



## POSITION DESCRIPTION

<b>Position:</b>	<b>Kaitūruki - Family Start</b>	
<b>Reporting to:</b>	Kaihautū - Te Puawai Whānau	
<b>Service:</b>	Te Puawai Whānau	
<b>Staff Responsibility:</b>	Nil.	
<b>Job Purpose:</b>	<p>This role focuses on building whānau to achieve outcomes and work with their tamariki to have the best start in life. This role works across health, education, justice and social outcome domains.</p> <p>Kaimahi are to maintain a clear focus on the child's health and wellbeing, including the adequacy of care, their physical health, emotional health and age appropriate development.</p> <p>This role also supports whānau with opportunities, pathways and tools that develop the potential of whānau and support them on their journey towards self-managing their health and wellbeing.</p> <p>The ideal outcomes for whānau enrolled with this programme are that <b>Whānau are:</b></p> <ol style="list-style-type: none"> <li>1. self-managing</li> <li>2. living healthy lifestyles</li> <li>3. participating fully in society</li> <li>4. confidently participating in te ao Māori</li> <li>5. economically secure and successfully involved in wealth creation</li> <li>6. Cohesive, resilient and nurturing.</li> </ol>	
<b>Accepted by:</b>	<b>Kaimahi Signature:</b>	<b>Date:</b>
<<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  
 Taihāhā  
 Waiora Hinengaro  
 Toiora Whānau  
 Puawai Whānau  
 Waiora Whānau  
 Whakahaumanu Mana Tāne  
 Taituarā

Primary Health & Medical  
 Disability Support Service  
 Vocations, Mental Health and Addiction Services  
 Whānau & Community  
 Tamariki Wellbeing  
 Healthy Families  
 Clinical Services Corrections  
 Business Unit

<b>Our Vision</b>	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
<b>Our Mission</b>	Investing in transformational wellbeing where whānau are at the centre of everything we do.
<b>Our Values</b>	
<i>Kotahitanga</i>	<p><b>Kei te Kotahitanga o ngā kūmete nō uta, nō tai te orange o te iwi</b></p> <p>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.</p>
<i>Whanaungatanga</i>	<p><b>Nō te whānau, mō te whānau</b></p> <p>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.</p>
<i>Pono</i>	<p><b>Kia mau, kia ū ki ngā kete mātauranga nō ngā tupuna</b></p> <p>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.</p>
<i>Tika</i>	<p><b>Whaia te ara tika ahakoa te aha</b></p> <p>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.</p>

## Key Result Area 1: Case Management

### Tasks:

- 1.1 Build trust and rapport through whakawhanaungatanga with whānau to establish a supportive and effective relationship to ensure the achievement of agreed goals.
- 1.2 Review, consider and address child and whānau safety issues following all appropriate steps in accordance with legislation and organisational policy.
- 1.3 Providing advice and support in key areas related to health goals such as immunisations, enrolment at General Practice, dentistry etc
- 1.4 Deliver the Parenting Resource programme to increase the parent's knowledge in child development and age appropriate milestone activities.
- 1.5 Provide support/advocacy to whānau with access to budgeting, housing, legal matters, alcohol and drug abuse, other dependencies, violence, mental health and any other concerns. This can be done through referrals and enrolments in relevant programmes
- 1.6 Assist whānau to build on their strengths and increase their resilience. Building and strengthening their own whānau networks support and access to community networks.
- 1.7 Provide information and support which will assist the parent(s) to increase their confidence and self-esteem, develop skills and improve relationships, encouraging positive parent/child relationships
- 1.8 Complete all monitoring and supporting tools in consultation with the Kaitātaki/Kaihautū in accordance to the Family Start Manual and Whānau Ora objectives within specified timeframes.
- 1.9 Complete Whānau Plans (IFP's) in consultation with whānau and Kaitātaki/Kaihautū in accordance to the Family Start Manual, and Whānau Ora objectives within specified timeframes
- 1.10 Ensure that all issues identified in the whānau plans have active follow up and encouragement.

- 1.11 To deliver services in accordance with the Key Performance Indicators as determined by the Ministry of Social Development and the Ministry of Health.
- 1.12 Work with 'buddy' to case manage in times of leave, tangihanga or unforeseen absences
- 1.13 Carry a minimum case load of 14 whānau; or up to 16 in exceptional situations.
- 1.14 Maintain a strong understanding of Family Start Service Manual and Key Deliverables to meet contractual outputs

## Key Result Area 2: Ensure client information and documentation is accurate and timely

### Tasks:

- 2.1 Update documentation and files after each visit (within 48 hours) capturing all discussions and evidencing outcomes/observations
- 2.2 Self-Audit files on a 3 monthly basis to ensure all documentation requirements are met
- 2.3 Ensure all correspondence is written professionally, accurately, timely and copies are kept on file
- 2.4 All administration and documentation are completed in accordance with the Family Start Manual, and Whānau Ora objectives within specified timeframes (within 48 hours)
- 2.5 Ensure vehicle usage is recorded accurately
- 2.6 Ensure that all reported hours are a true reflection of time spent in the home with clients/whānau
- 2.7 Ensure that all relevant documentation is sighted and signed by the registered client (where applicable)

## Key Result Area 3: Participate in regular supervision

### Tasks:

- 3.1 Actively participate in regular supervision, making a positive contribution to the development of a co-operative relationship with the supervisor;
- 3.2 Ensure that all case management issues are taken to supervision;
- 3.3 Manage work priorities, personal workload and stress levels with the support of the Kaitātaki/Kaihautū
- 3.4 Comply with the requirements of the supervision contract.

## Key Result Area 4: Whānau Ora

### 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 Result Area 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 and Qualifications

- Qualification (Level 7 or higher) in social work or health or at least 2+ years' experience working in a similar role;
- Current Practising Certificate with relevant professional body;
- Registered with relevant professional body.

### Personal Attributes and Skills

- Community engagement and development skills
- Proven relationship-building skills to facilitate effective partnerships, collaboration and advocacy
- 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.
- Strong administration skills to meet KPI's
- Comprehension of SWRB and Health & Disability Code of Conduct
- 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
- Responsiveness to Māori and 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.
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- 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