



Job Title:	Kaiarahi - Whānau ora Navigator
Department:	Whanau ora
Responsible to:	Team Manager
Purpose Statement:	The core purpose of this role is to help whanau identify needs, set goals and aspirations and help them towards achieving these while guiding whanau to self-realisation and independence.
Vision:	Te Haaro o te Kaahu ki Tuwhakarere <i>The view of the Hawk beyond the horizon is our future</i>
Mission:	Mauri Ora ki te Mana Maori <i>Realising Whanau Potential</i>
Values:	Kotahitanga: We are kaupapa driven and work with each other and other to enhance Whanau potential Whanaungatanga: We are customer/whanau 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 - TToH Services, Functional teams, Management, Corporate services External - MSD LMCs, GPs, Wellchild Providers, WINZ, Social Service Networks
VCA Role:	Core Children's Worker
Structure:	Refer to Structure Chart

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 always 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 whānau 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
- Assist whānau to manage needs in areas determined by the Whānau Ora outcome domains, i.e. whānau knowledge, whānau health, whānau participation in community, whānau engagement with te ao Māori, whānau standards of living, whānau relationships, and whānau built and natural environment.
- 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

Linking

- Build positive relationships and rapport with clients, referral pathways and stakeholders
- Support whānau to repair and/or strengthen links involving whānau, community links or support networks
- Creating referral pathways to specialist services sitting outside of Te Mātātaki team skill sets
- Create referral pathways and traffic into Te Mātātaki team to enhance the efficiency and effectiveness of the team
- Investigate and utilise effective support services and resources whānau can connect with to enhance future independence
- Advise whānau of their rights and entitlements to support and care if/ when a need arises

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, 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.
- Assist in Te Wairatahi and across other teams 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-judgmental.
- 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.
- Fulfill funder contract obligations.

Administration and Data Management

- Open up and enter new whānau/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.
- Always maintain confidentiality of whānau and organisational information.
- 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 Whānau Ora and 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.

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.

Desirable:

- Youth, domestic violence, 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 Maori me ona tikanga

Skills and Experience

Essential

- Proven work history and ethic
- Problem solving skills
- Proven experience working effectively within the community
- Able to work both individually and as a team
- Able to develop relationships, networks and communicate effectively with a wide range of stakeholders
- Computer literate in Microsoft Word
- Excellent communication and presentation skills – written, verbal and visual
- Able to motivate, educate, empower, coach and influence clients to achieve their set outcomes
- An openness to learn Tikanga and Te Reo Maori

Desirable

- Fluency in Te Reo Maori
- Knowledge of the Treaty of Waitangi
- Knowledge of local Maori and mainstream communities
- 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
- Positive and energetic
- Confidential