




Job Description  
Health Coach



Canterbury  
Te Tumu Waiora  
to head towards wellness

<b>Tūnga / Position Title:</b>	Health Coach
<b>Takiwā / Area:</b>	Primary Health Services/Mental Health and Addiction Services
<b>Kia pūrongo / Reports to:</b>	Employing Non-government organisation (NGO)
<b>Mahi Takiwā / Primary Location:</b>	As specified general practices throughout Canterbury (Locations may change in consultation with individual Health Coaches)
<b>Ngā Hāora / Hours:</b>	Full time
<b>Direct reports:</b>	Nil
<b>Tūnga / Nature of Position:</b>	Permanent
<b>Whakamārama / Background:</b>	<p>Te Tumu Waiora - te reo māori for ‘to head towards wellness’ - is a new model of primary mental health, addictions and wellbeing support which aims to provide all New Zealanders experiencing mental distress and/or addictions challenges with access to convenient, high quality, integrated and person-centered care and support. The model is being rolled out nationally.</p> <p>The model puts mental health and wellbeing at the heart of general practice with focused roles; Health Improvement Practitioners, Health Coaches and Support Workers working as part of the general practice team.</p> <p>Health Coaches work directly with individuals, and their whānau to holistically help improve their mental health and wellbeing, and provide consultations and advice to other members of the general practice team.</p>
<b>Anei ā mātou whanonga pono / Our Values:</b>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>We Statement</b></p> <p>‘We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.’</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>We Statement</b></p> <p>‘We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.’</p> </div> </div> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>We Statement</b></p> <p>‘We support the mana of each other through respect, collaboration and communication.’</p> </div> </div> </div>

	 <p><b>We Statement</b></p> <p>‘We support the mana of each other through respect, collaboration and communication.’</p>
	 <p><b>We Statement</b></p> <p>‘We protect and preserve taonga for whānau and generations to follow.’</p>

## Aronga - Role purpose

To work within general practice as an integrated team member, delivering health coaching and self-management education to enrolled patients. To provide evidence-based self-management wellbeing interventions to individuals, groups, and whānau with mental health, addiction and/or physical health conditions.

To be actively engaged with utilising an integrated model of care that supports patients’ needs and enables them to move seamlessly between services in general practice and external services including community, mental health, addiction services and social services, specialist clinical services in conjunction with GPs and other local community-based supports and services.

To work with peer Health Coaches, behavioural health trainers and external evaluators to refine the services delivered within Aotearoa.

## Whanaungatanga - Key relationships

Internal	External
<ul style="list-style-type: none"> <li>○ NGO Lead (Line Manager)</li> <li>○ Health coach trainer/mentor</li> <li>○ General practice team</li> <li>○ Clinical Lead</li> <li>○ Programme Lead</li> <li>○ Health Improvement Practitioners, Health Coaches and Support Workers</li> </ul>	<ul style="list-style-type: none"> <li>○ Community Support Workers</li> <li>○ Partnership Community Workers (PCWs) and Health Navigators/Whanau Ora Navigators.</li> <li>○ Other general practices who have implemented Te Tumu Waiora</li> <li>○ Community based Mental Health and Addiction Services</li> <li>○ Social Services</li> <li>○ Other health and wellbeing services as required</li> </ul>

