



Te Marae Ora (TMO) Ministry of Health
 GOVERNMENT OF THE COOK ISLANDS

PO Box 109, Rarotonga Cook Islands Phone (682) 29664 Fax (682) 23109 www.health.gov.ck

POSITION SUMMARY

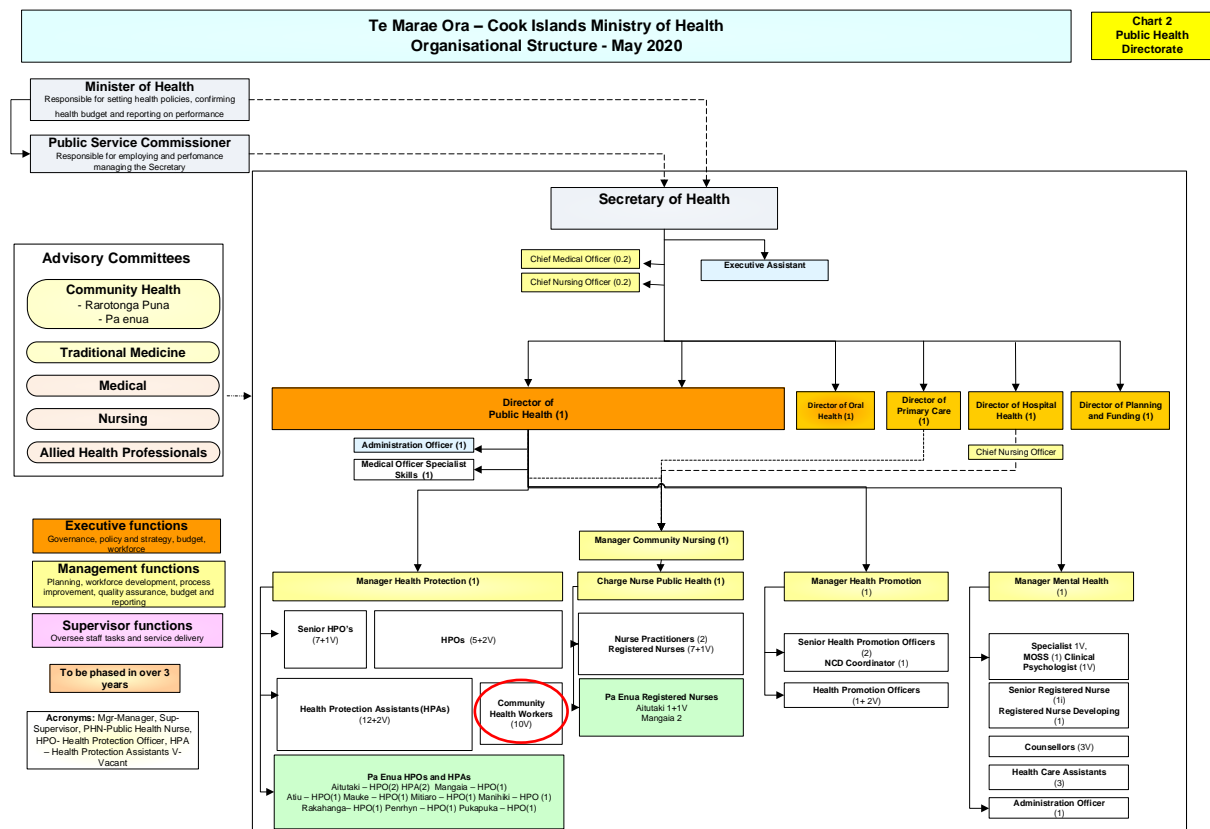
Job Title:	Community Health Worker
Division:	Public Health
Responsible To:	Manager Health Protection
Responsible For:	Nil
Job Purpose:	This role provides basic health protection services in the community for Te Marae Ora (TMO) Ministry of Health. These services include assisting with communicable disease control and environmental health programmes such as the Tutaka, and promoting health messages. They are the 'mouth-piece' for the community and provide reports to the Manager Health Protection.
Job Classification:	C – S3 Administration/ Customer Support
Date updated:	May 2020

AGENCY VISION

Vision: All people living in the Cook Islands living healthier lives and achieving their aspirations.

