



# WRHN Position Description

## Joint Initiative Ministry Social Development and Whanganui Regional Health Network

**POSITION TITLE:** MSD Community Connector

**RESPONSIBLE TO:** Jude MacDonald

**TERM OF POSITION:** Permanent part-time

**HOURS:** 20 hours per week

**RELATIONSHIPS**

**INTERNAL**

WRHN teams: Manaaki Te Whānau, Long-Term Conditions, Child Health, Health Promotion, Communications  
WRHN MSD Portfolio Manager  
WRHN CE  
WRHN Finance Team  
WRHN Employees

**EXTERNAL**

Individuals and their families/whānau  
MSD team members – Whanganui  
Social support services  
Koha Shed  
City Mission – Food Bank  
Iwi providers  
Māori and Pasifika community groups  
General practice teams  
Community pharmacies  
Whanganui Accident and Medical NGOs  
Community

**QUALIFICATIONS AND EXPERIENCE**

A person that has a commitment to the health and wellbeing of individuals and families/whānau, along with an extensive knowledge of community and an awareness of Māori tikanga. An ability to work collaboratively with Iwi organisations, Pasifika communities, social services and other external agencies to improve the wellbeing and resilience of individuals and their families/whānau who are in crisis and are not coping to meet their day-to-day needs.

- Current full drivers' licence
- Ability and experience in working in a Whānau Ora approach (where family/whānau are at the centre of all that they do)
- Evidence of either academic or lived community experience, with the capability of walking in the shoes of others and building relationships that enable outcomes to be achieved which individuals or families/whānau could not have attained on their own.

- Evidence of respectful relationships with a wide range of agencies in the community that enable the building of connected solutions with family/whānau that are sustainable, develop resilience and provide a pathway to independence.

## **KNOWLEDGE AND SKILLS**

### **Essential**

The Community Connector role and WRHN as the employer commit to the following principles:

- Will act and behave as positive role models and offer their service free of judgement
- Will not shame or bully, and will advocate for those who are lost in our systems and need help
- Will improve communication and messaging to ensure services are easy to access
- Will promote and achieve for families/whānau, equity of outcome
- Will recognise that some of our people are experiencing extreme stress and hardship
- Will act with kindness, listen to their needs and support them to self-manage (rather than “help them” or “do it for them”)

### **Personal Attributes and Skills**

- Confidence and ability to work autonomously within agreed boundaries
- Disciplined and focused on achieving outcomes and goals
- Ability to work effectively and collaboratively as part of a team across sectors
- Interpersonal skills that facilitate positive relationships
- Effective communicator and focused to create sustainable change for families/whānau
- Oral and written skills are of a standard that relates to the audience and able to deliver the outcomes for families/whānau
- Excellent time management skills
- Ability to facilitate hui and articulate clear messages in a culturally responsive way
- Ability to reach out and connect with rangatahi and work in a way that is preventative and ensures early intervention activities are activated rather than ‘band aid measures’ for day-to-day crisis
- Ability to work cooperatively with health teams and external agencies, such as MSD, Police
- Ability to build strong, supportive and empowering relationships
- Established linkages with Māori communities
- Computer literate

### **Desirable**

- Relevant Tikanga Māori qualifications
- Adult teaching and learning skills
- Understands population and community health issues
- Health promotion experience
- Courage to drive change across sectors

## **PURPOSE**

To provide connection and direct support to (and with) people so that they can access the right information, the right service at the right time – to support individual and family/whānau wellness, housing, education, and employment goals.

- Community Connectors to provide short-term support to individuals and families/whānau, to prevent and minimise the impacts of hardship.
- Discretionary funding to address immediate hardship and can be accessed where it is reasonably evident that the person or family/whānau has inadequate income to meet essential needs.

## SCOPE OF PRACTICE

The Community Connector will offer a navigation lens and assist individuals and families/whānau who are not engaging with MSD, and therefore not accessing potential entitlements and supports, to confidently manage the online services and engage with other providers to ensure their needs associated to housing, education, health, wellbeing and employment will be met.

The role will be culturally competent and confident, and well connected with key stakeholders in our city and rohe.

