

Position Description

Title	Kaiāwhina Maanaki Health Navigator
Reports to	Supportive Care Team Leader
Location	Invercargill
Date	January 2023

About the Cancer Society of New Zealand

Our mission | Taḥuhu

Reducing the incidence and impact of cancer in Aotearoa, New Zealand.

Our promise | Nga Pou

Every person every cancer.

Our Foundation | Tūāpapa

We are Te Tiriti o Waitangi led and equity-focused.

The Cancer Society of New Zealand has a unique position within the cancer continuum. As a service provider, retail supplier, researcher, funder and advocate CSNZ is an integral part of the cancer continuum and is seen as a trusted leader across the sector.

CSNZ is committed to reducing the incidence and impact of cancer for all New Zealanders. Within Aotearoa New Zealand there are some population groups, including Māori, who carry a disproportionate burden of cancer. This includes higher incidence levels, mortality and impact. These cancer inequities are unfair, avoidable and amenable to intervention; thus, achieving equity across the cancer continuum is crucial.

The Kaiāwhina Maanaki role sits within our Supportive Care team, who work closely with individuals and their families affected by cancer. The main purpose of this role is to extend the services and support available to clients in to minimise barriers to healthy outcomes. This includes linking clients with Cancer Society services, including volunteer support, or to services offered by other health or community providers, including kaupapa Māori organisations. Reporting to the Supportive Care Team Leader, it will work closely with the Supportive Care team, volunteers, and other staff in the Cancer Society to enhance and maximise clients' experiences of our services.

Mahi Kawenga - Key Responsibilities

Primary Objectives	Performance Measures
Enhancing the client experience by connecting them with appropriate Cancer Society volunteers	<ul style="list-style-type: none"> • Clients are matched with appropriate volunteers that add value to their Cancer Society experience • Regularity and quality of Supportive Care volunteer meetings • An effective relationship is built with the volunteering team to identify recruitment, training and performance management needs • Volunteers have a positive experience with the Cancer Society • Clients have a positive experience with our volunteers
Identifying community resources available, and developing and maintaining relationships that strengthen the pool of resources available for clients	<ul style="list-style-type: none"> • An up-to-date database of community resources and services outside the Cancer Society is developed and maintained, including kaupapa Māori organisations • Clients are connected with other community services in a timely manner
Coordinating support groups	<ul style="list-style-type: none"> • Support Groups and education sessions are well-run and well-attended • The range of groups offered by the Cancer Society expands over time, based on evaluation and feedback from clients • Other cancer or health organisations are kept up-to-date with upcoming sessions to refer patients • The Cancer Society communications team has timely information to promote these education sessions
Managing inventories and stock	<ul style="list-style-type: none"> • The Supportive Care team have adequate information resources and prosthetics stock

Support strong client care by keeping data up-to-date and supporting	<ul style="list-style-type: none"> • Details on the client management database are up-to-date, including attendance at group sessions and volunteer engagements • An effective discharge process keeps former clients connected with the Cancer Society • Other parts of the organisation (e.g. communications and volunteering teams) are informed when clients want to engage with the Cancer Society in different ways
Supporting the Supportive Care team	<ul style="list-style-type: none"> • Undertaking client phone calls and supporting administration tasks • Supporting clients with administrative tasks, including National Travel Allowance applications or SupportCrew account set-up • Helping to provide back-up for the driving and accommodation service
Support the commitment to ensuring the Society provides a safe environment that is free of harm to health, safety or wellbeing	<ul style="list-style-type: none"> • Adequate responsibility is taken for ensuring your own health, safety and wellbeing • Health and Safety risks associated with your role are effectively assessed and mitigated • Health and safety incidents are reported in a timely way

The above is an outline of the performance indicators and expected outcomes attached to the position. However, these may be extended or amended to meet changing circumstances.

Ngā Hononga - Key relationships

This position requires a high level of professional interactions with:

External	Internal
<p>Cancer Society clients and other individuals and whānau affected by cancer</p> <p>Other health and community service providers, including Te Whatu Ora, Te Aka Whai Ora and kaupapa Māori organisations</p>	<p>Supportive Care staff, including Daffodil House and Driving service</p> <p>Volunteering team</p> <p>Communications team</p> <p>Cancer Society volunteers</p> <p>Pou Ārai māori Engagement Manager to guide with tikanga Māori</p>

Ngā tino pūkenga/whēako - Essential skills/experiences for the role

Essential skills

Integrity: Upholds a high standard of ethical behaviour in everyday words and actions, and understands clearly the boundaries of the role

Initiative: Seeks practical solutions to problems, as well as asking for help when required.

Planning and organising: Efficiently organises, plans work and manages time

Interpersonal Communication: Communicates clearly and effectively

Resilience: Effectively and professionally deals with work-related problems, pressures and stress.

Confidentiality

Computer skills including basic email, excel, email and databases

Desirable skills

Knowledge of tikanga Māori and ability to embed it into the role

Existing community networks and relationships

Experience working with a client management database

He aroha whakatō

He aroha puta mai

If kindness is sown

Kindness you shall receive