

POSITION DESCRIPTION

Position:	Kaitūruki – Mental Health Support Worker	
Team:	Waiora Hinengaro: Mental Health and Addiction Services	
Reporting to:	Kaitātaki: Team Lead, Mental Health and Addiction Services	
Staff Responsibility:	Nil	
Job purpose:	To support/Tautoko tangata whai ora in their recovery and wellness journey using the values of Tikanga Māori, whānau ora and the skills and knowledge of current mental health support practice	
Accepted by:	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;

Te Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service and Vocations
Waiora Hinengaro	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

Ngā Wai Oranganui

Te Oranganui's integrated model of care that guides how we work alongside whānau. It brings together clinical excellence, Whānau Ora, mātauranga Māori, and holistic wellbeing to ensure care is culturally responsive, strengths-based, and centred on the aspirations of whānau. The framework promotes collaboration, mana-enhancing practice, and equitable health outcomes.

- Whānau-centred and strengths-based approach.
- Guided by Te Oranganui's **Ngā Wai Oranganui** model of care.
- Integrates **Whānau Ora**, **mātauranga Māori**, and clinical best practice.
- Promotes culturally safe, mana-enhancing practice.
- Builds meaningful relationships with whānau and the wider community.
- Supports whānau to identify and achieve their own aspirations and goals.

- Works collaboratively across multidisciplinary teams and partner agencies.
- Recognises and responds to the physical, mental, emotional, social, and spiritual dimensions of wellbeing.
- Upholds equity, inclusion, and self-determination (rangatiratanga).
- Embeds tikanga Māori, whakawhānau, and holistic wellbeing into everyday practice.
- Encourages continuous reflection, learning, and quality improvement.
- Demonstrates respect, compassion, integrity, and accountability in all interactions.

Our Vision	Korowaitia te puna waiora, hei orange motuhake mō te iwi
Our Mission	Investing in transformational wellbeing where whānau are at the centre of everything we do.
Our Values	
<i>Kotahitanga</i>	Kei te Kotahitanga o ngā kūmete nō uta, nō tai te orange 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.
<i>Whanaungatanga</i>	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.
<i>Pono</i>	Kia mau, kia ū ki ngā kete mātauranga nō ngā tupuna 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.
<i>Tika</i>	Whaia te ara tika ahakoa te aha Whānau ability to attain wellbeing is a fundamental right. We believe in a just 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.

Key Result Area 1: Supporting tangata whai ora

Tasks:

- Participate in initial assessments
- Work with tangata whai ora and whānau to develop, and review whānau plans
- Work on the implementation of goals in a creative and supportive way using the ideals of recovery, Whare Tapa Whā and wellness
- Attend medical and psychiatric appointments as necessary. Know when, and then organise, medication, appointments and medical certificates are due
- Provide support and education to whānau and significant others
- Use whānau ora and tikanga Māori approaches in all work
- Engage tangata whai ora and their whānau.
- Sensitive to the needs and values to tangata whai ora and their whānau.

Key Result Area 2: Collaboration and teamwork

Tasks:

- Have active and current relationships with organisations that focus on mental health and/or addiction service provision
- Work in a collaborative way with internal services and external agencies when “shared care” and CEP services needed
- Liaise and consult with GPs and other health services as necessary to improve health of tangata whaiora
- Work with wider team to ensure all needs are met in relation to mental health and addiction
- Work with the registered nurse when necessary, including taking and following advice on the clinical aspects of the tangata whaiora care

1.1 Key Performance Indicators

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

Key Result Area 3: Client Information Management

Ensure client information and documentation is accurate and timely

Tasks:

- All administration and documentation are 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 whānau goals and outcomes for reporting purposes

1..1. Key Performance Indicators

- Audit ready files
- Monitoring tools up to date
- Outlook Calendar

Key Result Area 4: Whanau Ora

- Uphold the principles of Whānau Ora within the team and across services and organisations
- Ensure the inclusion of Whānau Ora as core practice within the team
- Understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice
- Work alongside of whānau as creators and drivers of their own Whānau Ora plan
- Participate in the Te Oranganui organisational Whānau Ora training
- Develop relationships within whānau, hapū and iwi and the wider community where direct opportunities exist to support whanau to achieve their full potential, aspirations and to grow leaders;
- 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;
- Demonstrate the ability to include cultural safety and wellness of the client and their whānau when relating to care and processes.
- 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
- Work closely within the organisation to connect whānau to specialist supports, expertise and tools as needs are identified
- Attend all service, contract and planning hui; promotions and activities kaupapa as required
- **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 5: Supervision

Ensure safe practice to tangata whai ora and their whānau through actively participating in regular supervision

Tasks:

- Actively participate in regular supervision, making a positive contribution to the development of a co-operative relationship with the supervisor
- Ensure that all practice and case management issues are taken to supervision and or case management
- Manage work priorities, personal workload and stress levels with the support of the supervisor
- Regularly reflect on own practice and adjust as necessary to ensure a quality service to whānau

Key Result Area 6: Knowledge & Relationships

To stay abreast of developments and build strong community links that enhance the service provided to Tangata Whaiora and their whānau

Tasks:

- Continuously build your knowledge base on the developments of the mental health and addictions sector to ensure whānau are receiving the best possible service
- Work constructively with colleagues within Te Oranganui and across the sector to improve outcomes for whānau participating in mental health and addiction services
- Actively participate in all team and one-on-one hui and workshops
- Develop and maintain key relationships across all sectors to support easier access to services when working with Whānau

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Uphold the principles of Whānau Ora – 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 and in-service training opportunities

PERSON SPECIFICATION

Experience & Qualifications

- Level 4 National Qualification (NZQA) or equivalent in mental health or working towards it
- Experience working with mental health services
- Full drivers' licence
- Can use word processor for communication needs including word processing, communication and internet research

Skills and Attributes

- Non-Smoker – or full commitment to remain smoke-free during the hours of work (including breaks)
- Excellent facilitation and communication skills
- Understand and be committed to improving health for Māori
- Open to different perspectives of tangata whai ora
- Believe in and can implement the recovery approach
- Well organised and can prioritise
- Able to maintain confidentiality
- Is acceptable to whānau, hapū and iwi and Māori community
- Creative and innovative within restricted resources

Physical Attributes – Community based

- A medium degree of physically 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 and 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

Personal Attributes

- Proactive, co-operative, and strive to achieve the best outcome for your team
- Enthusiastic and eager to assist where necessary
- Commitment to whānau, hapū and Iwi

Other requirements of this position

- Current clean, full NZ driver's licence
- Must be able to pass Te Oranganui background check process

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