Pukenga Competency	Nga Mahi Activities	Nga Kawatau Expectations
<p><b>Health Coach Service Delivery</b></p>	<ul style="list-style-type: none"> <li>➤ Undertake national health coach training.</li> <li>➤ Practice this curriculum and model with fidelity and confidence.</li> </ul>	<p>Demonstrate that you can:</p> <ul style="list-style-type: none"> <li>➤ Establish and maintain trusting relationships with patients, practice</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Work alongside the Health Improvement Practitioner, nurse, General Practitioner, and other practice staff.</li> <li>➤ Establish and maintain relationships with enrolled patients to enhance their self-management skills.</li> <li>➤ Document interactions and processes on the practice patient management systems (PMS).</li> <li>➤ Open to feedback and observations to meet competencies and performance evaluation.</li> <li>➤ Confidentiality and privacy of patients is always maintained.</li> <li>➤ Willingness to be accessible to the practice team for warm hand-overs in person or via the PMS.</li> <li>➤ Working towards meeting key performance indicators</li> </ul>	<p>staff and external community services.</p> <ul style="list-style-type: none"> <li>➤ Be available at agreed times</li> <li>➤ Use patient/client-centred assessment tools and completed at the first point of contact, in collaboration with the patient.</li> <li>➤ Work in partnership with the patient to assist them to develop a behaviour-change action plan.</li> <li>➤ Be proactive by providing active follow-up.</li> <li>➤ Provide clear and concise notes within the PMS</li> </ul> <p>Provide patients with self-management support through:</p> <ul style="list-style-type: none"> <li>➤ Teaching health management &amp; problem-solving skills</li> <li>➤ Promoting behaviour change</li> <li>➤ Working in partnership with them</li> <li>➤ Encouraging participation and follow-up</li> </ul> <p>Bridging the gap between clinician and patient by:</p> <ul style="list-style-type: none"> <li>➤ Serving as the patient’s liaison person</li> <li>➤ Ensuring they understand and agree with the plan.</li> </ul> <p>Providing cultural support by:</p> <ul style="list-style-type: none"> <li>➤ demonstrating skills, knowledge, and attitudes for a culturally safe practice.</li> </ul> <p>Helping patients navigate the health care system through:</p> <ul style="list-style-type: none"> <li>➤ Connecting the patient with relevant resources and services.</li> <li>➤ Ensuring the patients voice is heard</li> </ul> <p>Offering emotional support by:</p> <ul style="list-style-type: none"> <li>➤ Showing interest and compassion.</li> <li>➤ Teaching coping and stress management skills.</li> <li>➤ Asking about emotional issues.</li> </ul>
<p><b>General Practice Team Participation</b></p>	<ul style="list-style-type: none"> <li>➤ Active participation within the general practice team.</li> <li>➤ Support in building team competence in mental health and addictions.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Attends general practice team meetings.</li> <li>➤ Seeks and acts upon opportunities to educate self and other general practice team members.</li> <li>➤ Develop and sustain positive working relationship with the general practice’s health improvement practitioner and Support Worker</li> </ul>

		<ul style="list-style-type: none"> <li>➤ Consultation/liaison is provided to general practice team</li> <li>➤ Clear documentation of all general practice-related activity</li> </ul>
<b>NGO Participation</b>	<ul style="list-style-type: none"> <li>➤ Actively engage with the employing NGO for training and education, management support and supervision and other employment related matters</li> </ul>	<ul style="list-style-type: none"> <li>➤ Attends all required induction, core training and required professional development events</li> <li>➤ Actively engage in NGO supervision.</li> </ul>
<b>Primary Mental Health Integration</b>	<ul style="list-style-type: none"> <li>➤ Enthusiastically engaged in the Integrated Model of Primary Care Behavioural Health</li> </ul>	<ul style="list-style-type: none"> <li>➤ Active contribution to evaluation and refinement of the model.</li> <li>➤ A collaborative working relationship is formed with specialist mental health and addictions staff working with the general practice.</li> <li>➤ Assistance with care coordination and access to outside resources is provided as needed</li> <li>➤ Works as a competent member of a team willingly providing back up support when appropriate and actively supports group goals.</li> </ul>
<b>Te Tiriti o Waitangi and cultural responsiveness</b>	<ul style="list-style-type: none"> <li>➤ Apply the principles of Te Tiriti o Waitangi within the workplace</li> <li>➤ Use an equity lens over all work to ensure it contributes to improved health outcomes for Māori and other priority populations.</li> <li>➤ Actively seek out opportunities to empower Whānau to draw on existing capabilities and strengths to resolve their health and wellbeing issues and coordinate support from a range of providers.</li> <li>➤ Recognise the importance of communication to ensure what we write and what say, supports our overall efforts to improve cultural competence and the health status of Māori and high need populations.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Demonstrates and operationalises the principles of partnership, participation, and protection in everyday work.</li> <li>➤ Demonstrates a commitment to improving Māori health equity.</li> <li>➤ Demonstrates a commitment to improving equity of health outcomes for Pacific and other priority populations.</li> <li>➤ Is committed to supporting future workforce development opportunities for cultural competency within the workplace.</li> <li>➤ Actively promotes equality and diversity within the Network environment.</li> </ul>
<b>Continuous Quality Improvement/Risk Management</b>	<ul style="list-style-type: none"> <li>➤ Actively review initiatives, activity and programmes to seek opportunities for continuous quality improvement.</li> <li>➤ Respond to complaints / incidents in accordance with organisation's policies and procedures.</li> <li>➤ Take a continuous quality improvement approach to ensure</li> </ul>	<ul style="list-style-type: none"> <li>➤ Effective continuous quality improvements are designed and implemented within the team's operations.</li> <li>➤ Timely advice is provided to the direct NGO Lead regarding risk, opportunities, and required actions, within the areas you manage.</li> </ul>

