POSITION DESCRIPTION

Position:	Kaitūruki – Whakapakari Ora (Whānau Resilience)	
Team:	Whānau Ora Service	
Reporting to:	Kaihautū Toiora Whānau Service	
Staff responsibility:	Nil Provide collegial support to other kaimahi	
Job purpose:	This role will represent Te Oranganui for the duration of the review and reset phase; in the region identified Whanganui/Ngā Rauru and Waimarino. This role will work alongside the Mōkai Pātea Service representative to meet the need in the Rangitikei region. This role provides a Whanau Ora approach which is to empower whanau to be strong, independent and resilient; living free from family harm.	
Accepted by:	**Signature:**	**Date:**

Background

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

Waipuna	Primary Health & Medical
Taihāhā	Vocations, Disability Support Service
Waiora Hinengaro	Mental Health and Addiction Services, He Puna Ora, Korowaitia te puna Waiora,
Toiora Whānau	Whānau & Community
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tane	Clinical Services Corrections
Taituarā	Business Unit

Vision Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission statement Investing in transformational wellbeing where whānau are at the centre of everything we do.

Aspiration We aspire to be an innovative and contemporary whānau ora organisation with, and for, whānau

Values

Kotahitanga **Kei te kotahitanga o ngā kūmete nō uta, nō tai te oranga o te iwi**

We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.

Whanaungatanga **Nō te whānau, mō te whānau**
We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.

Pono **Kia mau, kia ū ki ngā kete mātauranga nō ngā tūpuna**

Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.

Tika **Whaia te ara tika ahakoa te aha Whānau**

Ability to attain wellbeing is a fundamental right. We believe in a just and fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

WHĀNAU RESILIENCE OVERVIEW
Whānau Resilience is an initiative that aims to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation. Whānau Resilience will involve local groups of providers working together in their regions to design services for people. This design process will take up to one year, and involve providers working together to build a picture of the needs and strengths of their region, along with testing and learning about what works for whānau to build resilience. The services that are designed at the end of the process will then be delivered into communities.

Regional Design
The design process of Whānau Resilience will focus on collaboration, innovation and reflective learning, whilst acknowledging that communities and providers have invaluable knowledge and experience that should inform the make-up of services available in their communities.
The design process will take around one year. This process has been broken into four stages through the year to support the end delivery of a clear service concept which needs to reflect one or more of the 5 Pou (or service areas), with local whanau voice held at the centre of the design.

Whānau Resilience will be regionally designed in collaboration with other successful organisations or collectives, along with support from MSD. Each regional group of Kaimahi will be led and supported by a Pouwhakataki to design the services together for their specific region.

The Pouwhakataki are people, recruited and employed by MSD, who will be assigned to work within each region to lead the Kaimahi group through the design process, and importantly to make sure each region is reflecting the whānau voice into their designs.

Overall Vision for Whānau Resilience
Strong, resilient communities where whānau are supported to live violence free and eliminate violence for the next generation.

The 5 Pou/Service Areas
Services that aim to:

- Strengthen cultural identity and whakapapa
- Strengthen social capability and community connection
- Support long term behaviour change for men and people using violence
- Support trauma healing and recovery from violence
- Create healthy relationships and skills

These have been developed through research and insights from the sector as examples of family violence services that are effective for long-term responses.

Elements that need to underpin services

These are aspects that must go into the creation of services to make sure they have a strong evidence base and are sustainable. They are where services must:

- be informed by local whānau voices
- adapt, learn and innovate based on whānau voice
- be led by tikanga Māori principles & values
- reflect & value diversity, cultural identity & gender equity
- build in measurements and feedback loops in the design
- have the right workforce capability

KRA 1: Reflect, Review, Reset and Consolidate

Tasks:

1.1 Attendance and active participation at regional design workshops.
1.2 Support the development and implementation of an Outcomes and Reporting Framework
1.3 Participate in, contribute to and where applicable lead out improvements in service delivery
1.4 Review and evaluate Service Model – Whakapakari Ora and service implementation and practices to inform the reset of Whanau Resilience kaupapa

