

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Senior Advisor Māori/Pasifika (Aged Care)
<u>DEPARTMENT:</u>	Kaitohu Mātāmua Māori
<u>REPORTS TO:</u>	Kaitohu Mātāmua Māori

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner is required to promote and protect the health and disability services consumers' rights and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The principal role of the Senior Advisor Māori/Pasifika (Aged Care) is to use their extensive cultural knowledge, mana, and expertise to support the Aged Care Commissioner to develop meaningful relationships with kaumātua, particularly Māori and Pasifika kaumātua, and their whānau/iwi/hapu across Aotearoa New Zealand, to guide consumers through the complaint process, achieving early resolution where possible, as well as to develop and deepen HDC's cultural competence.

You will need

- the ability to engage with whānau/ consumers/complainants/ and guide them through complaints and our assessment/investigation process
- the expertise to support the Aged Care Commissioner to develop meaningful relationships with kaumātua, particularly Māori and Pasifika kaumātua, and their whānau/iwi/hapu across Aotearoa New Zealand
- the ability understand, relate to, and communicate with (primarily) Māori and Pasifika whānau to simplify complex information from provider responses, and discuss this with consumers/complainants in consumer centred language
- the ability to offer general cultural guidance/reassurance to consumers/complainants about cultural issues
- the ability to resolve appropriate complaints by agreements between the parties, respecting the dignity and mana of all participants
- the ability to offer advice on how to navigate aspects of the sector and where to go for help - i.e. relationship between care home and GP, NASC, home care providers etc

You will work closely with all members of the Aged Care Team and wider organisation to support older people and their whānau through resolution of their complaint including designing appropriate new ways of working and ensuring engagement with kaumātua and their whānau/iwi/hapu

He aha tāu e mahi ana | What you'll be doing

- Supporting the Aged Care team to look at systemic improvements for Older Māori and Pacifica including stakeholder engagement and quality improvement in the health and disability services and internally at HDC
- Engaging with whānau consumers/ on their complaint journey, with a focus on supporting them to an early resolution
- Liaising with whānau consumers/ to elaborate on/clarify/explain/decode cultural aspects of the complaint
- Working with whānau consumers/ to resolve complaints in a timely manner
- Working with providers if more information is required to resolve the complaint
- Working as part of the Aged Care team and in partnership with the Complaints Assessment team, Investigations team, Legal team and Cultural Advisor team
- Facilitating interactions between consumers and providers if kanohi ki te kanohi (in person) meetings are requested
- Reviewing complaints, cultural records, and other information in order to assist complaints resolution and investigation teams with the identification of cultural issues, and gaps in cultural information
- Assisting to progress complaints relating to older people through suggesting and taking part in quality improvement activities
- Developing and maintaining effective relationships with all HDC staff
- Perform any other duties as needed by HDC

Leadership, file guidance, and support

- Providing professional support and development to enhance the capability and responsiveness of the complaints resolution team to produce high-quality, culturally appropriate services every time
- Providing leadership to, and assisting to drive the effective functioning of the triage process

Resolution of priority file areas

- Supporting the team to manage and resolve priority file areas (such as unallocated, high risk, or aged files)
- Identifying and reporting on priority file areas

Relationship Management

- Establishing and maintaining effective relationships and networks with key external stakeholders including advocacy services, registration bodies, Coroners, District Health Boards, the Ministry of Health, ACC, expert advisors, and in particular key Māori and Pasifika community groups, Iwi, and other groups representing kaumātua
- Developing and maintaining effective relationships with other HDC teams and staff
- Undertaking relevant education and promotional presentations as required to promote the Act and Code of Rights and the rights and responsibilities of consumers and providers

General

- Meets all HDC and personal health and safety expectations and obligations
- Ensure all work is:
 - Accurate and appropriate
 - Considers options and impacts where appropriate
 - Is understandable to the targeted audience
 - Meets agreed time frames
- Provide guidance, coaching, and support to other HDC staff members.
- Develop and maintain effective relationships with other HDC teams and staff
- Assist on any matter and perform other duties, from time to time as required

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful:

- Experience as a community leader and with older adults within the health system
- Excellent resolution skills
- Fluent te reo Māori speaker preferred
- Ability to, and experience in, communicating with consumers on sensitive matters
- Analytical and enquiring mind with an ability to express complex ideas in a logical and easily understood way
- Sound understanding of the New Zealand health and disability sector, of consumer rights issues, and the needs of health and disability consumers
- Strong focus and dedication to quality standards and service
- Ability to prioritise and meet deadlines
- Excellent communication and relationship management skills, with proven ability to manage and develop effective internal and external relationships across cultures and in a complex setting
- Experience in work-flow management and the ability to provide constructive, timely, feedback and direction
- Well-developed knowledge of Te Tiriti o Waitangi and Crown obligations to Māori development and wellbeing/good health. Understanding of the social and religious beliefs and values of different cultural and ethnic groups in New Zealand, with particular expertise and experience with Māori and Pasifika peoples

- A team player who works well with colleagues and brings out the best in staff
Ability to make good decisions based upon a mixture of analysis, wisdom, experience and judgement taking a restorative practice approach
- Experience in making quality improvements focused on consumers' experience.
- Have stress management and resilience skills
- Have a high level of initiative
- Have an approachable, collegial and friendly manner
- This is a new position which will evolve over time, so other duties may be required

Te Aronga o te Ratonga Tūmatanui | Public Service Purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop