



Western Bay of Plenty  
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU  
WHAKARITORITO TE TUPU  
O TE HARAKEKE

## Our kaupapa

Te Toi Huarewa striving to achieve whai mana (equity), whai ora (quality healthcare) and whai rangatiratanga (sustainability) for all.

## Our values

**Whai Mana** Achieving health equity for all, particularly for Māori.

**Whanaungatanga** Inclusiveness and a sense of belonging.

**Manaakitanga** Caring and showing respect for each other.

**Mana Motuhake** Enabling people to be in control of their own health and wellbeing.

**Whai Ihi** Expressing passion pertaining to our knowledge and expertise.

## Position Title: Health Coach - Integrated Primary Mental Health and Addictions (IPMHA)

I am responsible for delivering the Integrated Primary Mental Health and Addictions Service as part of a multi-disciplinary team located within general practice.

My role is to work with other Primary Mental Health staff, Health Coaches, Health Improvement Practitioners within Western Bay of Plenty Primary Health Organisation (WBOP PHO) to refine and improve the services delivered. Addressing inequity is a key focus of the service.

I report to the Programme Manager, Integrated Primary Mental Health and Addictions.

## The everyday mahi

I will be actively engaged with individuals/family/whanau to help them gain the knowledge and skills, tools, and confidence to become active participants in their care, so that they can reach their self-identified goals. I will practice collaboratively with general practice teams, community-based Non-Government Organisations (NGO) and speciality services as required to support clients improve their health and wellbeing.

Key activities include:

- To work with other Primary Mental Health staff, Health Coaches Health Improvement Practitioners within Western Bay of Plenty Primary Health Organisation (WBOP PHO) to refine and improve the services delivered.
- To be actively engaged with utilising an integrated model of care that support clients' needs and enables them to move seamlessly between services in general practice and, if needed other services such community-based, NGO's, specialty services such as secondary mental health and addiction services.
- To develop and maintain excellent relationships across the WBOP PHO, the wider health sector and with other key stake holders that ensures highly effective communication and linkages are developed and maintained.
- Develop and maintain a close working relationship with the Practice Nurse and the General Practices' Health Improvement Practitioner (HIP).

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## Outcomes I'm responsible for

- Skills, knowledge, and attitudes for culturally safe practices are demonstrated.
- Ensuring team members are informed when other members of the General Practice team that when referrals are received from that team members from other of the general practice team.
- Ensure clear documentation of all general practice related activity is up to date; clear and concise notes that comply with established standard are entered within practice's Patient Management System and all required client-related information and activities are recorded.
- A patient-centred assessment will be undertaken at the first point of contact. This will be a holistic assessment of need from which the Health Coach will work collaboratively with the patient to identify goals and a plan to achieve these.
- Participation in project-related workforce development and coaching.
- Active contribution to evaluation and refinement of the approach.
- Partnership with the practice's Health Improvement Practitioner is evidenced.
- A collaborative working relationship is formed with NGOs working with the general practice as a part of this project.
- Knowledge of and a collaborative working relationship is formed with local community agencies.
- Assistance with care coordination and access to outside resources is provided as needed.
- Managing legal and ethical issues related to wellbeing in a supportive and collaborative manner.
- Acts according to and abides by WBOP PHO policy and procedures, legislation and principles of Governing professional body.
- Attending and contribution to IPMHA team meetings.

- Engaging in continuing skills development and regular supervision.
  - Seeking appropriate professional and collegial support.
  - Ensuring that the work is done in a safe environment.
  - Reporting and working to eliminate, isolate or minimise any hazards.
  - Participating in health and safety management practices.
  - Acting in accordance with the organisation's health and safety policies and procedures.
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## **I'll bring to the role**

- A knowledge of the Health Coaching Model and ability to implement the model.
- Provision of self-management support, bridging the gap between clinician and the client, helping clients navigate the health care system, offer emotional support, and serve as a continuity figure.
- A collaborative approach when working with others.
- Effective organisational and time management skills.
- Effective communicator across a range of mediums.
- A strong equity focus, by ensuring care is client-focussed and planned with regards to individual cultural needs.
- Skills to assist with care coordination and access to outside resources, is provided as needed.