

POSITION DESCRIPTION

Position	Kaitūruki Whānau Ora	
Reporting to:	Kaihautū Toiora Whānau	
Service:	Toiora Whānau	
Staff Responsibility:	Nil	
Job Purpose:	<p>This position works with whānau to build capacity to achieve a condition of wellness. The ideal outcomes for whānau enrolled with this programme are that:</p> <p>Whānau are:</p> <ol style="list-style-type: none"> 1. Self-managing 2. Living healthy lifestyles 3. Participating fully in society 4. Confidently participating in Te Ao Māori 5. Economically secure and successfully involved in wealth creation 6. Cohesive, resilient and nurturing. 	
Accepted by:	Kaimahi Signature:	Date:
<<NAME>>		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The eight services are;

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Puawai Whānau	Tamariki Wellbeing
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tāne	Clinical Services Corrections
Taituarā	Business Unit

Vision	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
Mission Statement	To empower whānau into their future
Values	
Tika	Excellence in how we do things
Whānau	At the centre of everything we do
Pono	Act with honesty and integrity
Mahitahi	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

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KRA 1: Whānau Mahi

Deliver a practice that is driven by principles of Te Ao Māori that empowers whānau to determine their own pathways

Tasks

- 1.1 Develop innovative programme/s to prevent and/or intervene long term conditions with whānau participation in design, implementation and evaluation
- 1.2 Support whānau to take ownership of their responsibilities through goal setting and achieving goals that encourages full whānau participation, contribution and commitment.
- 1.3 Complete regular home visits with whānau in accordance with needs
- 1.4 Complete needs assessments with whānau to identify priorities, strengths and weaknesses that can then support whānau in their growth and development.
- 1.5 Provide advocacy, support and where appropriate coordination and facilitation of various hui for whānau i.e. conflict resolution hui between whānau members, whānau manaaki hui (with whānau and external services involved in whānau development) with Work and Income to GP appointments etc
- 1.6 Support whānau to develop their plans using available resources e.g. PATH tool, Whānau Paradigm, Mind Mapping, Whānau journal etc.
- 1.7 Work with clinicians to support whānau with long term conditions to develop medically focussed whānau plans and educate whānau on how to assess and manage their own risk factors
- 1.8 Work collaboratively with internal/external networks to deliver a seamless service approach for whānau
- 1.9 Review risks regularly (at least 3 monthly) to ensure safe management plans are in place
- 1.10 Have and maintain a child protection focus and report any safety concerns or issues to Supervisor and the Kaihautū and if directed appropriate authorities immediately
- 1.11 Confidently work with mainstream and Māori organisations
- 1.12 Participate in professional development opportunities as directed by Kaihautu for the benefit of service delivery e.g. Te Korimako Legal Education.
- 1.13 Participate, Coordinate and where applicable facilitate forums/hui that support Whanau Outcomes i.e. MDT, Professional Hui, FGC, Hui a Whanau etc

Key Performance Indicators:

- Maintain a caseload/programme registrations of up to 20 whānau at any one time
- Complete monthly data updates for Performance Monitoring Returns
- Provide quarterly success stories for reporting purposes
- Maintain strong working relationships with key agencies/services
- Ensure risks are assessed and mitigated 3 monthly

KRA 2: Client Information Management

Ensure client information and documentation is accurate and timely

Tasks:

- 2.1 Plan home visits to focus on Whānau Outcomes as determined by Whānau
- 2.2 Ensure all documentation is signed by Whānau where required
- 2.3 Ensure all Whānau Tahi e-files are capturing all discussions and evidencing outcomes/observations and discussions where appropriate
- 2.4 Self-audit e-files on a regular basis to ensure all documentation requirements are met
- 2.5 Ensure all correspondence is written professionally, accurately, timely and copies are kept on file
- 2.6 All administration and documentation is completed in accordance with service & organisational guidelines and within specified timeframes
- 2.7 Complete needs assessments and tracking progress thoroughly and with specific detail pertaining to their whānau outcomes/actions

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- 2.8 Complete monthly monitoring tools and weekly work schedules in a timely manner
- 2.9 Participate in quality improvement activities as required
- 2.10 Complete all required case management documentation within 48 hour timeframe e.g. case notes, assessments, plans etc.

Key Performance Indicators:

- Monitoring tools are updated monthly (mandatory)
- Participation in Verification (Audit) processes are completed successfully in cooperation with Data Administrator
- All Whānau Tahi requirements are completed in a timely and satisfactory manner
- All whanau cases a reviewed 3 monthly – Assessments, Plans, Intensity, and Progress.

KRA 3: Supervision
Ensure safe practice to whānau through actively participating in regular supervision

Tasks:

- 3.1 Actively participate in monthly external supervision, making a positive contribution to the development of a co-operative relationship with the supervisor and monthly group supervision with the Whānau Ora team
- 3.2 Ensure that all practice issues are taken to supervision and case management concerns to the Kaihautū
- 3.3 Manage work priorities, personal workload and stress levels with the support of the supervisor
- 3.4 Regularly reflect on own practice and make adjustments as necessary to ensure a quality service to whānau

Key Performance Indicators:

- Comply with the requirements of the supervision contract at all times

KRA 4: Whānau Ora
Uphold the principles of Whānau Ora across the team

Tasks

- 4.1. Provide leadership and evidence-based Whānau Ora in practice
- 4.2. Continuously build your knowledge base on the developments of the sector or whānau ora to ensure whānau are receiving the best possible service
- 4.3. Include Whānau Ora as core practice within the team
- 4.4. Support the team to understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice
- 4.5. Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- 4.6. Actively participate in all Whānau Ora team and one-on-one hui and workshops
- 4.7. Engage and contribute with other kaimahi to ensure an integrated approach in working with Whānau Ora within Te Oranganui

Key Performance Indicators

- 100% of whānau have current Whānau Ora plan
- Completed Whānau Ora training

KRA 5: Te Oranganui Kaimahi General Provisions Uphold the values of Te Oranganui

Tasks

- 5.1 Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc
- 5.2 Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times
- 5.3 Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times
- 5.4 Proactively promote Te Oranganui in a positive light in all activities
- 5.5 Always behave in a professional manner, providing a good role model for others
- 5.6 Actively participate in professional supervision and ongoing professional development
- 5.7 Embody Tikanga Māori in all aspects of your work

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Experience & Qualifications

- Health or Social Work qualification (Level 6 or higher) or other relevant field
- At least 2+ years' experience in role working closely with whānau groups

Personal Attributes and Skills

- Planning and implementation skills
- Excellent interpersonal skills and the ability to communicate with a wide range of stakeholders
- Sound judgement and analysis capable of modifying practice to achieve results and targets
- Excellent organisational skills with the ability to coordinate activities
- Excellent written, literacy, numeracy and IT skills
- Ability to persevere with a task and to display the required energy to achieve the objectives despite obstacles
- Commitment to whānau, hapū and iwi
- Ability to converse and understand Te Reo Māori me ona tikanga
- Strong integrity and professionalism
- Excellent time management
- Ability to work autonomously and is driven to achieve results
- Ability to build and maintain credible relationships internally and externally
- A friendly "Can Do" attitude

Physical Attributes – Administration/Management

- Occasional lifting up to 10 kg.
- Must be able to work in an office environment.
- Manual dexterity needed for keyboarding and other repetitive tasks.
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication

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- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position.

Other Requirements of this Position

- Non-smoker/Non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver licence
- Must be able to pass Te Oranganui’s background, vetting and child protection checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance toward family violence