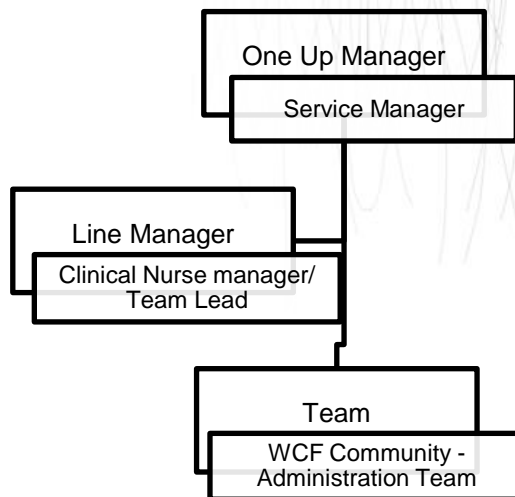


## POSITION DESCRIPTION

<b>Position:</b>	Vision and Hearing Technicians – Women Child and Family Community Service	
<b>Responsible To:</b>	Clinical Nurse Manager – Women Child and Family Community Service.	
<b>Direct Reports:</b>	[ Nil ]	
<b>Location:</b>	Rotorua & Taupō	
<b>Functional Relationships:</b>	<b>Internal:</b> [ ] B4 School Team Public Health Nurses Ear Nurse Specialists Audiology Newborn Hearing Screeners Other Departments	<b>External:</b> Optometrists Ophthalmology Audiology General Practitioners Schools Early Childhood Centres/ Kohanga Reo Wellchild Providers Ministry of Health Ministry of Education Careerforce VHT's of other DHB's
<b>Financial Delegations:</b>	[ Nil ]	
<b>Date:</b>	[ November 2022 ]	



**Primary purpose(s) of the position**

The aim of the position is to provide a Vision and Hearing testing programme to B4Sc checks, pre-school, primary and intermediate aged children across Te Whatu Lakes. It includes health promotion activities aimed at raising awareness of the benefits of early screening and intervention. Vision and Hearing Technicians are responsible for the provision of screening services primarily in a community or outpatient setting. The position requires the incumbent to work in an outpatient clinic and community settings as required.

Key Objectives	Description	Expected Outcomes
<b>Clinical</b>	Technical Functions	<ul style="list-style-type: none"> <li>• Primary health care initiatives are facilitated in partnership with community, families, individuals, GP's, other health professionals and whanau.</li> <li>• Resources and support for implementation of health education syllabus are provided.</li> <li>• Early intervention for at risk children is provided by: <ul style="list-style-type: none"> <li>⇒ Promoting awareness raising programmes</li> <li>⇒ Increased testing in identified risk areas, in consultation with Manager</li> <li>⇒ Offering free accessible clinics.</li> </ul> </li> <li>• Provide appropriately based Vision and Hearing promotion to Te Kohanga Reo/ Marae/ Early Childhood Centres and Schools.</li> <li>• A screening Vision and Hearing programme is offered to pre-school centres, primary schools and Year 7 Vision testing at intermediates as directed by Ministry of Health.</li> <li>• Work closely and cooperatively with Public Health Nurses and the B4 School Coordinator to ensure Vision and Hearing component of B4 School checks are completed and Ministry of Health quarterly targets are achieved.</li> <li>• Follow up procedures for Vision and Hearing failures are provided.</li> <li>• Accessible clinics for community referrals are provided. Educate student nurses, health and education professionals and polytechnic students.</li> <li>• Ensure documentation is current, legible and accurate, updating as required.</li> <li>• Ensure statistical information is collated.</li> <li>• Adequate legible records are kept to monitor the programme and evaluate the outcomes.</li> </ul>
<b>Patient care and Customer Service</b>	Networking/ Liaison and Education	<ul style="list-style-type: none"> <li>• To ensure effective (contributes to attaining consent and screening outcome) co-ordination and communication with families, other agencies, service providers and the Women Child and Family Community teams.</li> <li>• Accurate information is provided to parents and teachers concerning children's Vision/ Hearing problems.</li> <li>• The strategies are regularly reviewed to be responsive to consumer feedback.</li> <li>• Provide means for consumer feedback</li> </ul>
<b>Contribution to effective service delivery</b>	Provide support to the WCF Community Clinical Nurse Manager and/or Team Leaders in achieving the aims of the WCF Community Service	<ul style="list-style-type: none"> <li>• Supports projects and other activities for the WCF Community Service, as designated by the WCF Administration Team Lead, WCF Clinical Nurse Manager or their delegate.</li> <li>• Confidentiality of information is maintained as per the Privacy Act and organisational policy</li> </ul>
<b>Utilisation of Telehealth</b>	Health care is delivered using digital technology where participants may be separated by time and/or distance	<ul style="list-style-type: none"> <li>• Scheduling appointments in-person, by phone, video, non-contact FSA's and telemonitoring and selection of the correct "mode of delivery" in the patient management system</li> </ul>



