

The Health and Disability Kaiāwhina Workforce Action Plan

FRAMEWORK



VISION

A Kaiāwhina workforce that adds value to the health and wellbeing of New Zealanders by being competent, adaptable and an integral part of service provision

FRAMEWORK, DOMAINS AND OUTCOMES

The framework depicts the domains for the development of the Kaiāwhina workforce action plan. The following domains and outcomes emerged from a series of engagement meetings held with key stakeholders, employers and employees and represents the outcomes required to achieve the key themes of the five-year action plan.



Consumer Focus

The needs, expectations and goals of the consumer and their family/whānau are central – a strengths-based approach. They have the right to culturally appropriate effective services, and to be informed of choices and participate in decision-making about their support and/or treatment. Population data is used to identify health trends.

Outcomes:

Needs: Services provided meet the needs of the consumer

Choices and Expectations: The consumer receives safe, effective and responsive services.

Profile: A demographic profile of consumers to inform service providers. The profile utilises census data in sector planning.



Quality and Safety

Consumers have the right to receive services from a skilled, integrated team. Kaiāwhina are competent, adaptable and work to the required standards. They reflect on their and the wider team's practice. This workforce is trained to enhance personal and consumer safety. Management/infrastructures support this.

Outcomes:

Integrated: Kaiāwhina are recognised and supported to work in integrated models.

Competent: The workforce is skilled and competent, to appropriately respond to consumers and family/whānau.

Standards: Kaiāwhina meet service standards and legislative requirements.



Workforce Intelligence

Comprehensive workforce data captures Kaiāwhina numbers, demographics, qualifications and roles. Role descriptions and job titles are included in standard NZ workforce data. Plans are developed to ensure sufficient Kaiāwhina are available to meet future workforce demands and models of service delivery.

Outcomes:

Data: A workforce database informs sector planning.

Clarity: A database of Kaiāwhina roles informs sector planning.

Planning: Models of service delivery use consumer demographics and workforce data.



Sustainability

Flexibility across Kaiāwhina roles is encouraged and supported by funding structures. Workplace conditions and human resource systems support staff, provide job security and system stability. As new models of service delivery emerge the contribution of Kaiāwhina is integrated.

Outcomes:

Funding Structures: Kaiāwhina roles are acknowledged and enabled through flexible funding structures.

Stability: Employment conditions support job security and retention.

Working Conditions: Working environments are safe and secure.

Service Models: Kaiāwhina roles are included in the design of new service models.



Access

Kaiāwhina have the opportunity to participate in training and learning to develop their knowledge and skills and advance their careers. Choices regarding the range of jobs are available. Career information, workplace development and progression can be accessed by all. Kaiāwhina have access to and use technology in the workplace.

Outcomes:

Learning and Development: Kaiāwhina have access to participate in learning and development in their roles.

Jobs: the range of Kaiāwhina roles, including role progression and development, is accessible.

Technology: Kaiāwhina use technology applicable to their roles.



Career Development

An easily navigated career pathway helps current and future Kaiāwhina make choices about training and roles to pursue. The pathway enables new workers to enter the sector, progress to leadership roles and to the regulated workforce. Skills and knowledge will be transferable and recognised within the NZ qualifications framework.

Outcomes:

Pathways: Career pathway options support continuity for individuals and organisations.

Leadership: Learning and skills development support Kaiāwhina aspiring to leadership roles.

Transferable Skills: Alongside formal qualifications transferable skills and experience are recognised.



Workforce Recognition

The Kaiāwhina contribution to health and disability teams is valued by employers, other professionals, consumers and the community. This will also be reflected in fair and equitable policies and practices.

