**Job Title: Kaiāwhina**

**Department: Hauora Heretaunga**

**Responsible to: Whanau Manaaki Lead & Practice Manager**

**Purpose Statement:** To provide support and improve access and the range of care delivered to whānau as part of the Comprehensive Primary and Community Teams (CPCT) initiative.

**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** Whanau, other Health providers and community services

**Internal**Hauora practice staff, Oranga Niho, other TToH services

**VCA Role:** Core 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
* 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**

* Assist the Hauora practice with recalls and follow up with hard-to-reach whānau and encourage them to re-engage with Hauora.
* Work closely with clinicians and follow up patients and provide feedback about what support the person or their whānau need.
* Provide basis health checks and provide information to the clinicians for clinical decision making.
* Ensure that priority populations receive the care they are funded for using lists from Indici.
* Provide navigation support about next steps for whānau after seeing their health care provider.
* Assist whānau to make decisions regarding their ongoing care and provide options that are most suitable for the whānau.
* Develop relationships and linkages with whānau and the community and provide support to chaperone, awhi or assist with questions during consultations with clinicians.
* Complete home visits for blood tests, welfare checks, food and prescription deliveries as part of the outreach components of the role.
* Provide navigation for whānau and enable access to additional services that whānau require.
* Connect whānau with other services in TToH and build relationships across the organisation
* Assist whānau with signing up to the Hauroa My Indici portal to increase the ways to connect with whānau.

***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.

***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***

* First Aid Certificate
* Full Driver’s License
* Achieved or working towards NZQA Level 3 or 4 Health and Wellbeing or similar qualification

***Essential Knowledge and Experience***

* Knowledge of primary or community healthcare
* Knowledge of Health and Disability Code of Rights
* 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
* Computer literate
* 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***

* Established relationships with relevant service networks.
* Service sector relevant skills.
* Commitment to on-going education.

**PERSONAL ATTRIBUTES**

***Essential***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Team player
* Committed to whānau
* Confident, Resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori