



POSITION DESCRIPTION:

Position Title: CCIS Health and Wellness Facilitator

Responsible to: CCIS CEO

Objectives of Position:

- To assess new referrals and recruit new members.
- To provide to members: consultations/education/advice and advocacy
- To provide appropriate and well organised online and phone consultations with potential members and new members
- To assist in the planning, preparation, maintenance and delivery of education/ support programmes to members including the Towards Wellness Programme/Hub and other research-based education
- To constantly assess CCIS education is up to date and relevant. Be part of the team that assesses the development, implementation and quality of all education provided by CCI Support.
- To encourage and build CCIS member volunteer base
- To raise awareness about ME/CFS, Fibromyalgia and Postural Orthostatic Tachycardia Syndrome (POTS), Long Covid and other related conditions, to improve community literacy about Complex Chronic Illness
- To raise community awareness of the service CCIS provides
- To accurately maintain the database for Funders, Board and CEO
- At all times, to follow the current Policies and Procedures for Complex Chronic Illness Support

Relationships

Internal	External	Committees and Groups
<ul style="list-style-type: none"> • Board of Trustees • CEO • Other CCIS staff • Volunteers 	<ul style="list-style-type: none"> • Members/clients and whanau • General public • Other health and social service providers • Contractors 	As required

Responsibilities and Duties	Key Performance Indicators (KPIs)
<ul style="list-style-type: none"> • To assess new referrals and recruit new members. 	<ul style="list-style-type: none"> • To assess new referrals, explain CCIS services, the registration/subscription process. • Assemble and provide appropriate 'new member packs' to offer at first consultation. • To implement an agreed screening system to assess new members suitability to join CCI Support.
<ul style="list-style-type: none"> • Maintain accurate CCIS membership database. 	<ul style="list-style-type: none"> • Maintain up to date/accurate confidential records for each member on Infoodle, including contacts with each member, identified problems, suggested information sources and possible therapeutic intervention options, their reported progress in learning to manage their illness/lifestyle to improve their wellbeing and quality of life.
<ul style="list-style-type: none"> • To provide to members: consultations/education/guidance and advocacy 	<ul style="list-style-type: none"> • Offer members first consultation via phone, online or face to face in CCIS offices (In some cases to offer a home visit for those house-bound who are unable to attend an office appointment). • Offer ongoing consultations as appropriate (phone, online or office face to face) endeavouring to establish and build a therapeutic relationship with each member, expressing empathy and validation underpinned by deep listening skills and the ability to discern within the

	<p>duration of a conversation where the member is 'stuck' and then have the ability to gently weave science/research-based education into the conversation to sow seeds for wellness</p> <ul style="list-style-type: none"> • Maintain member contact and respond to requests for information/advocacy via phone, email/social media platforms/face to face office consultations. • Connect members with appropriate local resources and networks ie. GP, Counselling Services, Social Work Organisations, Advocacy, NASC etc. (We are one cog in the wheel of support)
<ul style="list-style-type: none"> • To deliver research-based education to members 	<ul style="list-style-type: none"> • Distribute medical, health and external resource information to members as required • Encourage and enable use of CCIS library materials by members • Deliver research-informed education to members of CCIS via online forums (available social media platforms, CCIS Website/Hub) Group support/information meetings and educative workshops facilitating healthy group discussion on topics to assist people to discern what they can do now to support their condition to heal • Facilitate Group Support/information meetings and arrange meetings with invited speakers with expertise relevant to managing life with Complex Chronic Illness.
<ul style="list-style-type: none"> • To facilitate a Towards Wellness Programme 	<ul style="list-style-type: none"> • Deliver the Towards Wellness Programme and associated workshops to members. This may be in person, online, or part of a website content hub • Prepare and collate the Towards Wellness Programme Information handouts for each session. • Review the TW programme in light of participant feedback (evaluation forms) and staff debriefs at the end of every programme with TW co-facilitator/s and CEO and so regularly contribute to development and update of the TW Manual and related procedures, policies and guidelines
<ul style="list-style-type: none"> • To encourage and build our member volunteer base (this can provide members with the opportunity for meaningful, flexible work that utilises their skills to assist CCIS in delivery of services and/or administration) 	<ul style="list-style-type: none"> • Seek to find members who would enjoy coordinating volunteer run social activities/groups, providing appropriate opportunities and experiences in a friendly place for members who have become socially isolated because of these illnesses. • Seek to encourage suitable members who may be ready to volunteer for a few flexible hours per week in administration/IT or assist with group facilitation/ TWW delivery within CCIS • Provide training and supervise any appointed volunteer working in service delivery

