

RAUKAWA CHARITABLE TRUST

Position Description

POSITION TITLE	WOCA – Whānau Ora Navigator (Kaiārahi)
LOCATION	South Waikato
REPORTS TO	Team Leader: Whānau Ora
PURPOSE OF POSITION	<p>To provide whānau with support, mentoring and coaching to develop and implement Whānau Ora Plans that provide focus, direction, and opportunities for an all whānau approach to family growth, development, and wellbeing. This includes educational, social, health, cultural and economic advancement that is self-directed, empowering and strongly whānau centred.</p> <p>Kaiārahi will support whānau to avert crises through long term aspirational plans, and to become champions of flourishing whānau.</p> <p>The long-term outcomes for supported whānau will be:</p> <ul style="list-style-type: none">• Much improved healthy lifestyles contributing to personal wellbeing• Participating fully in their communities through social engagement• Confidently embracing and participating in Te Ao Māori• Much more economically secure• Successfully developing wealth creation for the whānau• Being a much more cohesive, resilient, and nurturing whānau. <p>Other detailed activities, key performance indicators, and targets will be determined by Te Ngira Governance agreed with WOCA, as described within our Whānau Ora Collective Annual Investment Plan.</p> <p>This position will also work in conjunction with other staff across services to support whānau who are engaged in other services internally and externally.</p> <p>The key aspect to this position is to support whānau and provide navigation to get whānau to meet their needs and aspirational goals.</p> <p>The position will support the development and establishment of a formal support pathway & model, between our Whānau Ora service and our other Tiwai Hauora services.</p> <p>This may include under special circumstances the distribution of manaaki services & community emergency response (when required).</p>
VISION	Raukawa kia mau, kia ora - A thriving Raukawa iwi.
RCT MISSION	Our mission is to deliver outstanding cultural, social, and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
VALUES	Tika – working with integrity Pono – working toward the vision/genuine intent Aroha – compassion and regard for others
DIRECT REPORTS	<ul style="list-style-type: none">• None

