



Te Kete Hauora o Rangitāne

Job Description

Position: Te Awa Tautoko Kaiāwhina

Manager: Social Services Team Lead

Date: February 2025

Our vision

Rangitāne Tino Rangatiratanga – Self-determination through leadership and participation.

Our mission

To preserve, protect and enhance the aspirations and well-being of Rangitāne o Tamaki nui-ā-Rua and Taurahere living within Tamaki nui-ā-Rua.

Rangitānetanga

- Demonstrates an acceptance and understanding of Rangitāne as mana whenua in Tamaki nui-ā-Rua.
- Is aware of, upholds and respects the mana, tikanga and kawa of Rangitāne o Tamaki nui-ā-Rua.
- Is responsive to working within a Rangitāne Cultural Safety Framework.
- Attends Rangitāne Cultural Training and education.
- Awareness of protocols and requirements when working with Māori whānau, hapū and iwi within a Māori kaupapa.
- Consults and seeks advice whenever necessary to ensure cultural safety and wellbeing is achieved.

Why the role exists

The purpose of this role is to support tamariki and their whānau who are at risk of entering statutory care to identify the necessary supports and resources required and to connect them with the essential support that enable the whānau to reach their optimum level of wellbeing.

The overall outcome of the service is that Tamariki Māori engaged in the service will thrive under the protection of whānau, hapū and iwi, by having regard to mana tamaiti, whakapapa and whanaungatanga.

What you do

Service Delivery

Whānau attain and maintain a level of wellbeing that enables them to reach their full potential

- Participate and develop with whānau, success plans incorporating short, medium to long-term solutions to assist them to achieve positive whānau outcomes targeting ages 0 through to 17.
- Actively work in collaboration with other Te Kete Hauora o Rangitāne kaimahi to provide a wraparound service in support of these most vulnerable youth.
- Actively work with government, local government and wider community services including the private sector to broker access to essential services, philanthropic support, and training and / or work opportunities for these most vulnerable youth.
- Utilise MRG's and MSP's to link youth to wider community supports such as sport clubs
- Understand Whānau development principles and connecting youth to extended whānau or tribal network both urban and or rural based

Whānau attain and maintain a level of wellbeing that enables them to reach their full potential

- Restore safety and Toiora within whānau who have experienced violence
- Create change and identify whānau strategies where whānau violence has occurred
- Provide a safe and appropriate environment for whānau experiencing whānau violence
- Te re-educate whānau systems
- To access and refer to additional services as requested from the whānau

Development and Monitoring of Care and Support Plans

- Carry out an assessment to identify client/whānau care and support needs in coordination with the client, their whānau and other support services as required and identified to support the client to achieve their goals.
- Care and support plans are based on social work models of empowerment which supports whānau to more effectively self-manage their individual care.
- Develop client care and support plans which incorporate Māori models of care e.g. Te Whare Tapa Whā and Te Wheke
- Ensuring access to Kaumātua, rongoa Māori, tohunga, te reo Māori speakers and/or other cultural needs in accordance with the needs/request of client if requested or identified.
- Provision of tikanga Māori that relates to the kawa and kaupapa of the service including pōwhiri, Mihimihi, karakia, waiata, hui and poroporoaki
- Review care and support plans every three months in coordination with the client and their whānau and other support services as required.
- Contributing to the Planning, Development and implementation of programme/activities for the client that will lead to wellness and good health
- **Provisions of consultation liaison and referrals for clients**
- Facilitation for access to community-based services
- Referrals to other specialty general health services for personal, clinical and cultural assessment and treatment.
- Referral to full range of primary care services, including Tamariki Ora, Ngā Oranga O Te Rae Support Workers, Community Health Nurse.

Team Participation

Is involved and works in a manner which enhances the principles and practice of continuous quality improvement.

- Participate fully in weekly clinical team meetings.
- Provide liaison and consultation with team members, as necessary for client care
- Undertake tasks and responsibilities associated with team and service management as agreed within the Team.
- Be flexible and available to colleagues for advice/support.
- Maintain effective communication between various levels of kaimahi and links with other relevant people and organisations.
- Work co-operatively with colleagues in all aspects of assessment and treatment for clients/tangata whaiora.
- Work to achieve effective multi-disciplinary practice.
- Establish and maintain effective and positive work relationships.
- Make a positive contribution to meeting the organisation's vision and objectives of the strategic plan.
- Attend service planning activities.

Performance management and training

- Complete initial performance management programme within the first three months to identify and set professional, training and personal development goals.
- Participate in annual performance appraisal
- Attend all required in-service and external education training programmes
- Participates in regular clinical supervision and practice review.
- Participates in peer review.
- Report monthly on service outputs, professional and training goals

Organisation policies and procedures

- Recognise and become familiar with Te Kete Hauora o Rangitāne Limited Policies.
- Carry out all areas of service delivery and practice in accordance to the organisation policies and procedures
- Contribute to the review and development of organisation policies and procedures

Recording, reporting, storage and organisation requirements

- Work activities are to be carried out according to the organisation's policies and procedures.
- All relevant work data is recorded accurately
- Keep all statistical information on own work activities up to date.

Service development, management, monitoring and evaluation

- Make a positive contribution to meeting the organisation's vision and objectives of the strategic plan.
- Attend service planning activities
- Participate in client feedback surveys

Health, Safety and Hauora | Wellbeing

- Lead by example when it comes to being safe, healthy and well at work. Be aware of your own health and hauora at work and what you can do to take care of it. Support and encourage others to do likewise.
- Be proactive and committed to our health, safety and hauora culture.
- Ensure best practice health, safety and hauora policies and practices are in place for our kaimahi and organisation.

