



Te Kete Hauora o Rangitāne

Job Description

Position: Pouwhakaruruhau | Family Group Conference Care & Protection Coordinator

Manager: Kaiarataki Te Pua Manuka | Social Services Team Lead

Date: December 2024

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 Pouwhakaruruhau plays a crucial role in leading Family Group Conferences (FGC) to create a collaborative, whānau-led plan. They ensure that whānau, hapū, iwi, the family group, and other key individuals, professionals, and agencies are actively involved and empowered to engage fully in the process. As an independent facilitator, the Pouwhakaruruhau ensures that tamariki and rangatahi have the right to participate and are supported in having their voices heard in decisions that affect them. This role is appointed by the Chief Executive of Oranga Tamariki, who holds statutory responsibility for managing the Family Group Conference in alignment with the principles of *Pūao-te-Ata-tū*, the operational intent of *Te Tiriti o Waitangi*, and the Oranga Tamariki Act 1989.

The Pouwhakaruruhau's legislative duties include receiving reports, convening the FGC, consulting with relevant parties, and documenting and reviewing the outcomes of the FGC and are required to carry out their statutory functions and powers in accordance with the provisions of the Act.

What you do

Service Delivery

- Utilize strong networking skills to establish, nurture, and maintain trusting relationships with tamariki, rangatahi, their whānau, and the broader community. Serve as a reliable and trusted advisor throughout the Family Group Conference (FGC) process.
- Effectively manage and facilitate pre-FGC planning meetings to assess needs, identify support networks, and outline the next steps. Ensure seamless coordination between care and protection services throughout the process.
- Provide expert advice, advocacy, and guidance to tamariki and rangatahi, empowering them to express their views. Support them in understanding and upholding their rights as outlined in the Oranga Tamariki Act 1989 and other relevant legislation.
- Demonstrate a thorough understanding of the provisions of the Oranga Tamariki Act 1989, ensuring its effective application throughout the FGC process and the successful delivery of agreed plans. Uphold bicultural principles and ensure that all actions are consistent with both legislative requirements and cultural values.

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

- **Communication** – Maintain a high level of professionalism. Keep others informed and proactively consider the best way to communicate for optimal results. Ensure clarity and confirm understanding.

- **Preparation and Organisation** – Stay focused and manage your time efficiently. Able to analyse diverse sources of information, data, and behaviours. Flexible and adaptable to shifting priorities.
- **Prioritisation** – Tackle tasks and situations methodically, staying calm under pressure. Quickly assess priorities, adjust your schedule, and manage expectations with clear communication.
- **Community Knowledge and Networks** – Competent in building relationships with whānau, hapū, Iwi, and other key people,
- **Working with Tamariki/Rangatahi** – Skilled at engaging with tamariki/rangatahi in age-appropriate ways. Competent in building relationships with whānau, hapū, Iwi, and other key people.
- **Cultural Awareness** – Understand the impact of your own values and frameworks, and respect and engage with the values and belief systems of others.
- **Critical Thinking and Problem Solving** – Strong analysis, risk assessment, and decision-making skills.
- **Emotional Intelligence** – Demonstrate empathy and collaboration with a high degree of emotional intelligence.
- **Commitment to Positive Outcomes** – Dedicate yourself to achieving positive results for tamariki, rangatahi, and their whānau.

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What you bring to the role

Experience

- Extensive experience in service delivery roles in health and social services environment, ideally with a kaupapa Māori lens.
- Exceptional knowledge of the Oranga Tamariki Act and other relevant legislation (e.g. Care of Children’s Act, Domestic Violence Act, Crimes Act, Summary Proceedings Act, Summary Offences Act, Victim Offences Act, Disability Act etc).
- Leadership and management experience in multi-disciplinary service where your approach is known for leading with purpose and humanity.
- Strong facilitation, mediation, negotiation and conflict resolution experience.
- Effective management of extreme personal emotion and trauma
- Strong relationship management skills including experience working in partnership with communities and key stakeholders

Qualifications

- A relevant tertiary qualification and/or experience working with local community and Iwi/Māori services.
- A clean, current driver’s licence is essential.