



## Position Description

<b>Position Title:</b>	<b>Extended Care Paramedic Comprehensive Primary &amp; Community Team (CPCT)</b>
<b>FTE:</b>	0.7 Negotiable
<b>Term</b>	Permanent
<b>Reports To:</b>	TBC
<b>Functional Area:</b>	Partnership Services
<b>Position Location:</b>	Whangarei & Mid North (Northland)
<b>Direct Reports:</b>	Nil
<b>Delegated Authority:</b>	As per Delegated Authority or Nil
<b>Budget Responsibility:</b>	As per Delegated Authority or Nil
<b>Key Relationships:</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>• Partnership Services</li> <li>• Support Services</li> <li>• Digital &amp; Data Hub</li> <li>• Project Hub</li> <li>• Mental Health Services</li> <li>• Network Enablement Services</li> <li>• Executive Leadership Team &amp; Senior Leadership Team</li> <li>• Wider Mahitahi Staff</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>• General Practices and Māori Health Providers</li> <li>• CPCT Members in other practices</li> <li>• Locality Community Leaders</li> <li>• Te Whatu Ora (Health NZ)</li> <li>• Te Aka Whai Ora (Māori Health Authority)</li> <li>• Manatu Hauora (MoH)</li> <li>• Ministry of Social Development</li> <li>• Other related Partner Agencies and NGOs</li> <li>• Other Emergency and Support Services</li> </ul>
<b>Key Commitments:</b>	<p>Mahitahi Hauora has key commitments. Every position has foundational commitment to:</p> <ul style="list-style-type: none"> <li>• Whanau Wellbeing and Equity</li> <li>• Te Tiriti o Waitangi</li> <li>• Relevant NZ Health Strategies</li> </ul>

### Mahitahi Hauora Overview

Mahitahi Hauora is a primary health entity underpinned by Te Tiriti o Waitangi, our Kaupapa includes ensuring whanau and communities are able to achieve self-determined wellbeing, access to the services they determine they need, and to live a long and healthy life. We work collaboratively with community, primary healthcare providers and key partners to support general practices, Māori health providers and social sector agencies in achieving better health outcomes for our Tai Tokerau population.

**Central to the way we work are our Mahitahi Hauora's Values and Behaviours:**

<b>Tika</b>	<b>To be honest, truthful and genuine</b> – <i>we are honest, behave and treat others consistently, are transparent, are trustworthy, and have courage to do the right thing.</i>
<b>Pono</b>	<b>Fairness and Integrity</b> – <i>we work towards fairness and equity in all our mahi, we demonstrate integrity in our actions</i>
<b>Aroha</b>	<b>We respect and care for each other</b> – <i>we show appreciation, compassion, kindness and empathy for others</i>
<b>Kotahitanga</b>	<b>Collaboration and Unity</b> – <i>we are all in one 'waka' paddling consistently toward a common purpose</i>
<b>Manaakitanga</b>	<b>Supporting and valuing others</b> – <i>we are caring and supportive</i>
<b>Whanaungatanga</b>	<b>Relationships, belonging and inclusion</b> – <i>we value and honour relationships and engagement</i>
<b>Whakamana Whanau</b>	<b>Empowering Whanau</b> – <i>we are strengths-based and put whanau front and centre of everything we do</i>
<b>Whakapapa</b>	<b>Connection and Heritage</b> – <i>we connect with each other and our history</i>

**Position Purpose**

The purpose of this role is to provide clinical assessment and care interventions across the comprehensive primary and community team for people and whanau at greatest risk of poor health outcomes and to actively support hospital avoidance through provision and coordination of care, to augment the primary care workforce. This role will support increasing capacity within the team, providing assessment, diagnosis, treatment and review of people and whanau whose needs lie within the scope of practice, skillset and experience of an ECP.

The Extended Care Paramedic (ECP), will work as an integral part of the Comprehensive Primary and Community Team (CPCT) within general practice. The ECP is a key member of the interdisciplinary team (IDT) and will be actively involved in the interdisciplinary structure and functions including meetings, practice education sessions and will utilise the systems and processes that support IDT functioning and outcomes.

**Key Functions**

- Telephone triage
- Telehealth and face to face consultations
- Providing comprehensive clinical assessment and treatment for people requiring urgent care
- Issue specified medications under standing orders
- Supporting practice clinical processes in collaboration with other clinicians
- Providing informal education/information to clinicians and whānau
- Extensive collaboration with other community health providers to support management of care.

