



POSITION DESCRIPTION
Self-Management Support Facilitator and Community
Connector

Primary Functions of the Position

The purpose of this position is to connect with community groups and Primary Care to grow self-management support and education programmes for people with diabetes/pre-diabetes and other long term conditions in the Te Toka Tumai district (inclusive of whānau).

Auckland PHO is one of four Primary Health Organisations (PHO) in the Te Toka Tumai district and is the lead PHO for the Diabetes Self-Management Education contract.

Reports to	Clinical and Quality Manager	
Direct Reports	DSME Facilitators	
Functional Relationships	Internal <ul style="list-style-type: none"> • Practice Support and Improvement Assistant • PHO Practice Engagement Team 	External <ul style="list-style-type: none"> • Community groups • Iwi and Māori health providers • Pacific health providers • Diabetes New Zealand • Diabetes Services • General Practices across Metro Auckland • Other PHOs
Primary Location	210 Khyber Pass Road, Grafton	
Salary Range	Based on skills and experience	
Hours	16 hours per week	
Status as described in the VCA 2014	Non-Core Worker Position	
Health and Safety	<p>All staff at Auckland PHO participate in health and safety management practices to ensure that work is done in a safe environment and works to eliminate, isolate, and minimise any hazards and applies Auckland PHO health and safety policies and procedures.</p> <p>Staff must act to ensure that Auckland PHO complies with its responsibilities and under the Health and Safety and Work Act 2015 any subsequent amendments or replacement legislation.</p> <p>Be able to demonstrate actions in any emergency that are specific to the workplace and are designed to keep individuals safe.</p>	
Organisational Vision, Purpose, and Values		
Our Vision	Leading quality equitable primary healthcare	

Our Purpose	Improve the lives of those we serve by providing inclusive, innovative, and compassionate primary health care.
Our Strategic Aims	<p>Improve equity through person-centred health outcomes for Māori and other high needs populations such as Pasifika, Asian, Refugees and new migrant peoples</p> <p>Create knowledge and build agility and innovation</p> <p>Value and develop a workforce that is aligned to the needs of the people we serve</p> <p>Lead transformation by continuously improving the performance, capacity, and capability of Primary Care (based on evidence and data) to deliver quality services to the people we serve</p> <p>Work with partners</p> <p>Operate a sustainable, accountable, and financially viable organisation</p> <p>Anticipate and manage change</p>
Our Values	<p>Integrity</p> <p>Compassion and Aroha</p> <p>Innovation Excellence</p> <p>Collaboration</p>
Equity	Auckland PHO is committed to improving access to services and achieving health outcomes across communities. We provide support to our networks to do the same. We constantly challenge ourselves about how we can design, develop, and deliver services that create and maintain equitable environment to effect change and ensure Whānau flourish.
Commitment to Te Tiriti o Waitangi	We are committed to Te Tiriti o Waitangi, recognising, and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partner, Tino Rangatiratanga – the right to be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values, and aspirations of Māori.
Key Responsibilities and Accountabilities	
Oversee the planning, implementation and evaluation of the Diabetes Self-Management Programme (DSME) as per contractual obligations	
<u>Planning the DSME programme</u> <ul style="list-style-type: none"> Identify appropriate community groups and general practices for course delivery Develop and implement appropriate course content and ensure that courses are tailored to the needs of specific population groups 	
<u>Monitor the quality and success of DSME Delivery</u> <ul style="list-style-type: none"> Review course pre and post evaluations and adjust future course delivery if required 	

- Ensure DSME facilitators delivering courses are competent in their subject knowledge and presentation style

DSME Facilitators and Health Coaches

- Facilitate at least twice yearly 'in service' education sessions with DSME facilitators
- Support Health Coach 'in service' education as requested
- Ensure there are sufficient DSME facilitators for the programme
- Develop and facilitate DSME facilitator training as required

Course Delivery

- Deliver DSME courses/sessions where appropriate and/or identify course facilitators and presenters appropriate to the population group
- Ensure a minimum of 20 courses are delivered over a 12-month period (July – June)