Values: Respect, People focused, Equity, Quality, Integrity and Accountability

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6) Job Holder is accountable for:	Key Performance Indicators (SMART) Job holder is successful when:
<p>Customer service and quality care</p> <ul style="list-style-type: none"> • Maintain and enhance active working relationships between health professionals, communities and families • Implement health protocols and guidelines • Assist in the follow up and monitoring of vulnerable community members • Investigate complaints/concerns arising • Complete documents and reports correctly and accurately • Perform other duties as required 	<ul style="list-style-type: none"> • Safe and effective working relationships established • Protocols and guidelines implemented effectively • Vulnerable communities identified and receive appropriate assistance • Complaints are investigated and resolved in a professional manner • Documents/reports are completed accurately • Service area and TMO functions effectively
<p>Communicable disease control</p> <ul style="list-style-type: none"> • Assist with communicable disease control (CDC) programmes • Respond to public health risks arising at the borders (air/sea), and from the environment (food, water, vector) • Interact with stakeholders to coordinate a response and mobilise resources to mitigate public health threats • Research and keep up to date with new care models to improve service delivery • Participate in emergency response and disaster risk management planning 	<ul style="list-style-type: none"> • CDC programmes are implemented effectively and communicated well • Public health risks are mitigated effectively and efficiently • Strong relationships with stakeholders established • Workers are well informed by latest evidence to carry out best practice • Emergency response and disaster risk management plans implemented effectively
<p>Environmental health</p> <ul style="list-style-type: none"> • Advocate for policies that create enabling environments (restrict access to alcohol/unhealthy foods) • Respond to environmental hazards (such as oil spills, asbestos, poison, air pollution) • Investigate environmental hazards/concerns and assess individual exposure to hazards • Collect data on environmental hazards and conduct research on health effects 	<ul style="list-style-type: none"> • Enabling policies optimise public health outcomes • Timely and effective response measures • Environmental hazards/concerns are investigated and resolved in a timely and professional manner • Innovative and appropriate solutions are developed
<p>Teamwork</p> <ul style="list-style-type: none"> • Demonstrate the Public Service and TMO values and contribute to positive team culture • Participate in relevant training and professional development opportunities • Contribute to the division's goals with great ideas and excellent performance • Complete performance appraisals in a timely manner • Continuously improve work performance • Monitor performance and always keep Manager informed of work progress 	<ul style="list-style-type: none"> • Embrace Public Service and TMO values • Training contributes to improved performance • Division achieves its targets • Performance appraisals submitted on time • Always seeking and implementing better ways of doing work • Manager reports excellent performance

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):

1	Analyse and troubleshoot complex problems
2	Ensure evidence-based solutions are communicated to communities affected
3	Apply evidence-based research and critical thinking to improve practice and services

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	Nil
Staff	Nil
Contractual	Nil

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contract
TMO Executive and Manager Clinicians, nurses, allied health, public health staff	Reporting, service delivery (<i>Relating-Medium</i>) Service delivery (<i>Relating-Medium</i>)	General Public Border/private agencies Government agencies Regional, International health organisations	Service delivery (<i>Interact/Serve</i>) Reporting, training, technical assistance (<i>Incidental</i>)

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> NCEA Level 2 or equivalent 	<ul style="list-style-type: none"> Certificate or Diploma in Public Health

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> Minimum two years on the job training 	<ul style="list-style-type: none"> Over two years on the job training in health or equivalent

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> Ability to implement evidence-based strategic and operational plans Ability to use a range of technical equipment in service area
Advanced	<ul style="list-style-type: none"> Ability to understand health policies and government legislation e.g. Health Act, Public Health Act etc. Excellent written and spoken Cook Islands Maori and English Excellent people, interpersonal and communication (written/verbal) skills Ability to complete written/verbal reports to a high degree of accuracy Excellent use of computers, software (Microsoft Office) and health information systems Ability to understand instructions incorporating important but sometimes complex technical terms

Working	<ul style="list-style-type: none"> • Ability to articulate TMO's vision and values through service delivery • Keep up to date with evidence and trends in healthcare service delivery • Ability to understand how senior staff negotiate with others to obtain resources for health services • Ability to consult with colleagues to obtain or pass on critical information or to clarify instructions • Ability to problem solve on-the-job as difficulties are encountered • Ability to empathise with clients when they display emotional distress
Awareness	<ul style="list-style-type: none"> • National strategic plans and policies and relation to health • Role of media and risks of misinformation misleading the public

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Secretary of Health

Date

Employee

Date