How you do your work

Behaviours

- **Passion** – A deep motivation and desire to support the wellbeing of Rangitāne whānau, hapū and iwi, recognising them as mana whenua in the Tamaki nui-ā-Rua rohe and contribute to the manaakitanga of all those residing within the Tamaki nui-ā-Rua rohe.
- **Leading others** – Understand and manage yourself to allow you to lead with empathy and build strong relationships with your team. Create inclusive and collaborative environments where people are valued, respected, and empowered to do great mahi.
- **Work quality** – Understands the importance of high work standards. You set high performance standards for yourself and others. Take responsibility for your high standard of work.
- **Relationship management** – Our relationships are central to our mahi. Identify ways to build and maintain strong and trusted relationships with whānau, kaimahi and stakeholders.
- **Adaptability** - comfortably adapt and change direction when required. Keep calm under pressure. Checks for understanding and asks questions when needed. Comfortably manages conflicting demands while still delivering results.
- **Solutions focused** – bring a positive and results focused approach to your mahi. You are motivated to promptly take action and find a solution. Take responsibility for your work and outcomes. Often goes above and beyond what is required.
- **Resilience** – continue to deliver and perform while dealing with challenges. Keep focused and calm. Know how to manage your hauora to enable you to navigate challenges.

Knowledge

- **Te Tiriti o Waitangi** – Demonstrates acceptance and understanding of Te Tiriti o Waitangi and its principles and integrates these into practice.
- **Te Reo and Tikanga** – A knowledge of and genuine commitment to Te Reo Rangatira and Tikanga Māori.
- **Service delivery** – Extensive knowledge of end-to-end service delivery functions.
- **Māori health** – a deep understanding of how Māori models of health are applied in a service delivery setting
- **Legislation** – Extensive working knowledge of the legal requirements and responsibilities of the Pae Ora (Healthy Future) Act 2022, Health Practitioners Competence Assurance Act 2003, Domestic Violence Act 1995, Criminal Justice Act 1985, the Mental Health (Compulsory Assessment and Treatment) Act 1992, Vulnerable Children’s Act 2014, and Health and Safety at Work Act 2015. Privacy Act 1993 (the Health Information Privacy Code 1994) and the Health and Disability Act 2000.
- **Working with children** – Extensive working knowledge of child protection policies and in accordance with the Vulnerable Children’s Act 2014 where applicable.
- **Informed consent** – A deep understanding and application of all legal and ethical requirements pertaining to informed consent and other procedures which may impact upon the rights of clients.
- **IT** – Confident working knowledge of Microsoft Office products and case management software.

- **Systems** – understand the importance of good systems and what is needed to achieve this, including legislative requirements specific to our sector and organisation.

Skills

- **Communicate** – Be highly professional. Keep people up to date. Proactively think about how you communicate with people to get the best outcome. Be clear and check that you've been understood.
- **Coaching and feedback** – Provide timely and constructive feedback to your team that is supportive and empowers people to achieve.
- **Be prepared and organised** – Remain focused and allocate your time efficiently.
- **Prioritising** – Calmly and methodically work through tasks and situations as they occur. Quickly assess priorities and reschedule your work. Manage expectations with clear communication.
- **Delegation** – Know when and how to delegate to your team. Work to their strengths and expertise. Trust them.

What you bring to the role

- Ability to engage effectively and culturally competently with whānau Māori
- Demonstrate knowledge and experience in child protection protocols, safety assessment and safety planning.
- Demonstrate the ability to utilise social work models of practice, Māori models of practice specifically Te Ara Whānau Ora, Te Whare Tapa Whā.
- Proven ability to work with a range of communities and cultures
- Sound knowledge and understanding of Te Tiriti o Waitangi
- A knowledge of and commitment to Te Reo Rangatira and Tikanga Māori.
- Demonstrated experience in working across agencies
- Ability to use computer programmes especially Word, Excel and Outlook.
- Demonstrate knowledge and experience working with confidential information
- Skilled at prioritising tasks, time management and managing conflicting demands
- Excellent ability to write clear and precise professional correspondence and accurate concise notes
- Sound literacy knowledge and writing skills.
- Proven interpersonal and communication skills.
- Understanding of difference
- Analytical and decision-making ability
- Ability to demonstrate commitment to, and passion for achieving the aims of this position
- Ability to work both independently and as part of a team
- Ability to empathise with whānau
- Understand the cultural diversity between and within whanau, hapū and iwi
- The ability to work flexible hours
- A pride in personal appearance and presentation
- Willingness to work within an Iwi/Māori Health and Social Services Provider setting
- Understanding of basic Te Reo and willingness to learn

Experience

- Extensive experience in service delivery roles in health and social services environment, ideally with a kaupapa Māori lens.
- Leadership and management experience in multi-disciplinary service where your approach is known for leading with purpose and humanity.

Qualifications

- Tertiary qualification either in Social Work, Psychology, Counselling or National Certificate in Social Services level 4 or its equivalent or a proven record in community work and/or community development
- Background and/or qualification in a social or health scope of practice is essential
- Whānau/Family Support
- Clean and current New Zealand Driver's License
- Knowledge of Māori models of health e.g. Te Whare Tapa Whā, Te Pae Mahutonga and Te Wheke.