It is expected the Community Connector role will connect with Iwi providers, NGO providers, Social Services, Whanganui Accident and Medical, General Practice and other community stakeholders and providers, so they are aware of and are willing to participate in the process of connection.

Specifically, the following processes will be taken:

- Agree a plan of action with each individual or family/whānau.
- The Community Connector will seek to be informed on the various information and advisory services available from each sector partner, so they can confidently navigate each agency's online, web-based, face to face, telephone and information service, and therefore competently transfer that knowledge to clients and providers.
- Adhere to agreed WRHN process that meets the definition and intent of the MSD discretionary fund, to ensure the service is compliant with the policy as well as making sure those in need have access to this additional support when they need it most; to reduce barriers to employment, education, housing and wellbeing.
- Identify resource gaps for individuals that are not met by other alternatives and work alongside the Portfolio Manager to progress entitlement, accessing the discretionary fund.
- Connect in with existing community systems and processes that maintain a register of 'helping agencies' and NGOs, understanding their operational functions and how they are best engaged. Contribute to this register where additional services are identified.
- Seek direction and connection from Iwi and Iwi providers to ensure a Māori worldview is clearly understood and embraced, and that preventative approaches nurture identity, wellbeing and connectedness.
- Help people to gain comfort and confidence to enter the MSD Connected Space to access online services, and to assist with form filling and applications if literacy and/or self-confidence is highlighted as a problem.
- Engage with rangatahi in conversations which result in their knowledge of MSD systems and processes improving, building confidence in accessing the services, either online or face to face for people with complex needs.
- Participate in the MSD Community Network meetings, providing feedback on how timely access to health-related services that are impacting on a person or family/whānau wellness, particularly those presenting at the MSD Connector Space.
- Ensure that every family/whānau member is supported with information and understanding to assist in their engagement and connection with general practice and/or primary care providers and NGOs.
- Seek to understand barriers associated to accessing early intervention primary health care, particularly for those with pre-existing health conditions. Offer guidance to ensure their needs are met and challenges overcome.
- Seek to understand the unique needs of each individual and, if identified as a need, offer navigation and advocacy support until such time the individual or family/whānau can self-manage.
- Ensure the transfer to an NGO provider is seamless and that, following a successful connection, the Community Connector exits from that episode of care.

## KEY ACCOUNTABILITIES

(Some will be unique to the role, and some will be common across the organisation)

Accountability	Measured by
<p><b>MSD – Promotion of the service</b> Supports clients accessing MSD services to competently manage processes and systems, so they are actively engaged and receive entitlements and supports that will address barriers associated with employment, health and welfare.</p> <p>Uses local knowledge and contacts to engage with 'hard to reach' rangatahi.</p> <p>Builds respect with Iwi providers and their teams so the connection is strong and resilient.</p> <p>Creates a profile within the community as a credible, strong and resourceful role that makes change happen and connects with a range of stakeholders to support client needs.</p>	<ul style="list-style-type: none"> <li>• Provides support to ensure clients can self-navigate the systems at MSD required to access resources and services.</li> <li>• Has an effective relationship with all key partners, such as MSD, Housing, Education and Health.</li> <li>• Participates in community sector meetings to build robust relationships.</li> <li>• Builds the volume of clients engaging in the MSD Connected Space so it is considered by the community as a safe 'go to' space.</li> <li>• Reaches out and connects with groups of rangatahi that are less able or interested in engaging with MSD; and seeks to understand barriers and then work with MSD team to mitigate these.</li> <li>• Collates relevant data to ensure contract reporting commitments are met.</li> <li>• Identifies and reports on issues and concerns regarding equity of access.</li> </ul>
<p><b>Respecting families/whānau</b> Practices in a way that respects the right of families/whānau to make positive decisions about their health care and welfare.</p> <p>Practice ensures the mana of families/whānau is protected and tikanga and wairua are valued.</p>	<ul style="list-style-type: none"> <li>• Works in partnership with families/whānau using Māori models of health.</li> <li>• Provides information to support families/whānau to make decisions.</li> <li>• Informs families/whānau about potential and actual issues.</li> <li>• Advocates for families/whānau access and wellbeing.</li> </ul>
<p><b>Improving families/whānau knowledge and skills</b> Provides quality health care and education that enhances the wellbeing of individuals and families/whānau.</p> <p>Supports improved access and responsiveness to Māori to ensure high quality care from a Māori perspective.</p>	<ul style="list-style-type: none"> <li>• Has in-depth knowledge of tikanga.</li> <li>• Demonstrates effective communication skills.</li> <li>• Provides relevant evidence-based information to providers and other agencies.</li> <li>• Provides education for individuals, families/whānau and groups, as required.</li> <li>• Supports providers to build knowledge and skills around engaging and communicating with families/whānau.</li> </ul>
<p><b>Information and education</b> The client group will be informed and access a range of information that assists in them accessing a range of services from the health sector.</p>	<ul style="list-style-type: none"> <li>• Access to a general practice provider will be offered and families/whānau will be navigated to the right door.</li> </ul>

