



## Job Description: Wellbeing Programme Lead

- POSITION TITLE:** Wellbeing Programme Lead
- RESPONSIBLE TO:** Operations Manager
- RESPONSIBLE FOR:** Leadership and delivery of work programmes that support general practices to provide holistic wellbeing care to their population.
- SCOPE:** This role includes leadership, project management and coordination functions. Responsibility for services funded through Integrated Primary Mental Health and Addictions (IPMHA) and Primary Mental Health (PMH) contracts which shift general practice towards a holistic wellbeing focus.
- HOURS:** 20 hours per week (0.5 FTE)

### POSITION PURPOSE

The Wellbeing Programme delivered by Whanganui Regional Health Network (WRHN) is about putting mental health and a holistic view of wellbeing (based on Te Whare Tapa Wha) at the heart of general practice. **It aims to improve access and equity of mental health and wellbeing services** and to contribute to a stepped-care model of service delivery across the whole Whanganui ecosystem. This means people can access a level of care responsive to their needs and culture, including early intervention wellbeing services in primary care. The Wellbeing Programme involves:

- Supporting new Health Improvement Practitioner (HIP) and Health Coach (HC) roles to enhance general practice teams' capacity and capability to deliver holistic care, based on Te Whare Tapa Wha.
- Embedding local infrastructure to support delivery of holistic care within general practice, e.g. Wellbeing modules, service directory, information, education and training.
- Coordination of funded talking therapies for clients who need a more intensive level of support.
- Networking, participation, advice and providing contributions from a primary care and wellbeing perspective, as required to promote accessible and equitable wellbeing services across the whole system.

### KEY WORKING RELATIONSHIPS:

Internal	External
WRHN employees WRHN Operations Manager	General practice interdisciplinary teams (including HIPs and HCs) Contracted counselling providers



Internal	External
	<p>Secondary mental health and addictions services (currently Te Whatu Ora Whanganui)</p> <p>Haumoana Māori Health services (currently Te Whatu Ora Whanganui)</p> <p>Iwi health providers</p> <p>NGO community organisations</p> <p>Ministry of Health / Te Whatu Ora / Te Aka Whai Ora and other nationwide IPMHA leads, including National Haoura Coalition</p> <p>Procon Ltd (Health IT company)</p>

## KEY ACCOUNTABILITIES

Accountability area	Expectations
<p><b>Programme leadership and management</b></p> <p>For all aspects of primary care wellbeing programme, including services funded by IPMHA and PMH contracts.</p>	<ul style="list-style-type: none"> <li>• Stewardship and communication of a vision where the Whanganui population possesses a strong level of holistic wellbeing that is distributed equitably across our rohe.</li> <li>• Understanding of feedback and recommendations in He Ara Oranga in addition to local context including the Healthy Families WRR Strategy towards Growing Collective Wellbeing.</li> <li>• Networks and collaborative relationships established and maintained with key stakeholders.</li> <li>• Communication and support to ensure kaimahi have the knowledge, confidence and tools to continue delivering high quality services to tāngata whaiora amidst sector change.</li> <li>• Contracted deliverables and reporting requirements are met on time.</li> </ul>
<p><b>Service Delivery</b></p> <p>Coordination of funded talking therapies, maintenance of practice wellbeing tools, liaison for IPMHA contract delivery.</p>	<ul style="list-style-type: none"> <li>• Triage (using agreed criteria) and coordination of WRHN funded counselling referrals to appropriate contracted counselling providers.</li> <li>• Effective communication and engagement with counselling providers (and with patients as required for effective coordination).</li> <li>• Reconciliation of counselling provider invoices with services delivered.</li> </ul>



Accountability area	Expectations
	<ul style="list-style-type: none"> <li>• Review and maintain adequate pool of contracted counselling providers and services to meet PMH needs.</li> <li>• Development and updating of information and resources on the intranet wellbeing page.</li> <li>• Review and updating of information, resources and services available on the PMS Service Directory and TUKU primary care / community e-referral platform.</li> <li>• Liaison person for IPMHA delivery, reporting and training needs. Advocate on behalf of the needs of our practices and population when required.</li> <li>• Registering of national HIP &amp; HC training places with Te Pou.</li> <li>• Develop and/or disseminate information, guides and resources to general practice teams or other stakeholders.</li> </ul>
<p><b>Workforce development</b></p> <p>Building capability and capacity of IPMHA workforce and primary care sector.</p> <p>Facilitating opportunities, awareness, capability and capacity of primary care workforce in mental health and wellbeing development.</p>	<ul style="list-style-type: none"> <li>• Support facilitation of HIP &amp; HC Hui that support shared learning, peer review, networking and awareness across the sector, and opportunity for feedback. Support development of needed action points.</li> <li>• Management of WRHN employed HIP &amp; HC roles (where these occur) as their direct report including HR admin, annual reviews and supporting professional development plans.</li> <li>• Sharing of information, education and training resources and opportunities with the primary care sector. Development both to support use of available tools and services, and to support delivery of wellbeing care as part of good general practice care.</li> </ul>
<p><b>Evaluation / Quality improvement</b></p> <p>Promoting learning and improvement in delivery of wellbeing programmes.</p>	<ul style="list-style-type: none"> <li>• Engage with IPMHA teams to enable feedback loops; completion of service data, collection of other feedback as required, dissemination of monthly data and other feedback useful for evaluation and improvement.</li> <li>• Support PMH providers to collect and record process and outcome data and provide feedback as appropriate.</li> <li>• Engage with national IPMHA evaluation team (Malatest International) as required.</li> <li>• Facilitate service development and improvements.</li> </ul>