Capabilities	Capability Definition	Achievement Indicators
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <i>the open hand (denoting someone who is sociable)</i>	Openly communicates and cooperates with all levels of Te Whatu Ora Lakes employees, patients and visitors	<ul style="list-style-type: none"> <li>Listens actively, absorbs message and responds appropriately.</li> <li>Builds effective working relationships.</li> <li>Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation.</li> <li>Openly and constructively participates in conversations with md team, patients, managers and visitors</li> <li>Patients and visitors are appropriately welcomed and treated while within the Te Whatu Ora Lakes Services</li> <li>Collegiality with team mates and md teams.</li> <li>Accepts differences of opinion can occur but these happen respectfully and without any continued animosity</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b> <i>the roughened hand (symbolising a hard worker)</i>	Spends energy on delivering role requirements and meeting objectives  Organises own time to deliver on required tasks and duties	<ul style="list-style-type: none"> <li>Has an energetic approach to work and is self motivated.</li> <li>Accepts direction and instruction of manager but is able to work effectively without direction or guidance.</li> <li>Organises time and resources effectively.</li> <li>Understands and work towards achievement of the organisation's goals.</li> <li>On shift is busy completing shift duties</li> <li>Utilises effective time management strategies to meet shift duties and works towards achieving objectives in any spare moments.</li> </ul>
<b>Development and Change</b>  <b>Te Ringa Ahuahu</b> <i>the hand that shapes or fashions something (refers to someone who is innovative)</i>	Accepts change in day to day practices and contributes to decision making of the team  Makes suggestions to increase efficiency of the unit	<ul style="list-style-type: none"> <li>Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress</li> <li>Works with managers and team to make any changes within practices work</li> <li>Contributes to change processes, offering solution based ideas</li> <li>Constructively makes suggestions to improve process or practices and gain efficiencies.</li> <li>Accepts when ideas are not accepted for implementation</li> </ul>
<b>Personal Accountability</b>  <b>Te Ringa Tōmau</b>  <i>the hand that is trustworthy</i>	Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.	<ul style="list-style-type: none"> <li>Offers constructive criticism and accepts feedback.</li> <li>Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations to allow improvements to be made.</li> <li>Accepts all feedback and participates in feedback discussions appropriately.</li> <li>Responds and queries how improvements can be made</li> <li>Advises manager wherever issues may be impacting on performance</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
	Looks for and undertakes development activities appropriate for role and career development.	<ul style="list-style-type: none"> <li>Recognises areas that could be improved in own practice</li> <li>Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made</li> <li>Recognises and facilitates the rights of Māori clients and their whanau to participate in cultural activities.</li> <li>Has a working knowledge of the Te Whatu Ora – Lakes, Maori communities.</li> </ul>
<b>Culture and Values</b>  <b>Te Ringa Taurima</b> <i>the hand that nurtures, encourages, supports</i>	Operates in line with Te Whatu Ora values and expectations and professional codes of conduct	<ul style="list-style-type: none"> <li>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues.</li> <li>Incorporates the 'Lakes Way' into day to day business activities</li> <li>Shows respect for patients, colleagues, managers, md teams</li> <li>Utilises the 'Lakes Way' philosophy to engage with patients, visitors and multi-disciplinary teams.</li> </ul>
Compulsory Requirements	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services.</li> <li>Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.</li> <li>Māori are enabled to access and participate in cultural activities provided by Te Whatu Ora Lakes.</li> <li>A commitment to improving the wellbeing of Māori by increasing cultural knowledge in Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> <li>Employees are supported to lead by example and implement a culture of continuous quality improvement.</li> <li>Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>Māori patients are provided patient-centred care to achieve positive Māori health outcomes.</li> <li>Needs of Māori are reviewed and reported in the further development of practice, process and or policy.</li> <li>Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
		<ul style="list-style-type: none"> <li>Quality care is provided to certification standards.</li> </ul>
<b>Health &amp; Safety</b>	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> <li>Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.</li> <li>Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>Employees participate in Health and Safety within areas of work.</li> <li>Health and Safety activities are appropriately documented within specified timeframes.</li> <li>Health and Safety policies have been read and understood and are applied in the workplace.</li> <li>Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.</li> <li>Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**Signatures:**

Line Manager:  
(position description approved):

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Employee:  
(acceptance of position description):

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(Please also initial all other pages to show acceptance of position description.)