**Key Responsibilities**

**Expected Outcomes/Performance Indicators**

Provision of Clinical services within scope of practice	Provide Clinical services within scope of practice including the following: <ul style="list-style-type: none"> <li>• Undertaking telephone triage (following appropriate training) to determine which people need to be seen face-to-face, how quickly and by whom, and managing appropriate clinical problems over the phone.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Providing comprehensive clinical assessment and treatment for people requiring urgent care, both independently (including treatment, referral, and discharge decisions) and in consultation with other clinicians as appropriate.</li> <li>• Providing unscheduled primary care to people who require a same day appointment</li> <li>• Providing extended care to enable people and their whānau to be clinically managed in the community, eg. Urinary catheterisation, wound closure, management of constipation, and supply of medicines such as oral antibiotics under Standing Orders.</li> <li>• Providing care to people with life-threatening/time-critical conditions, including taking the lead when required</li> <li>• Providing phone consultations (following appropriate training) for people who do not require a face-to-face assessment.</li> <li>• Supporting practice clinical processes in collaboration with other clinicians such as inbox management, including follow up of test results, referral letters and filing documentation that does not require further action</li> <li>• Providing home visits to people and whānau who are clinically appropriate to be seen in their home and in cases where transport is a barrier. This may also include assessing persons post-discharge who are at risk of re-admission and providing treatment to enable them to stay well in their home</li> <li>• Providing informal education/information regarding the management of high acuity clinical conditions to other clinicians within the practice team, and to people and their whānau (as appropriate)</li> <li>• Extensive collaboration with other community health providers, ARC, hospice, urgent care, hospital clinicians, district nursing, frequent presenter groups, and local emergency services.</li> </ul>
Equity	<ul style="list-style-type: none"> <li>• Remain focused on the pursuit of Māori and Pacific health gain as well as achieving equitable health outcomes for Māori and Pacific people</li> <li>• Support Māori-led and Pacific-led responses, including tāngata whenua- and mana whenua-led care coordination to deliver mana motuhake and Māori self-determination</li> <li>• Co-create pro equity health planning and care for individuals and whānau</li> <li>• Willingness to personally take a stand for equity and commitment to helping all people achieve equitable health outcomes</li> <li>• Demonstrate awareness of colonisation and power relationships</li> <li>• Demonstrate critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery</li> <li>• Work in accordance with Pae Ora Māori holistic model of wellbeing</li> </ul>
Comprehensive Primary & Community Teams	<ul style="list-style-type: none"> <li>• Work in accordance with Te Mauri o Rongo</li> <li>• Identify skill sharing opportunities and delegation to other roles, in particular non-regulated roles such as kaiāwhina</li> <li>• Demonstrate commitment and understanding of simplify and intensifying care based on risk profile and risk of health inequities</li> <li>• Promote comprehensive primary care teams by being fully involved and an active participant in the care for those with the most complex health needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Utilise as available IT enablers for interdisciplinary team functioning, including record sharing, tasking, messaging, assessment, care plans and risk stratification tools</li> <li>• Active participation in CPCT interdisciplinary processes, including model of care development and cross-agency approaches</li> </ul>
Hospital avoidance/supporting early discharge	<ul style="list-style-type: none"> <li>• Prioritise hospital avoidance and early supported discharge activities</li> <li>• Work alongside and advocates for people and their whānau who are at highest risk hospital admissions to support successful care in the community</li> <li>• Be responsive to acute care needs</li> </ul>
Supporting those at greatest risk of poor health outcomes	<ul style="list-style-type: none"> <li>• Identify people and whānau at greatest risk of complex health issues, and assess and / or review health and wellbeing need, including contribution to NASC assessments</li> <li>• Pro-actively plan and co-ordinate care for individuals and communities</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Support interdisciplinary team functioning and collaboration of the CPCT and other services by actively contributing to leading, nurturing, and supporting team development</li> <li>• Demonstrate commitment, urgency and be visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally</li> <li>• Model good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing the best and collegially supports others to do the same</li> </ul>
Professional	<ul style="list-style-type: none"> <li>• Accept responsibility for ensuring that care and conduct meet the standards of the professional, ethical, and relevant legislated requirements.</li> <li>• Understand the principles of the Te Tiriti o Waitangi and be respectful of people and whānau personal beliefs, values, and goals.</li> <li>• Read and adhere to the organisation's vision, values, policies, and procedures while representing the organisation in a committed manner and projects a positive image.</li> <li>• Demonstrate understanding of the Code of Health and Disability Services Consumer Rights and Health Information Privacy Code</li> <li>• Undertake education and professional development appropriate to the role</li> <li>• Maintain confidentiality and appropriate escalation of concerns</li> <li>• Ensure infection control and health and safety measures are understood and followed</li> <li>• Recognise and value the roles and skills of all members of the health care team in the delivery of care</li> <li>• Communicate effectively in an appropriate and professional manner with people and whānau, and members of the health care team that reflects the cultural needs of whānau.</li> <li>• Establish and maintain relationships with people and their whānau, other members of the interdisciplinary team and providers of services.</li> </ul>
Innovation & Improvement	<ul style="list-style-type: none"> <li>• Be open to new ideas and contribute to a culture where individuals at all levels bring their ideas on how to 'do it better' to the table</li> <li>• Model an agile approach –tries new approaches, learns quickly, adapts fast</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and maintain appropriate external networks to support current knowledge of leading practice</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora.</li> </ul>
Health & Safety, Compliance and Risk	<ul style="list-style-type: none"> <li>• Maintain client confidentiality at all times, clients' rights, privacy and confidential information are safeguarded.</li> <li>• Understands the principles of the Privacy Act 2020, and Health Information privacy Code (1994).</li> <li>• Recognise individual responsibility for workplace Health &amp; Safety under the Health and Safety at work Act 2015 (HSWA 2015). Take all reasonable practical 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.</li> <li>• Ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Maintain compliance with all relevant statutory, safety and regulatory requirements applicable to role and organisation.</li> <li>• Implements organisational policies and procedures, legislation and guidelines with their work.</li> <li>• Understand and operate within the financial and operational delegations of the role.</li> </ul>