Accountability area	Expectations
<p><b>Cultural Safety &amp; Responsiveness</b></p> <p>Supports the sector with an understanding of culture, equity issues, systemic and institutional racism and a focus on equity of health outcomes.</p>	<ul style="list-style-type: none"> <li>• Demonstrates a commitment to Te Tiriti o Waitangi / The Treaty of Waitangi through partnership, participation and protection. Applies this within all their engagements.</li> <li>• Demonstrates awareness of own values, beliefs, attitudes and assumptions and the effect this may have on their engagement.</li> <li>• Demonstrates ability to engage effectively with Māori partners.</li> <li>• Participation in WRHN Cultural and Equity orientation and the Hapai te hoe cultural induction programme via Te Whatu Ora Whanganui.</li> </ul>
<p><b>Legislative requirements</b></p> <p>Responsibility for compliance with legislation, contracts, and professional accountabilities.</p>	<ul style="list-style-type: none"> <li>• Accepts responsibility for ensuring that own practice and conduct meet the standards of relevant legislative requirements.</li> <li>• Activities undertaken comply with professional standards of practice and ethics.</li> <li>• Delivery complies with contract terms and conditions.</li> <li>• Ensures delivery for delegated services meets contract obligations.</li> <li>• Where relevant, requirements of clinician's professional and registering body are met, and current APC (annual practice certificate) and appropriate professional indemnity insurance is held.</li> </ul>
<p><b>Health and Safety at Work</b></p> <p>Maintains safe working environment and adheres to Health and Safety policy.</p>	<ul style="list-style-type: none"> <li>• Ensure that safe working procedures are practised and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Is able to apply WRHN's emergency procedures, including use of safety equipment and materials.</li> <li>• Ensure that all incidents including near misses are reported within the required timeframe using the WRHN's incident reporting system.</li> </ul>



Accountability area	Expectations
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for own professional development.</li> <li>• Participates in performance reviews as agreed.</li> <li>• Develops personal objectives to address identified learning needs.</li> </ul>
<b>Confidentiality</b>	
<p>All employees have a responsibility to comply with the requirements of the Privacy Act 2000 and the Health Information Privacy Code 2020 and any subsequent amendments.</p>	

This position description is not intended to be exhaustive and includes a requirement to undertake such other duties as may be required from time to time by your direct report. Key services and/or projects will be identified and agreed by both parties.

**PERSON SPECIFICATION:**

**Qualifications:**

<b>Essential</b>	<b>Desired</b>
<ul style="list-style-type: none"> <li>• Health professional or tertiary qualification that supports leading change within a primary care environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Post-graduate qualification.</li> <li>• Project management qualification or course.</li> <li>• Trained clinical supervisor.</li> </ul>

**Skills and experience:**

<b>Essential</b>	<b>Desired</b>
<ul style="list-style-type: none"> <li>• Excellent communication skills, including the informative and inspiring communication skills.</li> <li>• Computer literacy, including ability to use Microsoft and learn new systems or tools.</li> <li>• Basic understanding of primary care sector.</li> <li>• Experience working in primary care and/or other mental health and/or addictions and/or Whānau Ora services.</li> <li>• Experience providing leadership for a programme/service and/or change, whether in a formal or informal role.</li> </ul>	<ul style="list-style-type: none"> <li>• Project management experience.</li> <li>• Experience engaging with general practice teams.</li> <li>• Experience with Medtech (or similar practice management systems).</li> <li>• Basic level of analytic skill and presentation.</li> <li>• Experience with systems-thinking models and/or tools.</li> <li>• Experience providing supervision to other health providers.</li> <li>• Expertise in adult learning.</li> </ul>



**Personal competencies and qualities:**

- Excellent communicator with a diverse range of audiences through a variety of formats.
- Commitment to leading and 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.
- Respects differences and has an understanding of and sensitivity to working with all cultures.
- Builds strong supportive relationships and an ability to work closely and collaboratively with key stakeholders.
- Critical thinker who is pragmatic and solution focused.
- A proven ability to be a team player aiming towards a collective vision.
- Self-managing with excellent organisation and time management skills. Ability to meet agreed timeframes.
- Ability to work independently and within agreed boundaries/scope.
- Acts according to sound ethical and moral values.