

Auckland Regional Public Health Service

Rātonga Hauora ā Iwi o Tamaki Makaurau



Working with the people of Auckland, Waitemata and Counties Manukau

POSITION DESCRIPTION

POSITION DETAILS:

TITLE: Health Promoter
REPORTS TO: Programme Supervisor, Health Promotion
LOCATION: AUCKLAND REGIONAL PUBLIC HEALTH SERVICE
AUTHORISED BY: General Manager, ARPHS
APPROVAL DATE: JANUARY 2018

PRIMARY FUNCTION:

Demonstrate effectiveness in using health promotion principles, theories and practices to support ARPHS to achieve its vision and goals for Tāmaki Makaurau – Te Ora o Tāmaki Makaurau.

To plan, implement, manage and evaluate health promotion strategies and programmes in accordance with the Treaty of Waitangi and health promotion frameworks (such as The Ottawa Charter or Te Pae Mahutonga).

Work in collaboration with other stakeholders to influence the delivery of strategic health promotion programmes and initiatives that address inequities and contribute to health gains for the people of the Auckland region.

SERVICE DESCRIPTION:

Our Priorities

ARPHS delivers public health services on behalf of the three district health boards in the Auckland region. ARPHS is a fully integrated public health unit delivering promotion, protection and screening programmes designed to improve the health and wellbeing of the populations of the Auckland region in partnership with mana whenua, striving always to reduce health inequalities, we work across three domains: **Excellence in Core Delivery**, **Leadership and Advocacy** and **Future Focused**

ARPHS operates under a management/clinical partnership model that means senior managers are partnered with a lead clinician/s to provide strategic leadership on specific portfolios to the organisation and to deliver key operational aspects of ARPHS Annual Operating Plan. On a day to day basis, the Manager may delegate this operational interaction to other non-medical professional leaders in the organisation.

Our Vision: Te Ora o Tāmaki Makaurau

Our Values:

- Welcome **Haere Mai**
- Respect **Manaaki**
- Together **Tūhono**
- Aim High **Angamua**

ARPHS Strategic Plan, Statement of Performance Expectations (SoPE) and Annual Operational Plan identify which public health services are delivered and monitored. These plans inform all service, teams and individual work plans.

| KEY ACCOUNTABILITIES | |
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| Key Result Area | Expected Outcomes/Performance Indicators |
| Implement health promotion strategies | <p>Demonstrate a commitment to excellence in supporting and delivering on ARPHS's strategic health promotion objectives</p> <ul style="list-style-type: none"> • Use systems theory and health promotion to plan and deliver social, systems, and environmental changes that: <ul style="list-style-type: none"> ○ Improve health equity ○ address the determinants of health ○ support Māori and all people to exercise control over their own health and wellbeing • Engage and partner with agencies, communities and organisations to advance health promotion. • Lead/contribute to and support policy development, submissions and reviews. • Advocate for population level measures which have a positive impact on issues of health equity or wellbeing. • Assist stakeholders to deliver mutually agreed outcomes. |
| Actively assist in the development and design of health promotion programmes | <p>Utilise health promotion/public health evidence and theory to develop and design health promotion programmes and projects to improve population health in the Auckland region</p> <ul style="list-style-type: none"> • Develop and coordinate programmes, and monitor programme implementation and progress. • Apply health promotion/public health evidence and theory to programme design. • Use health information to understand the needs of populations. • Engage relevant stakeholders for input into programme design. • Utilise and develop (if necessary) appropriate health promotion resources. • Maintain all programme documentation |
| Assist in the evaluation of programmes | <p>Utilise evaluation to ensure programmes and services are of the highest quality and achieving outcomes</p> <ul style="list-style-type: none"> • Contribute to and support the evaluation of programme outcomes (formative, process, impact). • Assist in identifying gaps in programme delivery and areas of improvement. • Conduct and maintain “reflective practice” as part of ongoing learning. |
| Provide leadership capabilities internally and external of ARPHS | <p>Ensure effective sector leadership by providing leadership directly or supporting existing leadership, both internally and externally</p> <ul style="list-style-type: none"> • Keep up to date with relevant research and developments and transfer this knowledge to others within the team, the organisation, or external stakeholders where appropriate • Mentor and coach other Health Promoters. • Work to raise the profile of ARPHS as an effective and proactive organisation in the delivery of health promotion. • Facilitate Primary Care and DHB access to public health expertise within ARPHS including those working with Māori, Pacific and other priority populations. • Collaborate with and advise other staff members on health promotion strategies and priorities. • Provide relevant expertise, advice, support and disseminate information to key stakeholders as |

