**Job Title: Kaiawhina – Medication Support**

**Department: Operations**

**Responsible to: Kaiārahi Oranga Hinengaro**

**Purpose Statement:** To work as part of an integrated team providing Hinengaro support to whānau, helping them identify needs and achieve goals while supervising and supporting their prescribed medication needs under the direction of the Medication Support Coordinator or Clinical leader.

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

Realising Whānau Potential

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

**Whanaungatanga:** 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: External:** DHB – NASC, CATT, Mainstream Providers, GPs, Social services

**Internal**: Management, Residential staff, Oranga Hinengaro, Hauora Heretaunga, Community Hauora

**Runanga:** Hauora Runanga

**VCA Role:** Not a Children’s Worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga (TToH)***

* 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

***Role Specific Accountability***

***Service Delivery - Supporting Whānau***

* Deliver prescribed medication to Tangata Whaiora as directed by the Clinical Leader or Clinician with delegated authority.
* Support Clients to improve compliance with medication
* Report and record each contact
* Maintain confidentiality with service provision according to organisation standards
* Conduct self in a manner that demonstrates respect and professionalism
* Ensure all communications are appropriate and effective
* Ensure safe and appropriate storage and handling of medication and any personal information at all times in this role.
* Contribute to reviews of Individual Recovery and Rehabilitation Plans with clients/whanau/staff regularly.
* Review clinical information with Supervisor regularly.
* Ensure all requests for information related to audits are processed in a timely manner.
* To manage own time effectively.
* To develop weekly work plans and provide these to Clinical Leader, upon request.

***Administration and Data Management***

* To collect clear, accurate and timely information for the purposes of reporting.
* To report on incidents and non-compliance
* Ensure all information requirements for the service are identified, documented and met according to file management system.
* Accountable for the authorised use, maintenance and security of TToH property/resources.

***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.

***Teamwork***

* Be a resource to the 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

***Professional***

* Meet Health and Disability Sector Standards of Practice
* Meet TToH standards; legislative, professional, contractual, ethical and organisational.

***Quality and Development***

* Assist in the development of service plans on an annual basis with quarterly and monthly review periods.
* Participate in service audits as requested.
* Participate with the team in continuous quality improvement processes.
* Contribute to all service/contracted objective, targets, and outcomes.
* Ensure all requests for information related to audits are processed in a timely manner
* To ensure that the privacy and confidentiality of both the organisation and clients is maintained and upheld.
* Accountable for the authorised use, maintenance and security of TToH property/resources.

***Networking and 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.

***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.

**Person Specifications**

***Essential Qualifications***

* Current and valid Full Driver’s License
* National Certificate in Mental Health Support Work Level 4 or working towards
* Trained in De-escalation techniques in the community
* First Aid certificate

***Essential Knowledge and Experience***

* Proven ability to relate to people and display a genuine empathy for those with disabilities
* Proven ability to work independently with those who have Mental Illness
* Good communication and presentation skills – written, verbal and visual.
* Have an understanding of mental illness.
* Good planning, organizational, observational and listening skills.
* Able to follow a plan and interpret clinical instructions independently
* Computer literate – able to use Microsoft Office effectively
* Understanding of Tikanga and Te Reo Māori and applying that in work setting
* Enthusiasm, energy, initiative and a high degree of flexibility
* Good relationship building skills
* Proven experience working effectively with the community
* Excellent communication skills
* Able to develop relationships and communicate effectively with whanau
* Effective de-escalation skills
* Ability to adapt to the challenges of a new role and service
* Maintain client information

***Desirable Knowledge and Experience***

* Te Reo Maori skills.
* Practices and observes tikanga.
* Understanding of social issues facing Maori

**PERSONAL ATTRIBUTES**

***Essential***

* Committed to whānau
* Able to carry out the physical aspects of the role
* Strong work ethic
* Punctual
* Can do attitude
* Team player
* Confident, resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori
* Honest and reliable
* Empathetic
* Non-judgemental
* Flexible