<b>Person Specification</b>	<b>Essential:</b>	<b>Desirable:</b>
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Holds a current full New Zealand Driver's License</li> <li>▪ Basic Computer Skills</li> <li>▪ Must have attained or be working towards and completed within one year, the NZQA New Zealand Certificate in Health and Wellbeing (Level 3) Vision and Hearing Screening Strand, or have previously attained the NZQA National Certificate in Community Support Services (Vision and Hearing Screening) (Level 3) and comply with National competencies</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>▪ Ability to work autonomously and in a team environment.</li> <li>▪ Experience working with children.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Working in the community with families and home visiting experience</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori.</li> <li>▪ Te Tiriti O Waitangi in practice, process, policy development and decision making.</li> <li>▪ Understanding and experienced in quality improvement</li> <li>▪ Te Whatu Ora Lakes is a Reorua organisation – knowledge and understanding of Te Reo / correct pronunciation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of the Te Whatu Ora Lakes community and health care providers</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Pronunciation of Te Reo Māori words and names</li> <li>▪ Ability to work independently and as part of a team.</li> <li>▪ Self-Motivated</li> <li>▪ Effectively able to plan and organize work in order of priorities.</li> <li>▪ Adaptable and flexible.</li> <li>▪ Knowledge of Hearing and Vision Issues.</li> <li>▪ An understanding of equity issues and implications of the Treaty of Waitangi.</li> <li>▪ Effective interpersonal skills including communication and advocacy.</li> <li>▪ Experience working with children.</li> <li>▪ Patience with children/ empathy with clientele.</li> <li>▪ Ability to develop a rapport with children, families, schools and other agencies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Te Reo Māori</li> <li>▪</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>▪ Professional, pleasant and effective communicator that is helpful and customer focused</li> </ul>	<ul style="list-style-type: none"> <li>▪ Non-smoker preferred.</li> </ul>

## ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

### STRATEGIC MISSION

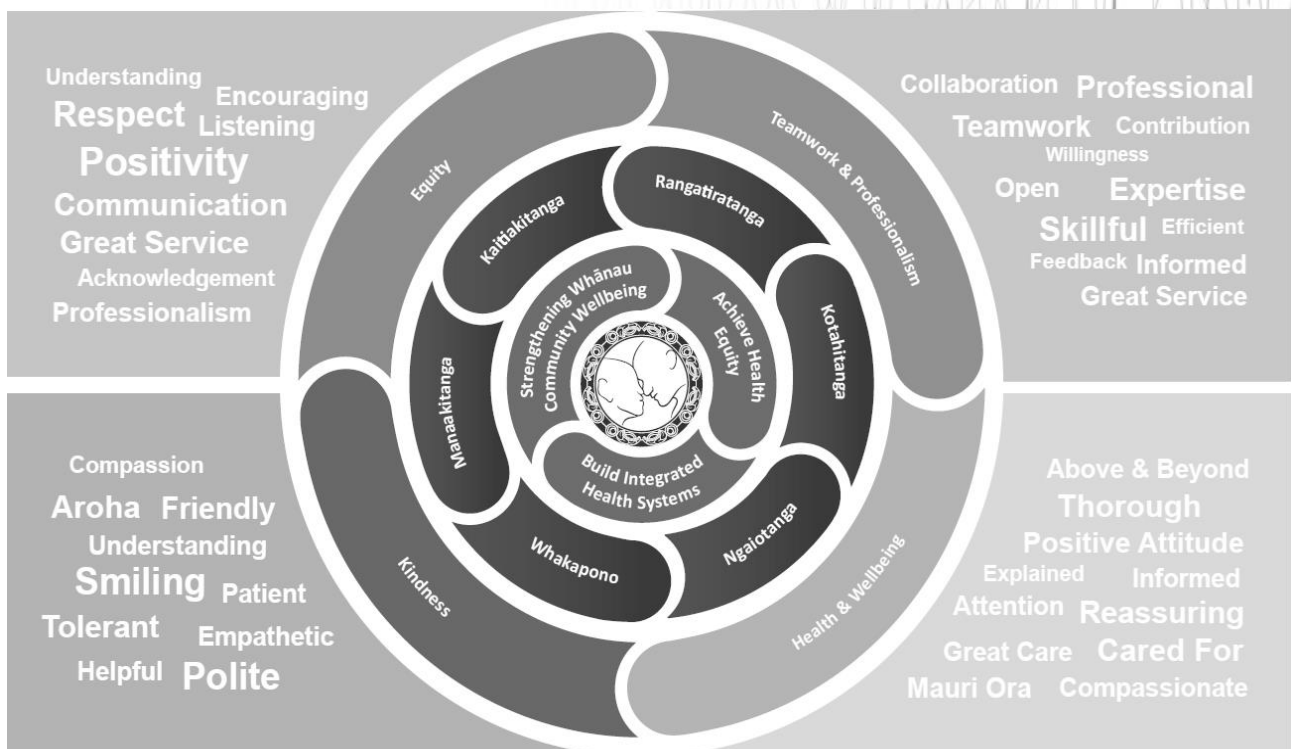


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

### THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



## TE TIRITI O WAITANGI

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

### Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## ORGANISATION STRUCTURE

### Te Whatu Ora Health New Zealand Lakes

