



SCHEDULE 1

POSITION DESCRIPTION

POSITION TITLE: Kaiawhina Health Support Worker

Kaiāwhina Tapuhi/Kaimahi Atawhai

Position Background

Across Manawatu-Whanganui, life expectancy for Maori women is 7 years lower than non-Maori, and 7.2 years lower for Maori men. There are also a range of other inequitable differences in the health status of Maori compared to non-Maori. A range of factors can lead to inequitable differences in health, including different levels of access to health services and health service responsiveness. Whanganui Accident and Medical Clinic's (WAM) purpose is to make it easier for people to receive the health services they need. It does this by doing things such as:

- Offering extended opening hours - 0800 hours and 2100 hours, 365 days per year.
- Reducing pressure on general practice and emergency services by providing services to people with urgent medical and accident needs, therefore reducing the time people wait for health services.
- Locating on the Whanganui hospital campus to provide convenience for people who do not require hospital level services but who do require diagnostics such as x-ray and laboratory services.
- Keeping fees lower than other urgent clinics around New Zealand.

Position Overview

WAM is committed to reducing health inequity for Maori and aims to provide a service where Maori feel safe, that they feel connected to, where they are able to determine their own needs and those of their whanau, and that they value. The tasks described within this job description will be completed within a values-based framework:

Aroha

The value of love, respect and empathy, demonstrating compassionate and non-judgmental relationships. Interlinked with Rangimarie – humility, maintain composure, peace, accountability and responsibility, and Mauri – life's essence and balance.

Kotahitanga

The value of unity and vision sharing where trust and collaboration is demonstrated. Interlinked with Whanaungatanga – spiritual wellness, relationships, beliefs, knowing who you are and what to do, and Mana tangata – dignity, respect, protections, safety and acceptance.

Manaakitanga

The value of respect, support and caring where doing our best for others is demonstrated. Interlinked with Kiatiakitanga – protection, maintaining values and taking care of people and things; and Tikanga Maori – guiding protocol and principles of how we do things.

Tino Rangatiratanga

The value of self-determination where empowerment and individual/whanau choice is demonstrated. Interlinked with Wairuatanga – spiritual wellness, relationships, beliefs, and Whakapapa – whanau centered approach which achieves equity in health outcomes for Maori.

Health and Wellbeing services provided will be under indirect supervision of the triage nurse and or Clinical Nurse Leader.

RESPONSIBLE TO: WAM Clinical Nurse Leader

RESPONSIBLE FOR: The Kaiawhina Health Support Worker (KHSW) will work alongside WAM triage nurse as the first point of contact for whanau into WAM and will ensure the cultural safety of people while receiving Reception and Health Care Assistant services.

RELATIONSHIPS:

Internal

- WAM medical, nursing, reception and administration staff
- WAM Clinical Director, Clinical Nurse Leader and Practice Manager
- Whanganui Regional Health Network (WRHN) Business Manager
- Other health providers
- WRHN managers and employees

External

- WAM patients, whanau and the Whanganui rohe
- WRHN member general practitioners
- Whanganui District Health Board (WDHB) management and employees
- WDHB Emergency Department workforce
- WAM contractors and third party provides
- WAM funders and suppliers

PURPOSE:

The safety of people using WAM services relies on the information that is entered into the patient management system being completed immediately and accurately. The sustainability of the clinic relies on the accurate invoicing and payment collection. The KHSW is the first point of contact for people into WAM, therefore, they must complete these functions while ensuring people feel safe, connected, valued, and in control of what happens.

The KHSW has an absolute responsibility to create an atmosphere/culture within the WAM waiting room area which aligns to WAM values. People should feel that they have been welcomed into the clinic (rather than processed) in a friendly, sympathetic, professional and culturally appropriate manner.

QUALIFICATIONS AND EXPERIENCE:

Essential

- Cultural competency, awareness and sensitivity.
- Debt management experience and proven recovery capability.
- Evidence of excellent customer service skills, self-determination and use of personal initiative within clinic policies and guidelines.
- High standard of data processing speed and accuracy.
- High level of competence in the use of technology, Microsoft Office applications, and administration systems and processes.
- Ability to work over the range of WAM opening hours.
- Flexibility in relation to tasks and routines and the ability to multi-task.
- Health Care Assistant (level 2) qualification or working towards.

Desirable

- Cash handling, electronic payment and payment reconciliation experience.
- Competent in using Medtech32 patient management software and WDHB Webpas system.
- First Aid Certificate

PERFORMANCE DEVELOPMENT:

This will occur in accordance with WRHN Performance Management policy.

