ethics.</p> <p>Knowledge of any legal guidelines relevant to practice demonstrated.</p> <p>Relevant training is attended.</p> <p>Engagement in CPD (continuing professional development) and professional association membership as appropriate.</p> <p>Clinician seeks and provides appropriate professional and collegial support for self and health coach.</p>
<p>Cultural Safety & Responsiveness</p> <p>Services are delivered with an understanding of culture, equity issues, systemic and intuitional racism and a focus on equity of health outcomes.</p>	<p>Demonstrates a commitment to Te Tiriti o Waitangi / The Treaty of Waitangi through partnership, participation and protection. Applies this within their service.</p> <p>Demonstrates awareness of own values, beliefs, attitudes and assumptions and the effect this may have on practice.</p> <p>Demonstrates ability to engage effectively with Māori consumer/ patients/whanau.</p> <p>Demonstrates ability to engage effectively with all consumer/ patients/stakeholders.</p> <p>Participation in WRHN Cultural and Equity orientation and the Hapai te hoe cultural induction programme via the WDHB.</p>
<p>Health and Safety at Work</p>	<p>Ensure that safe working procedures are practised and no person is endangered through action or inaction.</p>

Maintains safe working environment for self, staff and patients and adheres to Health and Safety policy.	<p>Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</p> <p>Is able to apply WRHN's emergency procedures, including use of safety equipment and materials.</p> <p>Ensure that all incidents including near misses are reported within the required timeframe using the WRHN's incident reporting system.</p>
Confidentiality	
All employees have a responsibility to comply with the requirements of the Privacy Act 1993 and the Health Information Privacy Code 1994 and any subsequent amendments.	

KEY WORKING RELATIONSHIPS:

External	Internal
<p>General practice team; for example, Health coach/admin/practice nurses/doctors/practice lead</p> <p>Other HIPs and HCs</p> <p>Non-Government Mental Health Organisations, other NGOs, Iwi organisations, social services and community organisations / partners.</p> <p>Secondary (DHB) Mental Health and AoD Services</p> <p>Secondary services for chronic conditions (such as diabetes)</p>	WRHN Programme lead

PERSON SPECIFICATION:

Qualifications:

Essential	Desired
<ul style="list-style-type: none"> Registered health professional with current practising certificate e.g. psychologist, nurse, occupational therapist, social worker or accredited DAPAANZ practitioner. Have received (or be prepared to successfully complete) HIP training delivered by an accredited trainer. 	<ul style="list-style-type: none"> Qualifications in talking therapies would be an advantage, particularly FACT, ACT, and/or CBT.

Skills and experience:

Essential	Desired
<ul style="list-style-type: none">• Skills in building therapeutic rapport with patients from a diverse range of backgrounds.• Experience working with Māori, Pasifika and Youth.	<ul style="list-style-type: none">• Experience working clinically with mental health and/or people with chronic health conditions.• Clinical experience providing evidence-based psychological interventions.• Understanding of working in general practice.• Basic nontechnical knowledge of psychotropic and other relevant medications

Personal competencies and qualities:

- Flexible mindset, willing to embrace the challenge of a new role and new ways of working.
- Ability to work at a fast pace with a flexible schedule.
- Ability to competently use computers, and work in an electronic medical record.
- Commitment to practicing in a way that reflects the principles of the Treaty and address health inequities by improving Māori health outcomes.
- An understanding of and willingness to address the health equity issues in Aotearoa New Zealand.
- Knowledge of community and Māori tikanga.
- An understanding and sensitivity to working with all cultures.
- Excellent communication skills.
- A proven ability to be a team player
- An ability to work closely and collaboratively with key stakeholders
- Ability to work independently within agreed boundaries.
- Builds strong supportive relationships
- Acts according to sound ethical and moral values