RELATIONSHIPS

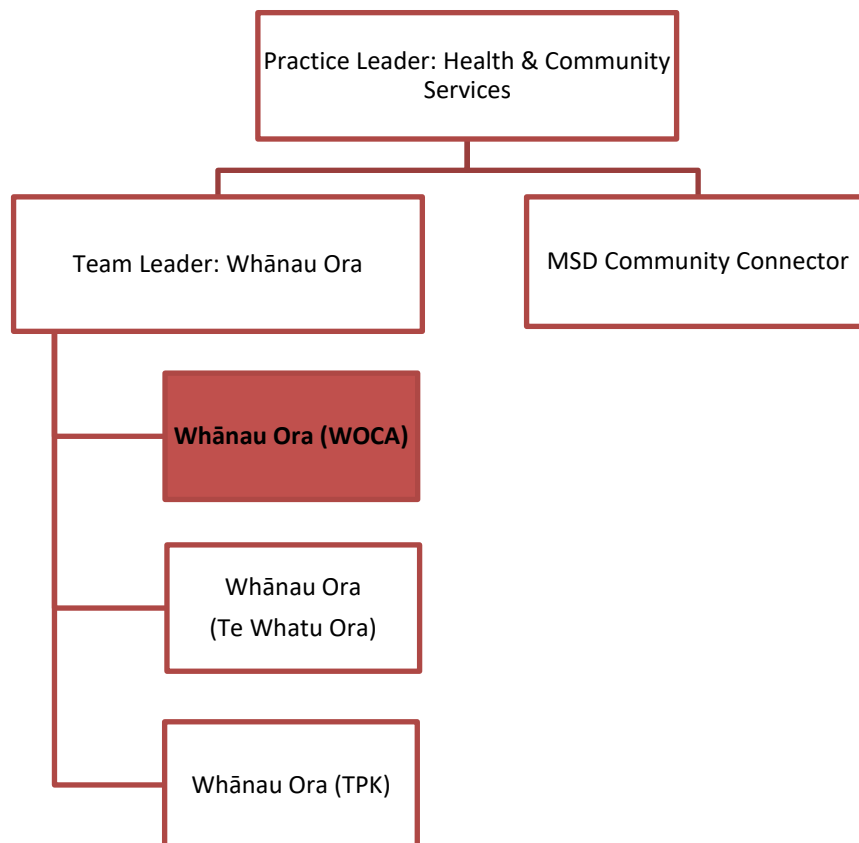
Internal

- Tiwai Hauora Staff
- RCT Staff
- Raukawa Uri and Marae
- Trustees

External

- Clients and their whānau
- Te Ngira – Whānau Ora Collective
- Te Whatu Ora services
- General Practice Teams
- Public Health nurses
- Pharmacies and other allied health professionals
- Housing services
- Sport Waikato
- TCOSS
- SWPIC
- External Health, Social & Education Providers (Locally / Regionally)
- Government Agencies & Stake Holders (MSE, Te Whatu Ora NZ, Police, MoE, Oranga Tamariki, Refuge)

REPORTING STRUCTURE



AUTHORITIES

- None

KEY ACCOUNTABILITY	PERFORMANCE GOALS
<p>Coordination and Facilitation</p> <ul style="list-style-type: none"> Facilitate the application process for whānau to engage in the Whānau Ora evaluation and plan development process. Provide or coordinate the facilitation of whānau evaluation and planning hui (sessions). 	<ul style="list-style-type: none"> Retention of 75 priority whānau for overall service. Whānau are well informed of the Whānau Ora service provided by RCT. Whānau evaluation and planning hui are well organised. Kaiārahi will assess whānau needs via Kete Oranga support packages of care. Development and establishment of a formal support pathway & model, between our Whānau Ora services and our other Tiwai Hauora services.
<p>Whānau Support and Assistance</p> <ul style="list-style-type: none"> Assist or coordinate assistance for the whānau to develop and write their Whānau Ora Plan in a format that will effectively work for them. Provide the support, mentoring and guidance for priority whānau members to implement their plan across the key areas of development they have identified as essential for them and their wellbeing. Assist priority whānau members to collectively evaluate their progress and review their needs to maintain their progress and enhance further opportunities for improved whānau wellbeing and economic security. Support whānau to develop the relationship management skills needed to effectively use service providers. Generate opportunities for whānau growth, aspirational transformation and development. Promote whānau empowerment and ownership over the Whānau Ora plan. Work alongside, in partnership and encourage the responsibility and accountability of the whānau to have of their Ora plan. whānau themselves. Distribution of Manaaki services & community emergency response when required. 	<ul style="list-style-type: none"> Engage and identify whānau who align to the priority Whānau Ora outcomes as determined by you and your Whānau Ora partners. Undertake detailed assessment of these priority whānau who align to the priority Whānau Ora outcomes as determined by you and your Whānau Ora partners. Opportunities for improved wellbeing and economic security are identified. Whānau Ora plans clearly identify areas of need and sources of support for each whānau. Whānau are supported to follow their plan and evaluate their progress. Monitoring processes are clearly documented. Whānau can effectively utilise service providers without assistance and become responsible and accountable for their own plans. Collect information (e.g., activities, achievements) of each priority whānau journey to show the progress toward the achievement of outcomes.
<p>Relationship Management</p> <ul style="list-style-type: none"> Link whānau members with appropriate services and suppliers that will support them with achieving the outcomes they want to achieve through their plan. 	<ul style="list-style-type: none"> Appropriate service providers are identified and cater for the needs of each whānau. Service providers are effectively utilised to support whānau.

