

Statement of Accountability

Te whakaturanga ō mahi

Team Name	Coasters - Home & Community Support Services		
Role Title	Coordinator – Casual or permanent		
Reports to	Associate Clinical Nurse Manager – Northern or Central, Associate Lead - Southern		
Date	March 2023		
Location	Te Tai o Poutini	Department	Coasters - Home & Community Support Services

About us

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

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</i>

		<i>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>

Our Team Accountability

As a member of the Coasters team, you will actively support and enable the strategic direction of Te Tai o Poutini West Coast by:

Expected Outcomes / Activities – Team Specific

- **Utilising** technology to enable delivery of timely and responsive care and provision of data, both consistent with contract requirements
- **Maintaining** strict levels of confidentiality at all times
- **Applying** agreed approaches and processes to practice
- **Engaging** in education and team meetings including, orientation, mandatory and vocational training
- **Establishing and maintaining** an effective working relationship with other colleagues and committing to team work
- **Providing** high quality coordination services
- **Committing to and participating** in system and service improvement and transformation to enhance equity and outcomes for our tāngata and their whānau
- **Supporting** culturally appropriate and culturally sensitive consumer care
- **Contributing** towards Wellbeing, Health and Safety

My Role Responsibilities

The Coordinator – Coasters, is responsible for coordinating care to support consumers to live well, age well and have a respectful end of life in their own communities.

Specifically, the role is responsible for:

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
OUTCOMES AREA	<ul style="list-style-type: none"> – Working with Service Referrers and Coasters Nurses on a daily basis to arrange service requests for clients
	<ul style="list-style-type: none"> – Liaising with the Support Workers and ACNM or AH lead regarding rostering including covering annual leave, sickness and training
	<ul style="list-style-type: none"> – Providing high-quality customer service to clients, their whanau and families
	<ul style="list-style-type: none"> – Providing support that is culturally safe, respectful and enhances the dignity and mana of the client. Recognising that the client is an active participant in planning and identifying the services that support them.

	– Following all relevant organisational policies and procedures
	– Participating in training and skills development
	– Using technology to support the administration and communication requirements of the service
	– Supporting the on-boarding, training and skill development of other team members
OTHER	– Performing other duties considered to be within the scope of this role as agreed by employee and the manager

My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leading-Self** leadership focus. A person with this leadership focus will not hold formal leadership accountabilities but is responsible for displaying leadership character and driving service delivery within their role and team.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	Understands the needs of Māori and adjusts approach to ensure equitable outcomes
Self-Aware	Understands their impact on others and strengthens 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 Pro-active	Delivers clear messages and seeks support/advice in a timely manner; to enable decision making
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	Seeking and participating in opportunities to learn and integrate different perspectives.

My Qualifications, Experience, Knowledge, Skills:

You will have:	<p>Essential</p> <ul style="list-style-type: none"> – Strong customer service skills – Competent using Microsoft applications and similar software <p>Desired</p> <ul style="list-style-type: none"> – Previous experience as a service coordinator
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Personal Attributes:

You will have:	<ul style="list-style-type: none"> - Ability to work autonomously and as part of a team - Ability to maintain confidentiality and use discretion - Well-developed interpersonal skills - Cultural sensitivity - A high level of self-presentation - Ability to work under pressure - Commitment to ongoing self-development
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Key Relationships to Nurture

Internal	External
Te Whatu Ora, Te Tai o Poutini Staff	Clients and their whānau and families
Associate Clinical Nurse manager	Access Home Health staff
AH Team Managers	
Coasters Nurse Assessors	
Fellow Coordinators and Support Workers	
District Nurses, CCCN and other Community staff	

This statement of accountability 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.

*Signed on behalf of Te Whatu Ora
Te Tai o Poutini West Coast*

*I accept the terms and conditions as
outlined in this Statement of
Accountability*

Date _____

Date _____

Name

Name

Position

Coordinator - HCSS