KRA 2: Discovery and Implementation

Tasks:

2.1 Participate and contribute to the Regional Data walks/Community Asset Maps (understand the regional context of Whānau Resilience)
2.2 Capture Whānau Voice to inform service delivery across the region
2.3 Define a set of opportunities within 5 Pou that have been prioritised with the help of whānau.
2.4 Identify ideas or services fit to benefit whānau and work collaboratively to design service opportunities
2.5 Share information and learnings and ideas with your regional collective, and develop ideas on sustainability long term
2.6 Test early ideas with whānau – understanding what works and what does not; learn by doing and creating prototypes.
2.7 Develop a monitoring and evaluation process to capture evidence that this service meets the need of whānau.

KRA 3: Case Management

Tasks:

3.1 Work with your Manager to determine how the service will operate, for whom and when, the linkages with others and the service entry to exit processes and systems.
3.2 Maintain a registered client base of no more than 10 whānau at any time.
3.3 Confirm and implement the measures and feedback loops for your service.
3.4 Work closely with other services to support and contribute to whānau plans
3.5 Strengthen relationships between whānau and other support services where able
3.6 Maintain strong professional boundaries when working with whānau and ensure any safety concerns are addressed through supervision; and reported to Manager as soon as practical
3.7 Actively seek out spheres of influence that can support whānau i.e .E Tu Whanau, Whakakotahitanga, FLOW team, Whānau Ora etc.
3.8 Maintain up to date 'audit ready' files, assessments, case notes and plans for all registered whānau. Case notes must be completed within 48 hours.

KRA 4: Participate in regular supervision

Tasks:

4.1 Actively participate in monthly supervision, making a positive contribution to the development of a co-operative relationship with the supervisor
4.2 Ensure that all case management issues are taken to supervision;
4.3 Manage work priorities, personal workload and stress levels with the support of the supervisor;
4.4 Comply with the requirements of the supervision contract;

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhānaungatanga, waiata sessions etc
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times
- 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
- Proactively promote Te Oranganui in a positive light in all activities
- Actively participate in ongoing professional development including regular supervision
- Participate in internal and external audits
- Maintain practice within the code of professional conduct, competencies and standards of the relevant professional body.

The above statements are intended to describe the general nature and level of work being performed by the job holder. It is 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 and Qualifications

- Qualification (Level 6 or higher) in social work or health;
- At least 2+ years' experience working in a similar role;
- Established network base within the Health, Social & Disability sector;
- Current Practising Certificate with relevant professional body;
- Registered with relevant professional body.

Knowledge and Skills

- Responsiveness to Māori;
- Have strong communication and facilitation skills;
- Good working knowledge of information and communication technology;
- Committed to empowering and supporting whānau;
- Community engagement and development skills;
- Proven relationship-building skills to facilitate effective partnerships, collaboration and advocacy;
- Proven experience in moving whānau from a crisis space to an aspirational one
- Time management and decision making skills;
- Ability to develop working relationships with other agencies and providers to support collaboration;
- Ability to present information confidently both verbally and in writing in a way that is appropriate to the receiver.

Personal Qualities

- Non-Smoker – or full commitment to remain smoke-free during the hours of work;
- Flexibility/adaptive;
- Team player;
- Commitment to reducing inequalities;
- Zero tolerance toward family violence;
- Assertive, supportive and positive manner;
- Have good judgement and analysis;
- Commitment to whānau, hapū and iwi;
- Act in a responsible, ethical and accountable way;
- Respectful, cooperative & supportive in all dealings.

Physical Attributes – Community based

- A medium degree of physically capacity with lifting up to 15kgs
- Ability to move about and undertake necessary duties (sometimes in restricted spaces) both in an office environment and out in the community
- Visual ability sufficient to drive a motor vehicle, read accurately, write/record in a legible manner
- Hearing and speech sufficient to communicate with clients and co-workers enabling direct and telephone communication

Other requirements of this position

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui's background check process
- New Zealand citizenship, permanent resident status, or a NZ work permit.