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| | <p>appropriate.</p> <ul style="list-style-type: none"> • Have the ability to take a strategic approach to improving health and reducing inequalities. |
| Manage projects effectively | <p>Undertake and deliver projects as determined by the Team or Programme Lead and Level 4 Manager.</p> <ul style="list-style-type: none"> • Ensure that project milestones, deliverables, output and reports are on time and within budget. • Assist and support projects to be of high quality and mitigate risks. |
| General Duties | <ul style="list-style-type: none"> • ARPHS may request for you to undertake any other reasonable duties as and when required. |
| Stakeholder Engagement | <ul style="list-style-type: none"> • Develop and maintains relationships with key stakeholder groups (both internal and external) and ensures effective two-way communication. • Model ARPHS values in all interactions with stakeholders, internally and externally. |
| Emergency response | <p>At times all Auckland Regional Public Health Service employees maybe expected to respond and return to work to assist in an emergency situation to:</p> <ul style="list-style-type: none"> • Protect the health of the affected population in a civil defence emergency. • Contribute to the implementing of response & emergency and pandemic incident response plans. • Enable the provision of business continuity of the service. • Participate in rosters to ensure work coverage during response & emergency events. |
| Treaty of Waitangi and cultural responsiveness | <ul style="list-style-type: none"> • Auckland Regional Public Health Service works in partnership to support man whenua aspirations for health, wellbeing and reduction of inequalities. As a Crown agent we support Manawhenua in its role to manaaki (care for) all people within its tribal rohe (area). We ensure participation of Mātāwaka (those with affiliations other than mana whenua) in planning and providing services that promote the wellbeing of all Aucklanders. |
| Health and Safety | <ul style="list-style-type: none"> • The Auckland Regional Public Health Service (ARPHS) is committed to achieving the highest standard of health and safety for its staff. • You will report all accidents and potential hazards to your manager. • All employees are expected to take initiative, identify and report all hazards and incidents that may cause harm to themselves or others in the organisation. • As an employee of ADHB, the health and safety of clients and colleagues, as well as your own, are your responsibility. • You are expected to work safely at all times, to actively participate in health and safety programmes in your area. |
| Continuing Professional Development | <p>To be responsible for aspects of own professional development by:</p> <ul style="list-style-type: none"> • attending educational opportunities relevant to the role, • participating in continuous improvement activities such as peer review, • contributing to the development of ADHB's workforce within your area of influence, • demonstrating leadership appropriate to expected level of professional practice, • actively maintaining competencies relevant to professional |

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| | <p>standards /accreditation, and</p> <ul style="list-style-type: none"> • in partnership, fulfil your own responsibilities within ADHB's performance review process by: • completing an annual personal development plan, and establishing annual goals, objectives, performance targets and strategies to meet these. |
| Quality & Risk | ADHB and ARPHS are committed to the concept of quality improvement. As an employee you are expected to actively participate in quality improvement and risk management, both at a professional level and service level. You are also required to participate in quality and risk programmes as an integral part of your position. |

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| <p>MATTERS WHICH MUST BE REFERRED TO THE GENERAL MANAGER</p> <ul style="list-style-type: none"> • significant financial issues • significant quality or safety issues • serious clinical standards failure • any emerging factors that could prevent achievement of the service/s objectives at year end • any emerging factors that could prevent budget achievement at year end • any matter that may affect the reputation of the service/s or Auckland District Health Board |
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| <p>Authorities: This position has no delegated authority as per the ADHB Policy Manual</p> | |
| <p>FTE N/A</p> | <p>Budget Accountability (if applicable): N/A</p> |