Communications and Referral Networks

- Develop referral networks that convert to people attending courses
- Promote and provide course information to groups as outlined in the external groups (as per functional relationships)
- Respond to enquiries, requests and promotional opportunities
- Promote courses and sessions via appropriate information platforms
- Create a quarterly DSME newsletter for community groups and general practices
- Identify appropriate on-line webinars, social media and information platforms useful for people when they have completed their DSME course

Community Engagement

- Foster and maintain constructive relationships with key stakeholders including community organisations, early childhood centres, schools and churches within the area, as well as other relevant NGOs, Council, iwi/hapū, businesses and education providers who can support community aspirations.
- Engage with relevant communities, organisations and groups to identify local assets, resources, needs and opportunities in relation to self-management support
- Encourage the cooperation and collaboration of patients, organisations and other key stakeholders to help shape community-led solutions and actions
- Promote diverse participation and inclusion to build community connection and leadership capacity

Commitment to a collaborative and effective teamwork culture

- Develop strong, trusting relationships with other Self-Management facilitators, health coaches, Health Improvement Practitioners (HIPS), general practice teams, PHOs in Metro Auckland/Tamaki Makaurau as well as Auckland PHO team members.
- Promote a professional and positive culture within the team

Professional accountability
<ul style="list-style-type: none"> • Maintain own professional development by attendance at relevant courses, webinars, conferences and seminars as appropriate • Demonstrate competencies as appropriate to the position • Utilise best practice and evidence-based approaches in all aspects of work and acting in an ethical manner consistent with Auckland PHO's Purpose, Vision and Values.
Kaimahi – Person specification
Qualifications
<ul style="list-style-type: none"> • Relevant to the position
Essential
<ul style="list-style-type: none"> • An understanding of type 2 diabetes, self-management and living with a long-term condition(s) • Has strong focus on reducing health inequalities with a focus on Māori health gain • Knowledge of adult education and learning methods and concepts • Experience in self-management and behaviour change skills • Experience in meeting and group facilitation skills • An understanding of the Primary Care sector • Proficient computer skills and knowledge of Microsoft Office suite
Customer Focus and Communication
<ul style="list-style-type: none"> • Ability to use clear, concise and appropriate language, both verbal and written; • Ability to proactively develop cooperative working relationships with practice teams, community groups and organisations relevant to self-management education; • Displays cultural sensitivity and a willingness to work positively with organisational strategies that improve health outcomes for Māori; • Ability to work with people from all backgrounds and levels of understanding; • Understanding of cultural diversity and learning needs of different ethnicities.
Planning, Organisation and Work Management
<ul style="list-style-type: none"> • Positive attitude to a wide variety of work requirements with a focus on delivery and outcomes; • Ability to direct work and manage multiple tasks at one time, with attention to detail; • Able to work independently and as part of a team; • Have time management skills and the ability to prioritise;

<ul style="list-style-type: none"> • A proven ability to rapidly embrace and understand new tasks.
Integrity
<ul style="list-style-type: none"> • Able to deal effectively with colleagues, practice teams, and internal, external stakeholders and communities by displaying high professional standards, cultural awareness and is respectful and reliable; • Displays ethical and professional behaviour in all situations including confidentiality and discretion
Teamwork
<ul style="list-style-type: none"> • Ability to work co-operatively as part of a cohesive team, and contribute to and support team activities; • Accepts share of workload to help others and the team; • Share ideas, information, resources and experience with team members
Learning and Professional Development
<ul style="list-style-type: none"> • Participates in performance review one on one processes; • Ensure knowledge base is up to date and relevant for tasks performed.
Personal Effectiveness
<ul style="list-style-type: none"> • Has an appreciation of ethics and can maintain confidentiality • Is able to stay calm under pressure
Work Requirements
<ul style="list-style-type: none"> • The position is 16 hours per week (excluding DSME course facilitation) and is fixed term until 31 December 2025.