



## Te Kete Hauora o Rangitāne

### Job Description

**Position:** Kaiawhina | Te Awa Tautoko

**Manager:** Kaiarataki Te Pua Manuka | Social Services

**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

- To support tamariki and their whānau who are at risk of entering statutory care to reach their optimum level of wellbeing by identifying the necessary supports and resources required and ensuring they are connected to these essential services.
- To ensure Māori tamariki 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

- Actively work with tamariki Māori and their whānau who have been identified by Oranga Tamariki as needing support.
- Assess level of risk and develop safety plans where required.
- Identify the needs of the tamariki and their whānau and develop with whānau, success plans incorporating short, medium to long-term solutions to assist them to achieve positive whānau outcomes.
- Work closely with Oranga Tamariki kaimahi to support the prevention of harm
- Report quarterly or as required by Te Kete Hauora o Rangitāne on the progress of whānau success plans.
- Actively work in collaboration with other Te Kete Hauora o Rangitāne kaimahi as well to provide a wraparound service in support of these most vulnerable whānau.
- Actively work with government, local government and wider community services to broker access to essential services for whānau.

### 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.
- **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. Meticulous attention to detail and accuracy in documentation and reporting.
- **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.
- **Empathetic** – able to understand and empathize with clients' situations and needs.
- **Integrity** – bring a high level of integrity and ethical behaviour.
- **Leadership** - show strong leadership and motivational skills.
- **Interpersonal Skills** - excellent interpersonal skills for effective communication and relationship building.

## 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.
- **Legislation** – Familiarity with relevant legislation, regulations, and standards in social services.
- **IT** – Confident working knowledge of relevant software and technology for quality assurance processes.
- **Systems** – understand the importance of good systems and what is needed to achieve this, including legislative requirements specific to our sector and organisation.
- **Social Services Experience** - Background in social services or a related field, with an understanding of the unique challenges and requirements.
- **Risk Management** - Experience in risk assessment and management within a social services context.
- **Working with children** – Knowledge of child protection policies and in accordance with the Vulnerable Children’s Act 2014 where applicable.
- **Informed consent** – An understanding and application of all legal and ethical requirements pertaining to informed consent and other procedures which may impact upon the rights of clients.

## Skills

- **Critical thinking** – Competently analyse, interpret and evaluate information to inform decision making.
- **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.
- **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.
- **Problem-Solving** - Ability to identify issues, analyse problems, and implement effective solutions.
- **Innovation** - Ability to innovate and improve quality assurance processes and practices.
- **Conflict Resolution** - Skills in conflict resolution and mediation.

## What you bring to the role

### Experience

- Experience engaging with and understanding the needs of the community
- Ability to engage effectively and culturally competently with whānau Māori.
- Carry out an assessment to identify client/whānau care and support needs in coordination with the whānau and other support services as required and identified to support the client to achieve their goals.
- Ability to utilise social work models of practice, Māori models of practice specifically Te Ara Whānau Ora, Te Whare Tapa Whā.
- Participate and develop with whānau, success plans incorporating short, medium to long-term solutions to assist them to achieve positive whānau outcomes.

### 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 service or health scope of practice is essential.