Outcomes:

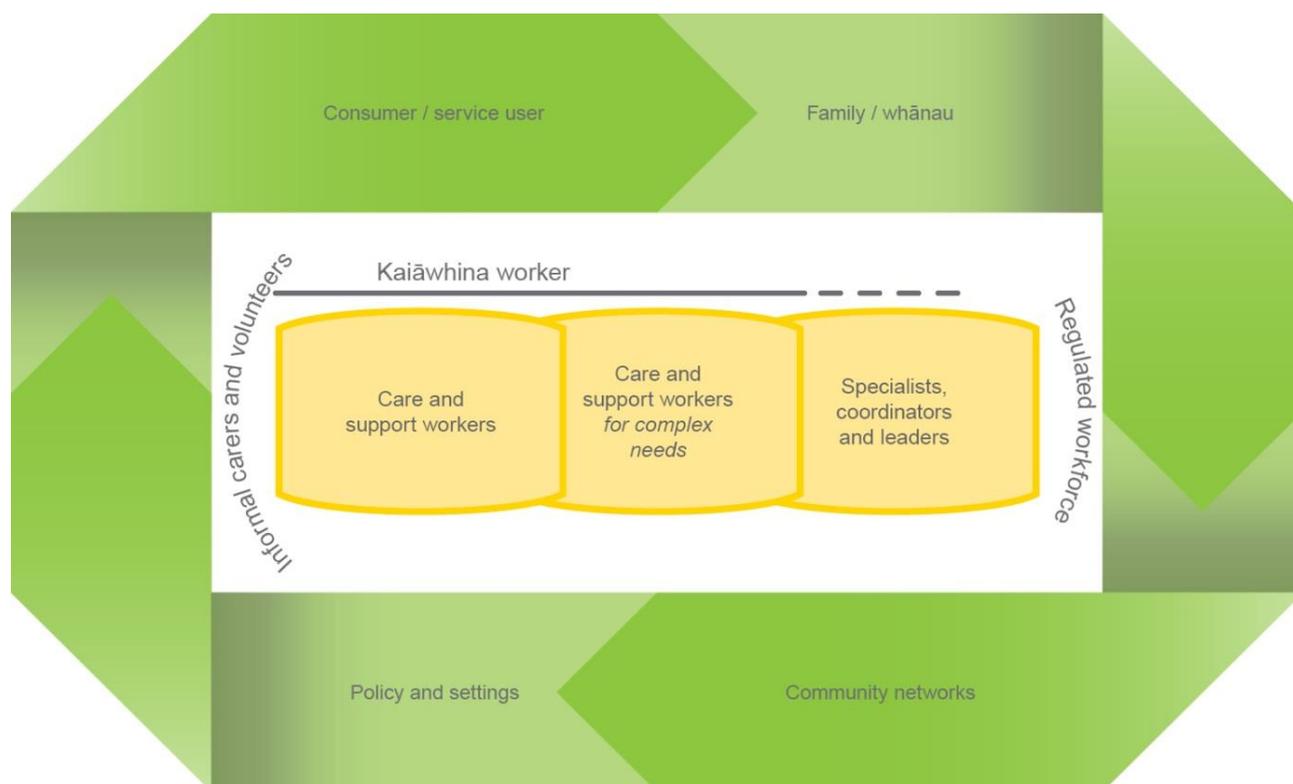
Valued: Kaiāwhina are recognised as a valued workforce.

Fair: The guiding principle of fairness is embedded in employment relationships with the Kaiāwhina worker.

Equitable: Employment terms and conditions have parity with other workers in comparable positions

LANDSCAPE

The Landscape is a diagram outlining the external influencers impacting the Kaiāwhina roles and career pathways. It describes the complex environment in which Kaiāwhina work, showing the interface with informal carers, family, consumer/service users, community networks and the regulated workforce. It also indicates by use of the dotted line how roles may develop into specialist co-ordinators and leaders, who have greater levels of responsibility and accountability.



Kaiāwhina is the over-arching term to describe non-regulated roles in the health and disability sector. The term does not replace the specific role titles, for example: healthcare assistant, orderly, mental health support worker.

Visit

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A Health Workforce New Zealand and Careerforce partnership