

POSITION DESCRIPTION

Position:	Kaitūruki Whānau Resilience	
Team:	Toiora Whānau	
Reporting to:	Kaihautū Toiora Whānau	
Staff responsibility:	Nil Provide collegial support to other kaimahi	
Job purpose:	This role will represent Te Oranganui for a fixed term contract; in the identified areas of Raetihi/Whanganui. This role will work alongside the Te Oranganui and Mōkai Pātea Service representatives to meet the need of the Whanganui/Ruapehu and Rangitikei region.	
Accepted by: <<NAME>>	Signature:	Date:

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 Health:	Primary Health & Medical
Te Taihāhā:	Disability Support Service
Waiora Hinengaro:	Vocations, Mental Health and Addictions
Toiora Whānau:	Whānau and Community
Puawai Whānau:	Tamariki Services
Waiora Whānau:	Healthy Families
Whakahaumanu Mana Tāne:	Clinical Services Corrections
Te Taituarā:	Business Unit

Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission statement

To empower whānau into their future

Values

<i>Tika</i>	Excellence in how we do things
<i>Whānau</i>	At the centre of everything we do
<i>Pono</i>	Act with honesty and integrity
<i>Mahitahi</i>	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

Whānau Resilience

Whānau Resilience is an initiative that aims to create strong, resilient communities where whānau are supported to live violence free and to eliminate violence for the next generation. Whānau Resilience will involve local groups of providers working together in their regions to design services for people. This design process will take up to one year, and involve providers working together to build a picture of the needs and strengths of their region, along with testing and learning about what works for whānau to build resilience. The services that are designed at the end of the process will then be delivered into communities.

Regional Design

The design process of Whānau Resilience will focus on collaboration, innovation and reflective learning, whilst acknowledging that communities and providers have invaluable knowledge and experience that should inform the make-up of services available in their communities.

The design process will take around one year. This process has been broken into four stages through the year to support the end delivery of a clear service concept which needs to reflect one or more of the 5 Pou (or service areas), with local whānau voice held at the centre of the design.

Whānau Resilience will be regionally designed in collaboration with other successful organisations or collectives, along with support from MSD. Each regional group of Kaimahi will be led and supported by a Pouwhakataki to design the services together for their specific region.

The Pouwhakataki are people, recruited and employed by MSD, who will be assigned to work within each region to lead the Kaimahi group through the design process, and importantly to make sure each region is reflecting the whānau voice into their designs.

Overall Vision for Whānau Resilience

Strong, resilient communities where whānau are supported to live violence free and eliminate violence for the next generation.

The 5 Pou/Service Areas

Services that aim to:

- Strengthen cultural identity and whakapapa
- Strengthen social capability and community connection
- Support long term behaviour change for men and people using violence
- Support trauma healing and recovery from violence
- Create healthy relationships and skills

These have been developed through research and insights from the sector as examples of family violence services that are effective for long-term responses.

Elements that need to underpin services

These are aspects that must go into the creation of services to make sure they have a strong evidence base and are sustainable. They are where services must:

- be informed by local whānau voices
- adapt, learn and innovate based on whānau voice
- be led by tikanga Māori principles & values
- reflect & value diversity, cultural identity & gender equity
- build in measurements and feedback loops in the design
- have the right workforce capability

Key Responsibilities & Relationships

Subject Matter awareness	Clear understanding of Whānau Resilience intent and what needs to be delivered over the course of the year
Relationship Management	Builds relationships and works collaboratively with other members of the Regional Design Collective, including other Kaimahi and the Pouwhakataki, and any other key stakeholders
Service Design	Actively contributes to the design process and commits to keeping whānau voice at the centre of design
Reporting and monitoring	Actively participates in the progress through participation in, or contribution toward, quarterly round tables

KRA 1: Getting established

Tasks:

- 1.1 Attendance and active participation at regional design workshops.
- 1.2 Support the development and implementation of an MOU (Memorandum of Understanding) between partners with this design collective.
- 1.3 Participate, contribute to and develop (where applicable) an action plan with all members of the regional design collective.

KRA 2: Discovery

Tasks:

- 2.1 Participate and contribute to Regional Data walk/Community Asset Map (understand the regional context of Whānau Resilience)
- 2.2 Continue building the baseline community level data
- 2.3 Continue to capture Whānau Voice to inform practice and service delivery
- 2.4 Identify ideas or services fit to benefit whānau.
- 2.6 Share information and learnings and ideas with your regional design collective, and develop ideas on how this can be sustained long term
- 2.7 Test early ideas with whānau – understanding what works and what does not; learn by doing and creating prototypes.
- 2.8 Develop a monitoring and evaluation process for testing to capture evidence that this service meets the need of whānau.

KRA 3: Test and Learn

Tasks:

- 3.1 Work with your Manager and team to determine how the service will operate, for whom and when, the linkages with others and the service entry to exit processes and systems.
- 3.2 Confirm the measures and feedback loops for your service.
- 3.3 Work with whanau within the Raetihi/Whanganui rohe; testing and piloting the Whakapakari Ora service model.

KRA 4: Participate in regular supervision

Tasks:

- 4.1 Actively participate in regular supervision, making a positive contribution to the development of a co-operative relationship with the supervisor
- 4.2 Ensure that all case management issues are taken to supervision;
- 4.3 Manage work priorities, personal workload and stress levels with the support of the supervisor;
- 4.4 Comply with the requirements of the supervision contract;

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhānaungatanga, waiata sessions etc
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi
- 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 including regular supervision
- Participate in internal and external audits
- Maintain practice within the code of professional conduct, competencies and standards of the relevant professional body.

The above statements are intended to describe the general nature and level of work being performed by the job holder. It is 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 6 or higher) in social work or health;
- At least 2+ years' experience working in a similar role;
- Established network base within the Health, Social & Disability sector;
- Current Practising Certificate with relevant professional body;
- Registered with relevant professional body

Knowledge and Skills

- Responsiveness to Māori;
- Have strong communication and facilitation skills;
- Good working knowledge of information and communication technology;
- Committed to empowering and supporting whānau;
- Community engagement and development skills;
- Proven relationship-building skills to facilitate effective partnerships, collaboration and advocacy;
- Time management and decision making skills;
- 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.

Personal Qualities

- Non-Smoker – or full commitment to remain smoke-free during the hours of work;
- Flexibility/adaptive;
- Team player;
- Commitment to reducing inequalities;
- Zero tolerance toward family violence;
- Assertive, supportive and positive manner;
- Have good judgement and analysis;
- Commitment to whānau, hapū and iwi;
- Act in a responsible, ethical and accountable way;
- Respectful, cooperative & supportive in all dealings.

Physical Attributes – Community based

- A medium degree of physically capacity with lifting up to 15kgs
- Ability to move about and undertake necessary duties (sometimes in restricted spaces) both in an 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

Other requirements of this position

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui's background check process
- New Zealand citizenship, permanent resident status, or a NZ work permit.
- Must hold or agree to attain the Diploma in Family Harm and any other training as directed