

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Surgical Mesh Navigator			
Reports to	Operations/Service Manager			
Location	Auckland and Christchurch			
Department	Hospital and Specialist Services			
Direct Reports	0		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	February 2023			
Job band (indicative)	MECA			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

The Service Description

In 2019 the Ministry of Health led a consumer co-designed process, to hear directly from New Zealand men and women affected by surgical mesh. The resulting report, *Hearing and responding to the stories of survivors of surgical mesh: Ngā kōrero a ngā mōrehu – he urupare*, highlighted the severity of harm and the impact on the lives of those who experience complications from surgical mesh.

A national specialist service has been established in the Auckland and Canterbury Districts to support access to the Female Pelvic Mesh Service (The Service). The implementation of clinical pathways to a single service over two locations will be supported by a multi-disciplinary team with input from a range of consulting specialists, allied and supportive therapies, nursing, health navigator and administration roles that work together, to ensure access is more equitable and timely, and that there is national consistency.

About the role

The role of Surgical Mesh Health Navigator is to provide emotional and practical support, assistance, and advocacy for patients and their whānau to access and navigate the Service and the wide range of health and supportive services that may be required as part of their treatment pathway. The Navigator role is essential in identifying barriers to accessing safe quality care and working with the patient, whānau and the health team to reduce and overcome them.

The primary purpose of the role is to provide navigation, advocacy and coordination of support to women experiencing complications associated with pelvic mesh used for SUI or POP by:

- providing consumers and whānau with individualised person-centred support to navigate the health service with the intent of improving their journey through more timely connections with health providers who focus on mesh complications in women.
- identifying and being a patient advocate for services that will help to reduce, and where possible eliminate, the impact of symptoms relating to mesh complications on the patients life. This includes liaising and working with the Accident Compensation Corporation (ACC), primary care providers, district hospitals, private health insurers and non-government agencies.

- capturing the women's mesh journey from end-to-end and convey it to the multidisciplinary team in a manner that reduces the burden on the women to share their 'story' over and over again.
- supporting women and their whānau, and the multidisciplinary team by identifying and addressing barriers to accessing health services, and assisting them to follow the pathway of care appropriate for their goals and agreed plan of care.
- working cohesively with team members to highlight opportunities and contribute to solutions to improve the Service.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
	• Build trusting relationships with women who have been referred for assessment and potential treatment for injuries associated with surgical mesh, and are on the waiting list for an FSA and/or preparing for surgery • Carry a case load and be the first point of contact for women referred to the Service • Support consumers to navigate the clinical pathway • Provide individualised consumer care coordination, liaising between the consumer, their whānau, health practitioners and services they may require, in preparation for diagnostic tests, planned care and recovery from surgery • Co-create pre and post-surgery goals and plans with the consumer and whānau • Maintain accurate and contemporaneous records, and in compliance with the Service requirements of interactions with the woman and whānau • Assist the consumer with navigating non-surgical and surgical options and their questions regarding these • In collaboration with the wider team develop resource guides for treatment options, including surgery and other related procedures • Provide information and education for women and their whānau in individual and/or group sessions that is consistent with their wishes and level of understanding, on what to expect pre and post-surgery • Act as a liaison between the consumer and whānau, primary and community healthcare providers, to ensure they are supported in their specific aftercare plans • Work in close collaboration with the surgeons, the Service, and Te Whatu Ora staff managing the waiting list for an FSA • Participate in Multi-disciplinary Team (MDT) meetings and other staff meetings relating to the role • Contribute to the development and continuous improvement of processes, tools and frameworks to support the team and growth and improvement of the Service • Ensure all work reflects our responsibilities to the priority of equity and meeting Te Tiriti o Waitangi obligations.

This position description is intended as an insight to the main tasks and responsibilities required in the role and may be subject to change in consultation with the job holder.

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	• Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	• Nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides self-leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals • Ensures the Service culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	• Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	• Models effective team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	- Exercises leadership and due diligence in Health and Safety matters and collaborates with the wider team to ensure successful implementation of the Health and Safety strategy and initiatives - Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes - Champions and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Service - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Matters which must be referred to the Manger, System Flow, Hospital and Specialist Services

- Privacy breaches
- Unauthorised or accidental access to someone's personal information
- Inappropriate disclosure of Te Whatu Ora's information
- Suspect the defrauding or helping someone else to defraud Te Whatu Ora
- If any criminal charges are laid against you

Relationships

External	Internal
- Consumers - Consumer whānau - Health Practitioners - External support agencies/Non-Government Organisations - Primary health care providers - Councillors - Allied Health Therapists	- System Flow Team members - Clinicians/Surgeons - Members of the Multidisciplinary Team

About you – to succeed in this role

You will have

- High level of initiative, advanced communication skills and emotional intelligence, in order to respond to and support women with a wide variety of psycho-social and physical health needs
- Experience working in a complex and challenging environment
- Proven experience at managing sensitive clinical and administrative information, and maintaining strict consumer and Service confidentiality
- Excellent organisational and time management skills

- Completed, or have relevant work experience equivalent to a Certificate in Health and Wellbeing (social and community services), level 4. A tertiary qualification in a health or social service related field is desirable , but is not essential
- Knowledge of medical and surgical terminology and respect for medical systems and processes
- Knowledge of the health sector in New Zealand and the transition from the Ministry of Health to Te Whatu Ora
- Working knowledge of resources available within health services to support the consumer journey from assessment to post surgical recovery
- Proficiency with Windows-based software including Microsoft Word, Excel, Powerpoint, Outlook

You will be able to

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose, and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.