	<ul style="list-style-type: none"> <li>• Access to immunisations and screening to protect their wellness.</li> <li>• The Community Connector will work alongside the WRHN Health Promotion and Communications teams to ensure the right messaging and resources are communicated to support access and choices.</li> <li>• The Community Connector will familiarise themselves with the range of services provided by Iwi providers and NGOs, so entry is seamless and access to the right services is ensured.</li> </ul>
<p><b>Quality and risk</b></p> <p>Promotes a continuous improvement philosophy by encouraging ideas and ensuring options are investigated.</p> <p>Actively contributes to risk management activities within the WRHN.</p>	<ul style="list-style-type: none"> <li>• Participates in audits as required.</li> <li>• Completes data entry to maintain compliance for reporting – SORT, Evolution and TUKU systems.</li> <li>• Complies with WRHN policies, procedures and guidelines.</li> <li>• Reporting data will be easily accessible and meaningful.</li> <li>• Collects personal 'stories' to celebrate success or to learn from.</li> <li>• Services are delivered in a manner which improves access, reduces duplication, enhances effectiveness and achieves the maximum benefit within allocated resources.</li> <li>• Advises WRHN of any significant concerns relating to service delivery in a timely manner.</li> </ul>
<p><b>Positive health environment</b></p> <p>Creates and promotes an environment that assures a positive health environment for Māori, including safe service provision and care-planning review processes.</p>	<ul style="list-style-type: none"> <li>• Demonstrates respect of diverse values and cultural beliefs.</li> <li>• Works within the principles of the Te Tiriti o Waitangi/The Treaty of Waitangi.</li> <li>• Uses a health promoting and preventative approach in service delivery.</li> <li>• Is inclusive of families/whānau in the planning and delivery of services.</li> <li>• Participates in organisational cultural practice, such as waiata, pepeha, pōwhiri, etc.</li> </ul>
<p><b>Collaborative teamwork</b></p> <p>Works collaboratively with the MSD team, WRHN team, WAM team, General Practice, Iwi Providers, other agencies and the Māori community across the Te Whatu Ora rohe to improve families/whānau health and wellbeing.</p>	<ul style="list-style-type: none"> <li>• Works and communicates effectively with all teams.</li> <li>• Provides written reports and completes documentation as required by the role.</li> <li>• Increases awareness and utilisation of the Community Connector role within the community.</li> <li>• Builds willingness of providers and organisations to participate and connect with each other, to improve families/whānau health and wellbeing.</li> </ul>