This position description is not exhaustive and includes a requirement to undertake such duties as may be required from time to time.

ABBREVIATIONS:

WRHN – Whanganui Regional Health Network

WAM – Whanganui Accident and Medical Ltd

WDHB – Whanganui District Health Board

Key Tasks	Standards	Performance Measures
<p>Welcome</p> <p>Receive and welcome in line with WAM service values</p>	<p>Service users are attended to promptly and acknowledged in a professional, sympathetic, safe and culturally appropriate manner.</p>	<p>Evidence of a values-based service and continually developing customer service expertise.</p> <p>There are no people queuing for reception services. If a queue is developing, support staff are called to assist and patients are advised of delays. People who are waiting are observed for signs of distress or deteriorating health (within the KHSW scope). Signs of patient distress/deterioration are reported immediately to the triage nurse (or other suitably qualified health professional).</p> <p>Makes eye contact, smiles and makes conversation with people on arrival.</p> <p>Facilitates people accessing the service they are seeking.</p> <p>Reflects on constructive feedback and modifies behaviour as appropriate.</p>
<p>Provision of service information</p>	<p>People are advised regarding clinic processes associated with triage, invoicing and payments, and are asked for payment of outstanding accounts.</p>	<p>People are aware of WAM triage and priority systems and wait times.</p> <p>Invoicing is accurate and occurs at the time of presentation at reception.</p> <p>People are aware of payment requirements and there is evidence of communication regarding debt and payment options documented.</p> <p>Audits are completed on individual complaints, debt management. The employee is benchmarked as a high performer.</p>

		<p>People are satisfied with reception services and have their questions answered promptly.</p>
Data and information collection	Data and information collection occurs within clinic policy and process/guidelines.	<p>All patients are indicated as 'arrived' into the PMS system.</p> <p>Information required as documented in clinic manuals, policy and guidelines and NZCUC Standards, is collected.</p> <p>Audits demonstrate performance as expected.</p> <p>Patients are routinely entered in to the Medtech appointment book and timer activated.</p>
Answering telephone	Demonstrates customer focused phone approach.	<p>All calls are answered within 4 rings unless people are waiting for reception services.</p> <p>Service is polite, respectful and aligns to WAM service values needs.</p> <p>Body language/signals are used to acknowledge people who are waiting when occupied with telephone conversations.</p>
Message taking	Demonstrates compliance with up to date processes.	<p>Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker.</p> <p>Messages are then passed on to the appropriate person in a timely manner.</p>
Appointments	Accurate patient appointments are made according to policy and process/guidelines.	<p>Arrival times are accurately annotated in appointment books.</p> <p>Appointments are made in line with practice processes.</p>
Communication and liaison	Consistently displays a commitment to maintaining a customer/whanau focused service.	<p>Enquiries from patients, visitors and others are dealt with in a courteous and prompt manner.</p> <p>Takes responsibility for developing a culture which aligns to the philosophy "going the extra mile".</p> <p>Identifies language or other communications barriers and seeks support for people in overcoming these. E.g. access of an interpreter, provision of resources in appropriate languages etc.</p>
Patient details are updated	Account holder updated as per current process.	<p>Records information on the patient management system in a timely manner.</p> <p>All information is accurate for within both WAM and ED computer systems.</p>

		Personal details are updated with each presentation.
Afterhours roster	Ensures after-hours GPs are aware of upcoming shifts.	GPs are advised of shifts in line with current processes.
Waiting Room Services		
Waiting room monitoring	Demonstrates an awareness of environment and responds appropriately.	<p>Patient comfort in the waiting room is evident by way of receiving no patient complaints.</p> <p>Immediate management of patient disruption.</p> <p>Patients are informed as to any delays occurring.</p> <p>Wheelchairs are always available in the wheelchair bay.</p> <p>The waiting area and facilities are clean, and free of any presenting health and safety risks to patients.</p> <p>Deterioration of the patient's condition or behaviour is alerted to a clinician immediately.</p>
Waiting room environment	<p>Waiting room is monitored to ensure it is kept clean, tidy and free of obstacles/hazards.</p> <p>TV content and volume to be checked frequently.</p>	<p>Infection control and health and safety measures are maintained.</p> <p>Any hazards are identified, reported and resolved in a timely manner.</p> <p>Ensure access is clear.</p>
Financial Sustainability		
Patient Fees	<p>Patients are invoiced accurately in accordance with charging guidelines.</p> <p>All payments are processed and receipted in accordance with guidelines.</p>	<p>Demonstrates 100% accuracy of invoicing.</p> <p>Demonstrates 100% accuracy in receipting.</p> <p>Audit demonstrates 100% of visits are appropriately invoiced.</p> <p>Over 80% of patients pay on the day of consultation.</p>
Banking	Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines.	<p>Reconciliation occur at the end of each shift without discrepancies.</p> <p>A record of any banking discrepancies is maintained and benchmarked for accuracy, in comparison to collegial accuracy.</p>