	work is done and staff are supported.	<ul style="list-style-type: none"> <li>➤ Support the management monitoring practices in place to ensure the quality standards are consistently achieved or exceeded.</li> <li>➤ Services delivered meet the accepted standards, set internally and externally.</li> </ul>
<b>Community Involvement</b>	<ul style="list-style-type: none"> <li>➤ It will be desirable in some practices to be more mobile and to spend time in the community with patients or developing support groups.</li> <li>➤ Home visits or visits to other agencies may be suggested by the Practice or the support plan.</li> <li>➤ Connecting with the local community and agencies is essential to understand all the supports for the patient and their health recovery.</li> </ul>	<ul style="list-style-type: none"> <li>➤ To meet the needs of the enrolled patients either within the practice or outside in the community.</li> <li>➤ To establish self-sustainable support networks/groups that minimise isolation and increase social connection.</li> <li>➤ To have a strong understanding of the local community and awareness of the natural and sustainable supports that are available for patients.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>➤ Ensure that work is done in a safe environment.</li> <li>➤ Report and work to eliminate, isolate or minimise any hazards.</li> <li>➤ Participate in health and safety management practices for all employees.</li> <li>➤ Apply the organisation's health and safety policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>➤ The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.</li> <li>➤ Can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</li> </ul>

## Kai Mahi – Person specification

To thrive in this role, you must possess the following person specifications:

### Qualifications

#### Essential

- At least a secondary school qualification.

#### Desirable

- Minimum Level 4 Certificate in Health and Wellbeing or prepared to work towards this qualification.
- Has trained as a Stanford Self-Management facilitator.
- Has trained in the Health Coaching curriculum.

## Skills and Knowledge

### Essential

- Experience with mental, addictions and/or physical health condition or have been/are a caregiver for someone with health condition(s) and/or have interest in managing health and well-being.
- Understand the importance of following evidence-based models, policies, practices, and procedures.
- Ability to learn and apply self-management skills.
- Excellent interpersonal skills.
- Excellent English written and communication skills.

### Desirable

- Experience working with Māori, Pasifika, and young people.
- Second language – Te Reo Māori, Pacific, Hindi and/or Asian.

## Personal attributes

### Essential

- Highly motivated with a 'can do' attitude, resilient and determined
- Kind, empathic and compassionate
- High personal awareness
- Cultural sensitivity and awareness
- Motivated, willingness and ability to learn and develop
- Promote well-being for others and oneself
- Professional working manner
- Self-confident and positive outlook
- Can work collaboratively in a team
- Belief in social connection and its importance in recovery

## IT experience

- Developed computer skills
- Willingness to learn new digital systems

## Other

- Must possess legal right to work in New Zealand
- Full, clean drivers' licence
- Must comply with the requirements under the Vulnerable Children Act 2014

## Whakaae – Employee acceptance

This job description has been agreed between:

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Management Representative (print then sign)

And

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Employee (print then sign)

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