	<ul style="list-style-type: none"> <li>Identifies to leaders (and promotes) positive change to 'traditional' health and social systems that will support improved outcomes for Māori.</li> </ul>
<p><b>Accountability</b> Incorporates quality practice, families/whānau rights and transparent processes into daily work activities.</p> <p>Delivery of services complies with agreement terms and conditions.</p> <p>Business practices are consistently in accordance with relevant legislation codes, regulations, national and local policy.</p> <p>Maintains strict confidentiality relating to patient information and organisation business.</p>	<ul style="list-style-type: none"> <li>Works within relevant legislation, policies and standards.</li> <li>Works within scope of practice.</li> <li>Ensures delivery of delegated services meets contractual obligations, including reporting.</li> <li>Follows guidelines around discretionary funding usage.</li> <li>Demonstrates effective, appropriate and responsible use of resources.</li> <li>Is accountable for their time, for outcomes and actions to progress the kaupapa.</li> <li>Participates in peer review.</li> <li>Adheres to policies and procedures.</li> </ul>
<p><b>Cultural safety and responsiveness</b> Demonstrates a commitment to Te Tiriti o Waitangi/The Treaty of Waitangi through partnership, participation, and protection.</p> <p>Services are delivered with an understanding of culture, equity issues, colonisation, systemic and intuitional racism, and a focus on equity of health outcomes.</p> <p>Demonstrates an understanding of the Pae Ora – Healthy Futures Act 2022, as a holistic concept and as a way of collaborative working to improve the health of individuals, families/whānau and environments.</p> <p>WRHN and its subsidiary clinics are a pro-equity organisation and our approach to achieving health equity requires all members of the staff to identify areas of inequity and address these within a system wide context.</p>	<ul style="list-style-type: none"> <li>Demonstrates ability to engage effectively with Māori consumer/patients/families/whānau.</li> <li>Demonstrates ability to apply Te Tiriti o Waitangi/The Treaty of Waitangi within service.</li> <li>Takes into effect of one's own culture, history, attitudes, and values while not imposing them on patients or consumers.</li> <li>Participation in WRHN Cultural and Equity orientation and the Hāpai te Hoe cultural induction programme via Te Whatu Ora or any other programme as required by Direct Report.</li> </ul>
<p><b>Health and safety at work</b> Actively participates in the WRHN's health and safety programmes, through input into meetings and feedback through committee structures.</p>	<ul style="list-style-type: none"> <li>Maintains own safe working environment and contributes to the safety of others.</li> <li>Is aware of and can identify hazards to which they may be exposed and/or they may create and takes action to eliminate or mitigate these.</li> </ul>

<p>Ensures own safety and the safety of others through understanding and working within Organisational policies for MSD and WRHN. Maintains safe working environment.</p> <p>Reports risk as per WRHN policy.</p>	<ul style="list-style-type: none"> <li>• Is aware of and complies with responsibilities under Health and Safety at Work Act (2015) and any subsequent amendments or replacement legislation.</li> <li>• Ensures that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>• Can apply WRHN's emergency procedures, including use of safety equipment and materials.</li> <li>• Ensures that all incidents including near misses are reported within the required timeframe using the WRHN's incident reporting system.</li> </ul>
<p><b>Personal development and behaviour</b></p> <p>Undertakes responsibility for own professional development and contributes to the development.</p> <p>Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities.</p>	<ul style="list-style-type: none"> <li>• Participates in learning and development activities relevant to the role.</li> <li>• Develops personal objectives to address identified learning needs.</li> <li>• Participates in performance reviews.</li> <li>• Demonstrates professionalism and timeliness.</li> <li>• Takes accountability for own performance, punctuality, and completion of tasks.</li> <li>• Participates in reviews as agreed and annual performance management.</li> </ul>
<p><b>Teamwork and support</b></p> <p>Works collaboratively with colleagues, sub-group team, and outsourcing entity employees and stakeholders, to ensure delivery of timely and accurate outputs.</p>	<ul style="list-style-type: none"> <li>• Takes responsibility for individually assigned tasks and outputs.</li> <li>• Contributes to a relaxed and happy work environment, in which all team members contribute and are successful in achieving deliverables.</li> <li>• Demonstrates engagement in formal and informal organisational activities and commitment to on-going personal and professional development.</li> <li>• Responds proactively and positively toward workforce and workflow changes.</li> </ul>
<p><b>Confidentiality</b></p>	
<p>All employees have a responsibility to comply with the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994 and any subsequent amendments.</p>	

**Variation of Duties**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by addition, deletion or straight amendment by the CE to meet any changing conditions.

**Performance Review**

An initial review of performance will be conducted after three months, with an annual review thereafter.