KEY ACCOUNTABILITY	PERFORMANCE GOALS
<p>Reporting</p> <ul style="list-style-type: none"> • Complete monthly monitoring reports for Whānau Ora plans. • Complete quarterly contract reports for Crown Agencies (TPK, MSD, and Te Whatu Ora). • Complete annual reports for service outcomes. 	<ul style="list-style-type: none"> • All case reporting is to be completed through both client management systems (Whānau Tahi & Recordbase) • Reporting deadlines are met. • Evidence based reports will be completed to a high professional standard. • Assess and track the progression of each priority whānau along a spectrum of milestone indicators related to each outcome area. • Collect information and report on key performance indicators for priority whānau who have prioritised their outcome area and who demonstrate the characteristics specific to the indicator.
<p>Professionalism</p> <ul style="list-style-type: none"> • Spoken and written communication • Managing own work • Commitment to excellence • Professional Development 	<ul style="list-style-type: none"> • All internal and external communications are completed in a manner that is consistent with the policies and values of the Raukawa Charitable Trust. • Demonstrates integrity and honesty, ensuring commitments to others are met. • Sensitive information is kept confidential, avoiding gossip and unfair criticism. • Daily workload is appropriately managed with priorities identified and adjusted when appropriate. • High standards for own performance are set. • Has knowledge of the Treaty of Waitangi and its application to the Health & Community Services team. • Practices in a manner consistent with the Treaty of Waitangi principle, incorporating respect, values, and the partnership model. • Confidentiality adhered to according to the Raukawa Charitable Trust's Code of Conduct. • Whānau Ora programme is facilitated for participating families in accordance with the guidelines and the operational policies of the NMMPT. • Annual goals and objectives are set in agreement with the Team Leader: Whānau Ora and Practice Leader: Health & Community Services so training objectives are met by year end.
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Is responsible for the maintenance of a safe and healthy work environment for self and others. • Is familiar with and adheres to the principles stated in the Raukawa Charitable Trust Health & Safety policies, procedures, and systems. • Ensure that you work safely at all times and encourage others to do the same. • Report hazards and accidents. • Take the initiative to fix hazards. • Promote a positive Health & Safety culture in the workplace.

KEY ACCOUNTABILITY	PERFORMANCE GOALS
Team Support	<ul style="list-style-type: none"> • Work as a team to ensure all service provision materials are censored and maintained. • Attend monthly staff hui and other team hui. • Actively contribute to the development of the Whānau Ora Services Team. • Provide coverage for team members as and when required. • Support and empower team members and celebrate team success to create and foster a harmonious team culture.
Training	<ul style="list-style-type: none"> • Participate in training including that related to Health & Safety. • Take initiative to identify training and development opportunities for self.
Additional Tasks	<ul style="list-style-type: none"> • Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training, and experience of the incumbent. • In the event of pandemic responses being initiated throughout the organisation, carry out other duties requested that relate to the pandemic response but may not be related to this position.

PERSON SPECIFICATION

COMMUNICATION

- Is able to communicate confidently with all stakeholders.
- Is able to write clearly and effectively.
- Has a good understanding of the English language and grammar.
- Ideally has good report writing skills but training and support will be given.
- Is a good listener.

RELATIONSHIP MANAGEMENT

- Ideally has well established health and social service networks within the South Waikato region.
- Is able to confidently utilise service providers to fully benefit whānau.
- Is able to build and maintain relationships with a wide range of people including service providers and Raukawa whānau and hapu.

TECHNICAL

- Has an ability to coach, support, and mentor whānau.
- Is able to assess the needs of whānau.
- Is able to write plans and has the ability to regularly evaluate and review them.
- Ideally is familiar with the RMA Operational Guidelines for the Whānau Ora Approach.

COMPUTER SKILLS

- Must be computer literate and able to input data.

TIKANGA

- Is knowledgeable about Te Ao Māori and practices in a way that supports the principles of Whānau Ora.

PERSONAL ATTRIBUTES

- Is compassionate and genuine.
- Is empathetic to the needs of whānau.
- Is approachable.

QUALIFICATIONS AND EXPERIENCE

- No formal qualifications or experience are necessary although a background in social or community work is desired.
- Full driver's licence is essential.

JOB DESCRIPTION UPDATED

October 2023

SIGNATURES

On behalf of Raukawa Charitable Trust:

(Signature)

_____/_____/_____
(Date)

Employee:

(Signature)

_____/_____/_____
(Date)