

STATEMENT OF ACCOUNTABILITY

Poutātaki | Welfare Advisor

TEAM

People and Capability – Wellbeing
Wellbeing, Health and Safety Community of Expertise

ROLE TITLE

Poutātaki | Welfare Advisor

REPORTS TO

Senior Welfare Advisor

OUR CULTURE

At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

As a member of the Wellbeing Team, this role has shared accountability for:

- Developing and delivering a wellbeing programme for our people.
- Engaging with the Wellbeing, Health and Safety COE, the Canterbury District Health Board, the West Coast District Health Board and Our Health Systems to build trust, common understanding and ownership.
- Growing the understanding and engagement of the Wellbeing Health and Safety COE with the vision and goals for the Canterbury and West Coast Health Systems.
- Ensuring clarity of People and Capability purpose, developing clear direction, plans, alignment and priority and making sure all teams and people know their accountability and responsibility.
- Building the service capability of the Wellbeing Health and Safety COE to make it happen and the process capability to do it effectively and efficiently.
- Communicating, in order that within the Wellbeing Health and Safety COE, the wider People and Capability function, the Canterbury DHB, West Coast DHB and our Health Systems, everyone remains aligned with and informed about our plans, priority and progress.

These accountabilities will be exercised in support of the People and Capability function strategically partnering with the business, supporting and enabling the DHBs to achieve their goals and vision of a fully integrated health system.

MY ROLE RESPONSIBILITY

The Welfare Advisor is responsible for partnering with the relevant division to identify wellbeing needs and delivering the required support, interventions and proactively engaging the division with the wellbeing programme, including structured group support, one to one advice and referrals to interventions for DHB employees and their whanau and to contribute to the promotion of wellbeing awareness and the importance of self-care with individuals and groups.

Specifically, the role is responsible for;

Service delivery

- Delivering wellbeing interventions;
- Supporting staff following traumatic incidents, and/or supporting others (e.g., Managers) to do this, including providing coordination of the trauma support services if needed, such as liaising with any existing local processes e.g. critical incident debrief processes.
- Facilitating staff connecting to care (not providing treatment yourself), and monitoring progress for any referrals made to ensure the employee is satisfied with the service provided and the matter has been successfully resolved.
- Providing wellbeing support when required for staff post workplace Injury or illness, while in recovery and returning to work.
- Providing support and assistance to key stakeholders, such as managers, HR Advisors, Rehabilitation Advisors and employees for those with complex health needs including wellbeing, workplace rehabilitation or return to work case management plans, to provide a joined-up approach to staff support.
- Providing expert and timely information and advice on welfare, wellbeing matters and queries.
- Providing information on and access to internal policies, procedures and services available to employees and their whanau, directing people to the right information or services.
- Promoting and facilitating healthy working relationships amongst staff.
- Identifying and raising with management the following: wellbeing hazards, trends and unmet needs
- Promoting peer support and supervision.
- Maintaining appropriate professional boundaries, a high level of confidentiality and professionalism.
- Participating where appropriate in planning and delivering education and training including by means of presentations to promote the service and associated health and wellbeing messages.

Contribute to Wellbeing Programme Development

- Contributing to the development of wellbeing interventions in collaboration with the Health Promoter, Senior Welfare Advisor and other key stakeholders.
- In collaboration with key stakeholders, plans, implements and evaluates strategies and programmes to respond to mental health wellbeing concerns, issues and needs of our people.
- Contributing to the effective development of pathways, procedures, tools, analysis, reporting and training opportunities focused on the early intervention of wellbeing problems and helping our people to stay at or return to work.
- Maintaining effective communications with all key stakeholders so there is maximum clarity and engagement with the Wellbeing programme and plans.
- Contributes to the development of Wellbeing, Health and Safety and Welfare related policies and procedures.

MY CAPABILITY

A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.

- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

Qualifications & experience

- A relevant health qualification, such as: nursing, social work, counselling or clinical psychology
- A Current Annual Practising Certificate;
- Membership of a relevant professional body
- Experience in dealing with traumatised people
- Extensive experience in a health setting, and a keen awareness of organisational structures and supports within the DHB
- A current driver's licence is desirable

Knowledge and skills:

- Competence or aptitude for delivering group wellbeing sessions
- Excellent professional boundaries, a clear understanding of confidentiality (and the limits of confidentiality in this role) and a high level of professionalism;
- Able to work positively and collaboratively with others
- High level of empathy and compassion
- Able to navigate through competing points of view and interests, in a professional way
- A pragmatic approach to problem solving
- Excellent communication skills
- Able to work independently and manage time responsibly
- Skilled in conflict resolution

MY RELATIONSHIPS TO NURTURE

Internal

- Wellbeing Team
- Health and Safety Team
- CDHB clinical and operational leaders within campus of interest
- A range of clinical support teams across the DHB.
- People and capability Leadership Team
- Wider People and Capability Team
- Clinical Debrief Teams
- Community and Public Health
- Corporate Quality and Safety
- Security contractors;
- CDHB employees

External

- Health system providers, such as General Practitioners and counselling services;
- Union Partners
- Professional and regulatory bodies.
 - EAP, Workplace Support, ACC and third party/external providers
 - Sector stakeholders
 - Training institutes

**OUR WELLBEING,
HEALTH AND SAFETY**

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.