Te Taiwhenua o
HERETAUNGA

Role Description

Job Title: **Kai Ringahora – Te Pae Oranga**

Department: **Te Pae Oranga**

Responsible to: **Team Manager**

Purpose Statement: To work as part of an integrated team providing social support to whānau, helping them identify needs and achieve goals through delivery of programmes, services and referrals, and guiding them towards independence.

Kai Ringahora is a community-based role where assignments in community teams and locations are based on the wider team skill and resourcing needs.

Values:

Kotahitanga: We are kaupapa driven and work with each other and others to enhance Whānau potential

Whānaungatanga: We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa

Whakamana: We are outcome focused and recognise, respect and uphold mana.

Relationships:

Internal – TPO Coordinator, NVP Team and Administrator, Portfolio and Service Managers, All Te Taiwhenua o Heretaunga staff.

External – NZ Police, Ministries of Justice and Corrections, MSD, Kāinga Ora (Housing NZ), GPs, Wellchild Providers, Social Service Networks, HB Emergency Housing provider network, Ngati Kahungunu Iwi, Community Leaders, Kaumatua/Kuia.

CW Role: Core Children's Worker [when working with Rangataih]

KEY ACCOUNTABILITIES

Kaupapa Te Taiwhenua o Heretaunga

- Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision
- Work in a reflective manner and take opportunities for self-development

Whānau Ora Practice

- Develop understanding of the communities that TToH works with
- Be responsive to whanau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

Team

- Become a resource to the integrated Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
- Initiate and nurture effective working relationships with team members, experts and networks
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
- Carry out assigned duties as directed by Team Leader/Coordinator etc, remaining flexible and able to carry out different tasks or work in different teams as required
- Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

Assessing, Connecting and Supporting Whānau

- Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
- Actively assist in internal referrals and support with whānau engagement.
- Identify Whānau needs ensuring easy access to services and support
- Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support.
- Support whānau to develop goals, achieve those goals and, where appropriate, complete.
- Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise.
- Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence
- Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support
- Ensure whānau get the right support for their needs, referring where your team are not able to meet needs
- Work with whānau in a way that enhances future independence
- Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgemental.
- Advocate for, educate and support whānau to achieve goals, helping them find their own voice.
- Assess and observe whānau being alert to safety issues for you, clients or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly.
- Regularly review plan, monitor progress, and follow up on agreements made to support whānau, being alert to difficulties achieving goals or opportunities to review and advance goals.

General Social Support Services

- Carry out social services/social work interventions as determined by scope of practice and training.
- Assist whānau to manage needs in areas such as health, employment, housing, education, wellbeing, and day-to-day living.
- Deliver programmes to whānau including uniquely designed for whānau and standard programmes eg. Stanford.
- Fulfill funder contract obligations.

Administration and Data Management

- Open up new clients on multiple information systems as required.
- Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
- Update whānau demographics and contact details as information comes to hand.
- Use TToH systems for managing time, keeping appointments transparent.
- Maintain confidentiality of whānau and organisational information at all times.
- Record and provide data and/or reports relating to your role as and when required by management.
- Report daily work and appointments at the end of each day.

Quality and Development

- Participate with the team in continuous quality improvement processes.
- Participate in internal and external audit processes as required.
- Contribute to all service/contracted objective, targets, and outcomes.

Sector Knowledge

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
- Identify and understand the local trends and barriers for whānau through engagement and feedback.
- Understand and adhere to the Vulnerable Children's Act.

Other Duties

- Carrying out additional duties from time to time as requested by management.

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

Role Levels

Level 1
Ensuring social needs are met
Helping whānau with day to day living tasks
Assisting whānau to attend appointments and advocating for them
Certificate Level Qualification

Level 2
Delivering Family Start programme
Supporting and advocating for whānau with agency processes and to achieve entitlements
May have Social Work Registration
Diploma Level Social Work Qualification

Level 3
Delivering high level social work advocacy and support
Help whānau adjust to social changes and challenges in their lives that need immediate intervention and guidance
Empowering and developing whānau plans for whānau independence
Supervising allocated Kai Ringahora
Registered Social Worker
Degree in Social Work

Specialist Areas or Programmes

Te Pae Oranga

The overall purpose of the position is to provide facilitation and support services for cases referred to TToH by New Zealand Police as part of the Iwi and Community Panels initiative. You will be expected to work with both victims, participants and their respective whānau / support groups as well as the NZ Police and other relevant community providers and agencies

Te Pae Oranga is culturally driven and is based on cultural values and outcomes. Karakia, whakawhanaungatanga and keeping all participants mana intact is paramount.

Cultural

- Participate in and contribute to tikanga and Marae protocol
- Ensure that cultural competencies are maintained part of the mahi that is carried out and reviewed on a regular basis
- Provide assistance as needed to achieve positive outcomes for Maori whanau

Leadership

- Proactively work with your team Coordinator and colleagues to ensure best practice and robust case management procedures are followed
- Referral documentation, action plans, assessments and case notes are managed and are kept up to date and completed timely as due
- Demonstrated experience in performance monitoring and managing/reporting up
- Experience in working collaboratively with external and internal stakeholders
- Ability to work independently but with direction and accountability to your Manager
- Ability to oversee the panel operation, panel membership and practice of the panel
- Contribute and approve monitoring reviews and reports

Whanau Engagement

- Coordinate and facilitate pre-panel hui with participants & whanau, and engagement to support the completion of conditions and agreements made with the Iwi and Community Panel
- Post panel follow up on conditions and agreements with participants and whānau within expected timeframes
- Attend and participate in events and activities hosted or attended by TTOH and partners and promote key messages
- Remain proactive on current developments and relationships across TTOH and partners for alignment and opportunities

Community Engagement

- Establish, build and maintain a proactive working relationship with the NZ Police that increases trust and confidence in TToH Te Pae Oranga
- Regularly meet with stakeholders and community providers for networking purposes to develop and maintain existing relationships for the benefit of whanau
- Build and develop new relationships for networking purposes and benefit of services for whanau
- Promote the Iwi and Community Panel initiative to all stakeholders

Person Specification

Qualifications

Essential:

- Current and valid Full Driver's License
- Diploma in Social Work *or* relevant tertiary qualification *or* at least 2 years of relevant on the job experience in community-based support, social or health promotion work.
- Computer literate, able to enter data in databases and competent in Microsoft Office products

Desirable:

- Degree in social work or registration under the Health Practitioners Act
- Registration as social worker, or with approved social workers national body *or working towards*
- Youth, domestic violence, justice, health promotion or social services experience
- Local community employer, education, social service, health promotion and training networks
- Child Matters - Child Safety trained
- Level 4 or higher Te Reo Māori me ōna tikanga

Skills and Experience

Essential

- Proven experience working effectively within the community
- Able to motivate, educate, empower, coach and influence whānau
- Able to work well as part of an integrated team
- Able to develop relationships, networks and communicate effectively with a wide range of stakeholders
- Ability to work within tight time-frames and turn-around times
- Proficient user of Microsoft Office, and experience using a Client Management system
- Proficient in advanced report writing, written, and verbal communications and data entry/ reporting
- Robust case management skills and experience
- Strong facilitation skills
- Personal appearance and work is presented in a professional manner

Desirable

- Fluency in Te Reo Maori
- Knowledge of the Treaty of Waitangi
- Knowledge of Tikanga

Personal Attributes

Essential

- Committed to whānau
- Strong work ethic
- Can do attitude
- Team player
- Confident, resilient and resourceful
- An openness to learn Tikanga and Te Reo Māori
- Honest and reliable