

POSITION DESCRIPTION

Position	Kaitūruki – Whānau Kaiarahi	
Team	Toiora Whānau (Whānau and Community)	
Reporting to:	Kaihautū Toiora Whānau (Whānau and Community Service Manager)	
Staff responsibility:	Nil	
Job purpose	<p>Whānau Ora is a part of the Toiora Whānau service of Te Oranganui. The ideal outcomes for whānau enrolled with this programme are that:</p> <p>Whānau are:</p> <ol style="list-style-type: none"> 1. self-managing 2. living healthy lifestyles 3. participating fully in society 4. confidently participating in te ao Maori 5. economically secure and successfully involved in wealth creation 6. Cohesive, resilient and nurturing. <p>The role of the Kaitūruki – Whānau Kaiarahi is to connect whānau with opportunities, pathways and tools that develop their full potential and support them on their journey towards achieving their dreams and aspirations. This role will work to identify opportunities, support to access and navigate avenues to address needs, enhance and consolidate strengths and empower whānau to become leaders in whānau, hapū, iwi and the wider community.</p>	
Accepted by:	Employee Signature:	Date:
<<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;

Te Waipuna Health:	Primary Health & Medical
Te Taihāhā:	Disability Support Service
Waioara Hinengaro:	Vocations, Mental Health and Addictions
Toiora Whānau:	Whānau and Community
Te Puawai Whānau:	Family Start & Tamariki Ora Services
Waioara 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

Initials: _____

Key Result Area 1. Whānau Ora Mahi

- Develop relationships within whānau, hapū and iwi and the wider community where direct opportunities exist to support whānau to achieve their full potential, aspirations and to grow leaders;
- Build trust and rapport through whakawhānaungatanga with whānau to establish supportive and effective relationships;
- Work with whānau to identify goals and develop/navigate clear pathways to make them happen;
- Support whānau to develop te reo me ōnā tikanga;
- Provide continued pastoral support for whānau as they undertake their pathways to lead healthy lifestyles
- Assist whānau to build on their strengths and increase their resilience. Building and strengthening their own whānau networks support and access to community networks
- Support, promote and advocate for healthier lifestyle options/choices to whānau i.e. quit smoking, dental care, healthy eating and physical activities, family planning, education and training, career pathway, etc.
- Obtain and maintain an understanding of hapū and iwi developments, the health and disability and other sectors i.e. social, justice, education in order to ensure that whānau benefit from any new developments or opportunity
- Work closely within the organisation to connect whānau to specialist supports, expertise and tools as needs are identified.

Key Performance Indicators

- Strong community connections and network base
- Positive feedback on support provision from kaimahi and networks
- High performing
- Evidenced based Whānau Ora Outcomes

Key Result Area 2. Client Information Management

- All administration and documentation is completed in accordance with service & organisational guidelines and within specified timeframes;
- Complete all reporting and communication requirements in a timely manner;
- Participate in quality improvement activities as required
- Electronically record and evidence rangatahi goals and outcomes for reporting purposes
- Maintain current and up to date electronic records/files utilising Whānau Tahī
- Ensure your Outlook Calendar is maintained up to date and completed weekly for Management share

Key Performance Indicators

- Audit ready files
- Monitoring tools up to date
- Outlook Calendar

Key Result Area 3. Knowledge & Relationships

- To stay abreast of developments and build a strong customer service focus to kaimahi that will enhance the service provided to whānau;
- Continuously build your knowledge base on the developments of administration and project work;
- Work constructively with colleagues and perform all duties with a strong customer service focus to kaimahi, Kaitātake and whānau of Whānau Ora;

Key Performance Indicators

- Ongoing development evidenced by growing skill base
- Positive feedback on support provision from kaimahi and networks

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 bring.
- 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.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as 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 & Qualifications

- Extensive experience in a similar role

Essential skills

- Demonstrated ability to work under pressure with minimal supervision to strict deadlines and competing priorities
- Proficiency in Te Reo Māori and embodying tikanga Māori in all aspects of work
- Is reliable, friendly, approachable and resilient
- Report writing skills
- Demonstrated organisational and planning ability for the successful completion of work
- Demonstrated problem solving and analytical skills in order to understand, interpret and administer the needs of the organisation
- Strong computing skills including the Microsoft Office suite, client management systems, canva
- Accuracy and attention to detail
- Negotiation skills

Personal Attributes

- Proactive, co-operative, and strive to achieve the best outcome for your team
- Enthusiastic and eager to assist where necessary
- Commitment to whānau, hapū and Iwi

Physical Attributes – Administration positions

- Occasional lifting up to 10 kg
- Must be able to work in an office environment
- Manual dexterity needed for keyboarding and other repetitive tasks
- 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