

POSITION DESCRIPTION

Position:	Kaitūruki, Whānau Ora – Hutia te Rito	
Team:	Innovation & Research – Mokopuna Ora	
Reporting to:	Matāiawa – General Manager Primary Care	
Direct Reports:	Nil	
Job Purpose:	Te Oranganui acknowledges the importance of creating safe, nurturing and culturally grounded environments where hapū māmā, pēpi and whānau are supported to flourish. This role recognises that whānau wellbeing is strengthened through meaningful relationships, early support, connection to whakapapa, tikanga and mātauranga Māori, and access to the right services at the right time. The purpose of this role is to deliver a Whānau Ora inclusive approach that focuses on the strengths, aspirations and capability of whānau, strengthens whānau connections, supports the development of whānau leadership, and improves outcomes for hapū māmā, pēpi and their whānau during the first 1000 days of a child's life.	
Accepted by:	Signature:	Date:

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 Pāpārangī and Ngā Rauru Kītahi. The eight services are;

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

Our purpose

Korowaitia te puna waiora hei oranga motuhake mō te iwi
Protecting the font of wellbeing ensuing oranga for all

Our vision

Āta whāngaia te puna waiora o te whānau e rere ai te oranga motuhake
Te Oranganui strives to be a puna waiora that fosters whānau well-being

Our Mission

Poipoia te oranga o te whānau kia mau tonu
Te Oranganui invests in whānau to achieve and maintain oranga motuhake

VALUES

Kotahitanga – Collective purpose **Kia Kotahi te mahi ki te oranga motuhake mō te iwi**

We are working for a common cause to effect positive change for the whānau we serve. We work together through collective purpose and focus

Whanaungatanga – Together as whānau **No te whānau, mō te whānau.**

We acknowledge whānau are the experts in their own lives. We work together as a whānau

Pono – Acting with integrity **Mā te pono e rere ai te mārama**

Integrity fosters clear clean flow to underpin improved ways of being and doing. We are accountable.

Tika – True to purpose **Whaia te ara tika ahakoa te aha**

Being true to the purpose of oranga motuhake enables us to maintain standards of care for whānau. We hold ourselves to be true to each other as a whānau.

Key Result Area 1:

The Kaitūruki - Whānau Ora role will assist and empower whānau to reach their own goals and aspirations by;

- Developing relationships within whānau, hapū and iwi and the wider community where direct opportunities exist to support whānau to achieve their full potential, aspirations and to grow leaders;
- Developing and implementing whānau support plans that reflect the aspirations, strengths and needs of each whānau.
- Build trust and rapport through whakawhānaungatanga with whānau to establish supportive and effective relationships;
- Work with whānau to identify goals and develop/navigate clear pathways to make them happen;
- Support whānau to develop te reo me ōnā tikanga;
- Provide continued pastoral support for whānau as they undertake their pathways to lead healthy lifestyles
- Assist whānau to build on their strengths and increase their resilience. Building and strengthening their own whānau networks support and access to community networks
- Support, promote and advocate for healthier lifestyle options/choices to whānau i.e. quit smoking, dental care, healthy eating and physical activities, family planning, education and training, career pathway, etc.
- Obtain and maintain an understanding of hapū and iwi developments, the health and disability and other sectors i.e. social, justice, education in order to ensure that whānau benefit from any new developments or opportunity
- Coordinate and facilitate referrals to appropriate services and following up referrals where required.
- Support whānau to transition to other services where appropriate and support and engage new whānau into the service.
- Attend all service, contract and planning hui; promotions and activities kaupapa as required
- Carry a caseload of 10 (ten) whānau

Key Performance Indicators

- Strong community connections and network base
- Positive feedback on support provision from kaimahi and networks
- High performing
- Evidenced based Whānau Ora Outcomes

Key result Area 2. Client Information Management

- All administration and documentation is completed in accordance with service & organisational guidelines and within specified timeframes;
 - Complete all reporting and communication requirements in a timely manner;
 - Participate in quality improvement activities as required
 - Electronically record and evidence rangatahi goals and outcomes for reporting purposes
 - Maintain current and up to date electronic records/files utilising Whānau Tahī
 - Ensure your Outlook Calendar is maintained up to date and completed weekly for Management share
- Key Performance Indicators**
- Audit ready files
 - Monitoring tools up to date
 - Outlook Calendar

Key Result Area 3. Knowledge & Relationships

- To stay abreast of developments and build a strong customer service focus to kaimahi that will enhance the service provided to whānau;
- Continuously build your knowledge base on the developments of administration and project work;
- Work constructively with colleagues and perform all duties with a strong customer service focus to kaimahi, Kaitātaki and whānau of Whānau Ora;
- Attend internal training and professional development as required or directed by Management

Key Performance Indicators

- Ongoing development evidenced by growing skill base
- Positive feedback on support provision from kaimahi and networks

General provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Contribute to and uphold the principles of Whānau Ora at all times – including working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- 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.

- Be prepared for redeployment in times of uncertainty i.e. flooding, pandemic etc.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as 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

Qualifications and Skills

- Highly Desirable – will be an advantage if you have already completed Whānau Ora training

Key behaviours and attributes

- A working understanding of Whānau Ora and Collective Impact and how it is incorporated into your practice.
- Commitment to ensuring best practice when working with whānau.
- Passionate about delivering high quality experiences for whānau and kaimahi.
- Proficiency in Te Reo Māori and embodying tikanga Māori in all aspects of work.
- Ability to work positively under pressure and in a Pilot environment.
- Is reliable, friendly, approachable and resilient.
- Flexible, adaptable and resilient.
- Ability to build and maintain credible relationships internally and externally.
- Ability to work unsupervised and make sound decisions whilst also being an active team member.
- Ability to persevere with a task, and to display the required energy to achieve the objectives despite obstacles.
- Report writing skills.
- Competent and confident in using IT as a tool to support your work.
- High level of professionalism.
- A commitment to continuing professional development.
- Good time management and organisational skills.
- At least a current restricted driver's licence.
- Proven relationship management skills.
- Understanding of the Treaty of Waitangi.

Physical Attributes – Community based

- A medium degree of physical capacity is required as the work involves standing, walking, sitting, stretching, twisting bending and lifting/moving weights up to and above 15 kilograms frequently.
- 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's license.
- Must be able to pass Te Oranganui's background check process.
- New Zealand citizenship, permanent resident status, or a NZ work permit.

General provisions