**Job Title: Kai Ararau – Mana Ake**

**Department: Social Services**

**Responsible to: Team Manager**

**Purpose Statement:** The purpose of this role is to deliver the Mana Ake programme/s into schools, to tamariki, to whānau and the wider community where required. This role will build and develop relationships with schools, deliver support tools and programmes via one on one, group, school-wide, whānau and teacher hui. This role will also co-ordinate with the Mana Ake Counsellor and access additional internal and external supports where necessary.

**Mission: *Mauri ora ki te Mana Māori***

Realising Whānau Potential

**Values: Whanaungatanga:** We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections

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

**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 –** Mana Ake team, BGD, Attendance, Hiwa-i-te-Rangi, Mahea, Family Start, other TToH services.

**External –** Primary Schools, Principals, Teachers, Whānau, Mana Ake Trainers, Social Support providers

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**Key GENERAL Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-led 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
* Integrate TToH nga Uaratanga (core values) into daily practices.
* 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 (MOS) 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
* 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

***Role Specific Accountabilities***

* Build and develop relationships with local schools, tamariki, whānau and the wider community.
* Deliver the Mana Ake programme and support tools to tamariki, schools, teachers, whānau and the wider community.
* Discuss with your Team Manager any tamariki or whānau who need immediate Clinical support.
* Report on delivery of the programme.
* Provide ongoing support to the school, tamariki and whānau reinforcing the support tools and prevention strategies.
* Colloborate and connect with Mana Ake kaimahi to share knowledge, experiences and successes.
* Connect whānau with other internal and external social support providers.

***Team***

* Be a resource to the team. Work collaboratively, taking responsibility to maintain positive relationships with peers and team members; 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 manager, 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

***Professional Development***

* Complete all orientation and mandatory training requirements as directed

***Professional Conduct***

* Ensure all Standard Operating Procedures, Service Guidelines relevant to your work are upheld.
* Establish and maintain effective networks and with peers in community services and other related agencies.
* Carry out all services in a safe manner maintaining professional boundaries and working with clients in a way that preserves your wellbeing and an effective therapeutic relationship with whānau.
* Maintain awareness of self, monitoring own wellbeing and responses, and receiving feedback from your team, Team Manager in a reflective manner.
* Declare and manage potential or actual conflicts of interest relating to whānau,
* Respect the rights of whānau and their families under the Code of Health and Disability Services Consumers’ Rights

***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 objectives, targets and outcomes

***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
* Comply with established health and safety policies and current NZ legislation
* Ensure adequate safety standards are maintained on the job through consultation, training and supervision
* Report all incidents/accidents and near misses in a timely fashion

***Other Duties***

* Carry 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
* You may also be assigned to different work areas and teams to provide service cover and/or broaden your experience and enable priority work to be covered

**Person Specifications**

***Essential Qualifications***

* Any relevant qualification relating to education, health, mental health or social services
* Hold a clean, current and valid Full Driver’s License
* Children’s Worker Safety Check (including Police Vetting) with no history that would require exemption

***Essential Skills, Knowledge and Experience***

* Able to build rapport and trust, and establish meaningful relationships with whānau to empower, motivate, educate and encourage them to build upon their strengths
* Knowledge and experience working with tamariki and whānau and providing pastoral care and support
* Knowledge of using assessment frameworks and developing plans to support whānau to achieve goals
* Understanding of Tikanga and Te Reo Maori
* Able to work well as part of a team – Kotahitanga
* Excellent verbal and written communication skills
* Excellent organisation and time management skills
* Excellent skills with Microsoft Office packages
* A willingness to undertake professional development/training relevant to the position

***Desirable Knowledge and Experience***

* Knowledge and understanding of the Te Hā O Te Mokopuna model of care
* Established relationships with other relevant health, mental health and social services
* Knowledge of Māori Models and Frameworks
* An understanding of the statutory requirements of the Children’s Act, Privacy Act and the Health and Disability Service Standards

***Personal Attributes***

* A passion to support whānau
* The ability to gain the confidence and trust of whānau by consistently maintaining a professional, friendly, helpful and approachable manner
* Non-judgemental with the ability to maintain privacy and confidentiality
* Empathetic and compassionate
* Excellent communicator with an ability to work through conflict resolution
* Self-motivated with the ability to inspire and motivate others
* A problem solver with a high level of initiative
* Adaptable and flexible
* Strong work ethic
* Ability to prioritise and set realistic goals and timeframes.
* Be able to work independently and as part of a team