### Key Qualifications, Experience, Skills and Knowledge

Education and Qualifications & Registrations	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>• Bachelor of Health Science majoring in paramedicine</li> <li>• Postgraduate Diploma in Health Science (Paramedicine) with Extended Care Paramedic specialization or equivalent</li> <li>• Current Practicing Certificate (no restrictions)</li> <li>• Current Registration with Te Kaunihera Manapou Paramedic Council</li> <li>• Advanced Computer literacy skills, e.g. Microsoft Office 365, Sharepoint.</li> <li>• Current and un-encumbered Drivers Licence</li> </ul>	

<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Experience in implementing Te Tiriti o Waitangi in action</li> <li>• Primary or community healthcare experience</li> <li>• Comprehensive understanding of the inequities in access and health outcomes in Aotearoa New Zealand</li> <li>• Advanced Computer literacy skills, e.g. Microsoft Office 365, Sharepoint.</li> <li>• Advanced written and verbal communication skills</li> <li>• Excellent time management and organisational skills</li> <li>• Excellent critical appraisal skills and being able to identify the best evidence-informed solutions to clinical and practice questions and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Has extensive post-graduation experience within an emergency ambulance service (to ensure an appropriate background in acute care)</li> <li>• Previous experience practising as an Extended Care Paramedic within primary care or in an emergency ambulance service.</li> <li>• Understanding and familiar with a Practice Management System.</li> </ul>
<b>A commitment to the development in competency of</b>	
<b>Essential</b>	
<ul style="list-style-type: none"> <li>• Te Tiriti o Waitangi and our obligations in our day-to-day work</li> <li>• Confidence in expressing and observing Tikanga, Māori protocols</li> <li>• A good understanding of Pae Ora and He Korowai Oranga</li> <li>• Privacy Act (1993) and Health Information Privacy Code (1994).</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Safety at Work Act 2015( HSWA)</li> <li>• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).</li> <li>• New Zealand Council of Healthcare Standards.</li> </ul>
<b>Skills and Personal Attributes</b>	
<b>Skills:</b>	<b>Personal Attributes:</b>
<ul style="list-style-type: none"> <li>• Strong communication skills, both written and verbal.</li> <li>• Strong interpersonal and relationship building skills.</li> <li>• Has the necessary skills to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected.</li> <li>• Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure.</li> <li>• Strong decision making ability and ability to meet deadlines.</li> </ul> <p>Knowledge &amp; proficiency with Microsoft Office applications, particularly Word, Outlook, Excel and Office 365</p>	<ul style="list-style-type: none"> <li>• Ability to work as a team and be a valued team member.</li> <li>• Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy.</li> <li>• Attention to detail and accuracy.</li> <li>• Ability to exercise wisdom and initiative.</li> <li>• Punctuality and reliability.</li> <li>• Flexibility to cope with changing demands.</li> <li>• A professional attitude displaying personal integrity and honesty.</li> <li>• An ability to work with a range of teams and individuals; demonstrating tact; a calm and caring nature.</li> <li>• Open to learning opportunities and enhancing skills and knowledge relevant to the role.</li> </ul>



**Variation of Duties**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed and agreed with you.

Employee Name: .....

Employee Signature: ..... Date:.....

Manager Name: .....

Manager Signature: ..... Date:.....

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