<ul style="list-style-type: none"> To raise awareness about ME/CFS, Fibromyalgia and Postural Orthostatic Tachycardia Syndrome (POTS) to improve the community environment for Complex Chronic Illness members To raise awareness of the services CCIS provides 	<ul style="list-style-type: none"> Liaise with other health, GP and appropriate service agencies/providers, provide information regarding ME/CFS, Fibromyalgia and Postural Orthostatic Tachycardia Syndrome (POTS) and CCIS services Liaise and maintain a working relationship with appropriate Government, community and private organisations/providers Promote public awareness of these Complex Chronic Illnesses and CCIS Services
<ul style="list-style-type: none"> To record agreed data for Funders, Board, CEO 	<ul style="list-style-type: none"> Prepare and submit reports for CEO and Board Collate feedback of CCIS services Attend strategic and staff meetings (as required)
<ul style="list-style-type: none"> To undertake any other task the CEO may from time to time ask to be undertaken 	<ul style="list-style-type: none"> Other tasks may include but are not limited to the following; Collaborate with CEO on updating of manuals and procedures Liaise with management in relation to new projects, initiatives or service requirements Assist with supervision and training of any newly appointed staff Assist in the facilitation and implementation of events, fundraisers and awareness raising activities Support Staff and Members as required, within the bounds of consultation Contribute to the Service Newsletter

Accountabilities and Responsibilities (applicable to all employees)

Works as a professional and committed team member within the philosophy, vision & mission, values, policies, procedures and guidelines of CCIS. Note: Staff includes paid staff & volunteers.

1 Team work and communication

- 1.1 Establishes and maintains positive relationships with all CCIS staff.
- 1.2 Demonstrates effective interpersonal communication based on respect, ensuring others are treated with kindness.
- 1.3 Works with staff in a collaborative and open manner.
- 1.4 Attends and contributes to staff meetings.
- 1.5 Seeks out opportunities to assist other staff members as time allows.
- 1.6 Makes positive contributions towards effective and efficient working relationships within team(s).

2 Professional competency/practice

- 2.1 Maintains all qualifications, including registrations and practicing certificates, as required for legal and safe practice (as applicable).
- 2.2 Remains up to date with current knowledge and adheres to best practice and legislation relating to work accountabilities.
- 2.3 Maintains and updates own education. CCIS does offer training opportunities where practicable
- 2.4 Remains within own scope of Practice
- 2.5 Works ethically

3 Organisational awareness

- 3.1 Works within and adheres to CCIS philosophy.
- 3.2 Demonstrates an understanding of CCIS's functions and responsibilities.

- 3.3 Considers CCIS's capabilities, mission, vision, values, and strategic goals and objectives in work efforts.
- 3.4 Knows capabilities, capacities and constraints of the organisation.
- 3.5 Is knowledgeable of and adheres to the provisions of all relevant CCIS policies, procedures, guidelines, codes of conduct, and other documents.
- 3.6 Knows how to access electronically current CCIS policies and other documents.

4 Risk management

- 4.1 Proactively identifies and reports risks in own work area, as per procedure.
- 4.2 Supports and promotes actions and initiatives to minimise, isolate, or eliminate risk.
- 4.3 Documents and brings to the attention of CEO any complaints or negative feedback as soon as practicable, as per procedure.
- 4.4 Conducts client risk assessments where necessary.

5 Health and safety

CCIS maintains a safe work environment and promotes safe work practice.

- 5.1 Takes responsibility for own health and safety within the work environment.
- 5.2 Complies fully and proactively with CCIS health and safety policies and procedures.
- 5.3 Reports in a timely manner all workplace hazards, near miss incidents and accidents as per procedure.
- 5.4 Participates in investigations in an open and professional manner.
- 5.5 Fully and actively supports and promotes occupational health and safety actions and initiatives in the workplace.

6 Confidentiality

- 6.1 Maintains strict confidentiality of patient and staff information at all times.
- 6.2 Adheres to the Privacy Act 2020 and the Health Information Privacy Code 2020 and subsequent amendments in regard to confidentiality and the non-disclosure of information.

7 Quality improvement

- 7.1 Demonstrates commitment to CCIS culture of continuous quality improvement.
- 7.2 Participates in quality improvement initiatives and activities to audit, monitor and improve standards of all services provided by CCIS.
- 7.3 Constantly reviews own role and responsibilities to increase efficiency and improve procedures and processes.

8 Cultural Sensitivity

- 8.1 Ensures services are delivered in a culturally appropriate manner.
- 8.2 Ensures the culture of all staff and stakeholders is acknowledged and respected.
- 8.3 Actively participates in CCIS cultural activities.
- 8.4 Demonstrates an understanding of the Treaty of Waitangi in relation to the workplace.

9 Information and Communication Technology (ICT)

- 9.1 Demonstrates general understanding of available technology and office equipment.
- 9.2 Uses email, Microsoft Office 365, Infoodle, Zoom, Facebook and other required applications competently and effectively.
- 9.3 Uses technology to solve problems and increase efficiency, including but not limited to, use of internet search engines.

10 Media Release

10.1 Is available for photos, interviews and articles, as required by CCIS Management, to promote CCIS services and activities. This may be through a range of media, including but not limited to newspaper, social media and website.

11 Other duties

- 11.1 Undertakes other duties and responsibilities as requested by the CCIS Management
- 11.2 Accepts that CCIS job descriptions are subject to review and may therefore be revised after consultation with the employee to suit changing service and/or professional requirements.

I (print name) _____ have read and understand the above job description and agree to undertake the key responsibilities and duties and meet expected KPIs.

Signed _____ Date _____