Debt management	Actively involved in debt management strategies according to current processes.	Demonstrates compliance with current processes and achieves effective results. Audits reflect compliance with current processes.
Subsidy schedules	All eligible patient subsidies are accurately entered and claimed (may also include claims processing).	Audits reflect that any available subsidies are claimed. Such as: ACC, GMS (CSC), Maternity, Immunisations etc.
Administration		
Filing	Clinical results are managed appropriately.	No files are scanned without countersigning from clinical staff. WINZ redirection notifications are processed and filed according procedure. Demonstrates timeliness and accuracy when managing paper systems.
Incoming mail	Incoming mail is processed in line with clinic protocols.	Incoming mail is delivered to appropriate staff. Mail marked confidential is not opened on behalf of the addressed recipient. All correspondence is dealt with as per current processes. All incoming mail and faxes are dated and processed as they arrive. Gone No Address letters followed up with phone calls.
Outgoing mail	All correspondence is dealt with as per current processes.	All outgoing mail is correctly addressed, stamped and put in mail bag for postage.
Email	Email is checked at least once every shift. Wherever possible any tasks are to be actioned on the day received.	Takes responsibility for communication of information in/ out.
Time management	Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities.	Demonstrates professionalism and timeliness. Takes accountability for own performance, punctuality and completion of tasks.

Patient Rights & Confidentiality		
Confidentiality	Patient rights and confidentiality is maintained at all times.	<p>Takes privacy and confidentiality seriously and behaves in line with legislative and business expectations.</p> <p>Any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors.</p> <p>Patient or business details are not to be discussed as per the privacy act.</p> <p>Identifies gaps in knowledge and seeks development opportunities.</p> <p>WAM has a zero-tolerance policy in relation to breaches of patient rights or confidentiality.</p>
Security	Takes responsibility for maintaining security, personal, patient and clinic.	<p>Money should be counted away from the front desk out of sight.</p> <p>Clinic security policies and processes are adhered to.</p>
Nurse Support		
Clinical Skills	Undertakes, records and follows guidelines for completing clinical tasks for which training and registered nurse sign off has occurred.	<p>Urinalysis, phlebotomy and preparation of specimens for investigation by the pathology laboratory.</p> <p>Measuring and recording the following physiological measurements in routine presentations:</p> <ul style="list-style-type: none"> • Blood Pressure • Pulse Rate and Rhythm • Temperature • Height and Weight - Body Mass Index • Visual and Auditory Acuity • ECG <p>Patient chaperone. Prepare and maintain environments and equipment before, during and after patient care interventions.</p> <p>Assist in raising awareness of health and well-being, and how it can be promoted.</p> <p>Does not provide interpretation of physiological measurements or recordings.</p> <p>Health advice is generic and aligns to written resources provided within WAM.</p> <p>Stock and supplies management.</p>
Clinical Support		

		Documentation and liaison with other health care professionals. Contributes to clinic Quality Improvement initiatives.
Professional Development		
Training needs	Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly. Proactively identifies own training needs.	Undertakes responsibility for own professional development. Meets personal objectives and identifies learning needs. Participates in external and internal training. Completes all mandatory training modules.
Meetings	Participation is considered to be an essential component to maintaining competency.	Regular attendance at meetings. Takes responsibility for reviewing minutes from administration and clinical meetings. Encourages all team members to contribute ideas and is understanding of varying perspectives.
Development/ reflection	Participates in annual performance reviews.	Identifies personal objectives. Openly reflects on own practice and identifies areas for improvement.
Cultural Competency		
Treaty of Waitangi	Demonstrates a commitment to the Treaty of Waitangi.	Has knowledge and understanding of the Treaty of Waitangi and its application in Health in terms of the articles and principles. Measures consumer responsiveness and appropriateness for Maori accessing services. Operationally meets the principles of the Treaty of Waitangi. Behaviour aligns to organisational cultural principles and service values. Attends cultural education and participates in cultural ceremonies and activities.
Other Competencies		
Communication	Displays an attitude which aligns to the	Consistently displays a positive and respectful attitude in interactions with customers and colleagues.

