

**POSITION DESCRIPTION**

<b>Position</b>	Whānau Ora Kaitūruki	
<b>Reporting to:</b>	Toiora Whānau Kaihautū	
<b>Team:</b>	Toiora Whānau	
<b>Staff responsibility:</b>	Nil	
<b>Job purpose</b>	<p>Whānau Ora is a part of Whānau &amp; Community service of Te Oranganui</p> <p>This position works with whānau to build capacity to achieve a condition of wellness. The ideal outcomes for whānau enrolled with this programme are that:</p> <p><b>Whānau are:</b></p> <ol style="list-style-type: none"> <li>1. Self-managing</li> <li>2. Living healthy lifestyles</li> <li>3. Participating fully in society</li> <li>4. Confidently participating in Te Ao Māori</li> <li>5. Economically secure and successfully involved in wealth creation</li> <li>6. Cohesive, resilient and nurturing.</li> </ol>	
<b>Accepted by:</b>	<b>Employee Signature:</b>	<b>Date:</b>
<b>NAME</b>		

**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 Pāpārangī 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
Te Puawai Whānau:	Family Start & Tamariki Ora 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

Initial: \_\_\_\_\_

**KRA 1: Whānau mahi**  
Deliver a practice that is driven by principles of Te Ao Māori that empowers whānau to determine their own pathways

**Tasks**

- 1.1 Develop innovative programme/s to prevent and/or intervene long term conditions with whānau participation in design, implementation and evaluation
- 1.2 Support whānau to take ownership of their responsibilities through goal setting and achieving goals that encourages full whānau participation, contribution and commitment.
- 1.3 Complete regular home visits with whānau in accordance with needs
- 1.4 Complete needs assessments with whānau to identify priorities, strengths and weaknesses that can then support whānau in their growth and development.
- 1.5 Provide advocacy, support and where appropriate coordination and facilitation of various hui for whānau i.e. conflict resolution hui between whānau members, whānau manaaki hui (with whānau and external services involved in whānau development) with Work and Income to GP appointments etc
- 1.6 Support whānau to develop their plans using available resources e.g. PATH tool, Whānau Paradigm, Mind Mapping, Whānau journal etc.
- 1.7 Work with clinicians to support whānau with long term conditions to develop medically focussed whānau plans and educate whānau on how to assess and manage their own risk factors
- 1.8 Work collaboratively with internal/external networks to deliver a seamless service approach for whānau
- 1.9 Review risks regularly (at least 3 monthly) to ensure safe management plans are in place
- 1.10 Have and maintain a child protection focus and report any safety concerns or issues to Supervisor and the Kaihautū and if directed appropriate authorities immediately
- 1.11 Confidently work with mainstream and Māori organisations

**Key Performance Indicators:**

- Maintain a caseload/programme registrations of up to 20 whānau at any one time
- Complete monthly data updates for Performance Monitoring Returns
- Provide quarterly success stories for reporting purposes
- Maintain strong working relationships with key agencies/services
- Ensure risks are assessed and mitigated 3 monthly

**KRA 2: Client Information Management**  
Ensure client information and documentation is accurate and timely

**Tasks:**

- 2.1 Plan home visits to focus on Whānau Outcomes as determined by Whānau
- 2.2 Ensure all documentation is signed by Whānau where required
- 2.3 Ensure all Whānau Tahi e-files are capturing all discussions and evidencing outcomes/observations and discussions where appropriate
- 2.4 Self-audit e-files on a regular basis to ensure all documentation requirements are met
- 2.5 Ensure all correspondence is written professionally, accurately, timely and copies are kept on file
- 2.6 All administration and documentation is completed in accordance with service & organisational guidelines and within specified timeframes
- 2.7 Complete needs assessments and tracking progress thoroughly and with specific detail pertaining to their whānau outcomes/actions
- 2.8 Complete monthly monitoring tools and weekly work schedules in a timely manner
- 2.9 Participate in quality improvement activities as required

**Key Performance Indicators:**

Initial: \_\_\_\_\_

- Monitoring tools are updated monthly (mandatory)
- Participation in Verification (Audit) processes are completed successfully in cooperation with Data Administrator
- All Whānau Tahi requirements are completed in a timely and satisfactory manner

**KRA 3: Supervision**  
Ensure safe practice to whānau through actively participating in regular supervision

**Tasks:**

- 3.1 Actively participate in monthly external supervision, making a positive contribution to the development of a co-operative relationship with the supervisor and monthly group supervision with the Whānau Ora team
- 3.2 Ensure that all practice issues are taken to supervision and case management concerns to the Kaihautū
- 3.3 Manage work priorities, personal workload and stress levels with the support of the supervisor
- 3.4 Regularly reflect on own practice and make adjustments as necessary to ensure a quality service to whānau

**Key Performance Indicators:**

- Comply with the requirements of the supervision contract at all times

**KRA 4: Knowledge & Relationships**  
To stay abreast of developments and build strong community links that enhance the service provided to whānau

**Tasks**

- 4.1 Continuously build your knowledge base on the developments of the sector or whānau ora to ensure whānau are receiving the best possible service
- 4.2 Work constructively with colleagues within Te Oranganui and across the sector to improve outcomes for Whānau participating in Whānau Ora services
- 4.3 Actively participate in all Whānau Ora team and one-on-one hui and workshops
- 4.4 Develop and maintain key relationships across all sectors to support easier access to services when working with whānau

**General Provisions**

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, Whakawhanaungatanga, 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 and in service training opportunities.

**PERSON SPECIFICATION**

**Experience & Qualifications**

- Health or Social Work qualification (Level 6 or higher) or other relevant field
- At least 2+ years' experience in role working closely with whānau groups

**Essential skills**

Initial: \_\_\_\_\_

- Knowledge of tikanga o Whanganui, Ngāti Apa and Ngā Rauru;
- Ability to analyse and assess risk;
- Writing ability capable of producing reports and recommendations with clear logic
- Ability to communicate complex, sensitive and contentious information
- Well organised
- Sound judgement and analysis

**Personal Attributes**

- Commitment to Whānau, Hapū and Iwi
- Understand and practice Te Oranganui’s values and principles that underpin the vision of the organisation.
- A friendly “Can Do” attitude
- Ability to converse and understand Te Reo Māori me ona tikanga
- Ability and willingness to work positively as a member of a team