| Relationships | | |
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| External | Internal | Committees/Groups |
| <ul style="list-style-type: none"> ▪ Ministry of Health ▪ Other public health staff ▪ District Health Boards ▪ Other health services including primary care ▪ General public ▪ Manawhenua ▪ Solution Vendors ▪ Academic researchers ▪ Central government ministries and departments ▪ NGOs ▪ Auckland Council ▪ | <ul style="list-style-type: none"> ▪ ARPHS General Manager ▪ ARPHS Clinical Director ▪ Level 4 Managers ▪ Programme/Team Supervisors ▪ Senior Medical Officers ▪ Team members ▪ Other multidisciplinary teams ▪ All ARPHS Staff ▪ Māori and Pacific Liaison Advisors | |

| Person Specification | | |
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| | Essential | Desired |
| Qualifications | <ul style="list-style-type: none"> • A recognised discipline specific undergraduate +/- post graduate qualification(s) within the appropriate discipline • OR Relevant and extensive experience along with a firm commitment, plans and steps to attaining a recognised tertiary health | <ul style="list-style-type: none"> • Experience in health promotion with Māori and/or Pacific peoples • A sound understanding of and experience in working with Tangata Whenua and regional Iwi structures and processes. • Relevant post-graduate study or progress towards |

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| | <p>promotion qualification.</p> <ul style="list-style-type: none"> • A sound working knowledge of the principles of Te Tiriti o Waitangi. • An understanding of the principles and practices of Te Pae Mahutonga, the Ottawa Charter, and other health promotion frameworks. • Full Current Drivers licence. • Willingness to travel and work flexible hours if/as required. | <p>completion where this is available.</p> <ul style="list-style-type: none"> • Leadership and/or management training. • Fluency in any of the following: Te Reo, Pacific and/or other languages. |
| Experience | <ul style="list-style-type: none"> • Three or more years' experience in health promotion or a relevant discipline. • Relationship management with diverse internal and external stakeholders. • Demonstrated health promotion networks within the Auckland region. • Demonstrated commitment to quality Improvement and excellence. • Experience of working with a reducing health equity lens. • Proficiency in the use of the internet, web-based software and Microsoft Office software. • Proficiency in writing and presenting information. • Experience in working within Te Tiriti o Waitangi principles. • Understanding / overview of Māori models of health promotion. • Knowledge of government strategies: e.g. Primary Health Care Strategy, Reduce Inequalities and He Korowai Oranga. | <ul style="list-style-type: none"> • Experience in working with research and evaluation frameworks. • Knowledge of social research and evaluation methods with ability to analyse social/ scientific research. |
| Personal Skills & Competencies | <ul style="list-style-type: none"> • Effective oral and written communication skills • A team player who respects diversity and works well with others • Ability to influence and support change • Proactive and takes initiative • The ability to challenge and question the 'status quo' (ie | |

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| | <p>processes and systems) and facilitate the development of innovative and workable performance improvements</p> <ul style="list-style-type: none"> • Outcome / solutions focussed • Resourceful and resilient; able to stay calm and cope under pressure | |
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| Core Competencies | |
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| COMPETENCY | DESCRIPTION |
| Courageous | Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary. |
| Decision Quality | Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions. |
| Conflict Management | Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise. |
| Motivating Others | Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with. |
| Negotiating | Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing. |
| Organising | Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner. |
| Priority Setting | Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus. |
| Results Orientated | Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results. |
| Peer Relationships | Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers. |
| Self-Knowledge | Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to |

balanced (+'s and -'s) performance reviews and career decisions.

WORKING FOR ADHB – EXPECTATIONS OF ALL EMPLOYEES INCLUDING ARPHS STAFF

CITIZENSHIP

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Māori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

THE EMPLOYER AND EMPLOYEE RELATIONSHIP

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB's objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

PROFESSIONAL DEVELOPMENT

As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require

Performance measures

The Health Promoter will agree an annual performance plan with the manager and take part in annual performance reviews.

Variation to position description

This position description describes the accountabilities and requirements of the position and is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken. This position description is not intended to be restrictive and may change as a result of consultation with the post holder or changes internally or externally to the organisation. This position description is subject to review dependent on the needs

of the service, any amendments will be discussed with the post holder.