	values of the organisation.	<p>Introduces practices that are designed to improve service quality.</p> <p>Is appropriately responsive to patient and whanau needs.</p>
Interpersonal relationships	Evidence of positive and functional relationships with colleagues and service users.	<p>Actively promotes a friendly environment. Cooperates with colleagues within WAM and ED.</p> <p>Takes responsibility for the success of the team.</p> <p>Demonstrates loyalty and professionalism through appropriate working relationship with WAM, WRHN, WDHB & other providers, management & staff.</p>
Problem solving	Resolves issues in a timely manner.	<p>Takes a proactive approach to resolving issues.</p> <p>Works within scope of practice.</p> <p>Seeks advice from peers as required.</p> <p>Makes constructive suggestions to the improvement of process when relevant.</p>
Initiative	Makes the most of opportunities.	<p>Recognises and acts upon opportunities and adapts work practices to take advantage of those opportunities.</p> <p>Actively notifies issues and communicates opportunities for improvement.</p>

SECOND SCHEDULE

Health and Safety Duties and Obligations
Health and Safety at Work Act 2015 (the HSAW Act)

Employer's Obligations

1. An Employer (PCBU) must ensure, so far as is reasonably practicable, the health and safety of workers who work for the Employer (PCBU), while the workers are at work in the business or undertaking.
2. An Employer (PCBU) must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
3. An Employer (PCBU) must ensure, so far as is reasonably practicable;
 - (a) the provision and maintenance of a work environment that is without risks to health and safety; and
 - (b) the provision and maintenance of safe plant and structures; and
 - (c) the provision and maintenance of safe systems of work; and
 - (d) the safe use, handling, and storage of plant, substances, and structures; and
 - (e) the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities; and
 - (f) the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
 - (g) that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

Employee's Obligations

1. While at work, a worker must:
take reasonable care for his or her own health and safety; and
 - (a) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
 - (b) comply, as far as the worker is reasonably able, with any reasonable instruction that is given by the Employer (PCBU) to allow the Employer (PCBU) to comply with this Act or regulations; and
 - (c) co-operate with any reasonable policy or procedure of the Employer (PCBU) relating to health or safety at the workplace that has been notified to workers.

THIRD SCHEDULE

PROCESS FOR RESOLVING EMPLOYMENT RELATIONSHIP PROBLEMS

If the employment relationship is to be as successful as possible, it is important that the Employer and Employee deal effectively with any problems that may arise. This procedure sets out information on how problems can be raised and worked through.

What is an employment relationship problem? – It can be anything that harms or may harm the employment relationship, other than problems relating to setting the terms and conditions of employment.

Clarify the Problem

If either the Employer or Employee feels that there may be a problem in the employment relationship, the first step is to check the facts and make sure there really is a problem and not simply a misunderstanding.

Either party might want to discuss the situation with someone else to clarify whether a problem exists, but in doing so they should respect the privacy of other Employees and managers, and to protect confidential information belonging to the Employer. For example, the Employee could seek information from;

- family and friends
- the Employment Relations Information Line on 0800 800 863
- pamphlets/fact sheets from the Employment Relations Service
 - their union (if they are a union member), a lawyer, a community law centre or an employment relations consultant

Discuss the Problem

If either party considers that there is a problem, it should be raised as soon as possible. This can be done in writing or verbally. Provided the Employee feels comfortable doing so they should ordinarily raise the problem with their Direct Report. Otherwise the problem can be raised with another appropriate manager. A meeting will usually then be arranged where the problem can be discussed. The Employee should feel free to bring a support person with them to the meeting if they wish.

The parties will then try to establish the facts of the problem and discuss possible solutions.

The Next Steps

If the parties are not able to resolve the problem by talking to each other, a number of options exist:

- a) Either party can contact the Ministry of Business, Innovation and Employment (MBIE)), who can provide information and refer the parties to mediation.
- a) Depending on the nature of the problem, the issues involved may also be ones that the Labour Inspectors employed by the Ministry of Business, Innovation and Employment (MBIE) can assist with, i.e. minimum statutory entitlements such as holiday leave, sick leave or wage provision.
- b) Either party can take part in mediation provided by the Ministry of Business, Innovation and Employment (MBIE) or the parties can agree to get an independent mediator.
- c) If the parties reach agreement – the mediator provided by the Ministry of Business, Innovation and Employment (MBIE) can sign the agreed settlement, which will then be binding on the parties.
- d) The parties can both agree to have the mediator provided by the Ministry of Business, Innovation and Employment (MBIE) decide the problem, in which case that decision will be binding on the parties.
- e) If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
- f) The Authority can direct the parties to mediation or can investigate the problem and issue a determination.
- g) If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court.

In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal.