**Job Title: Whare Matua**

**Department:** Operations – Social Services

**Responsible to:** Team Manager

**Purpose Statement:** Te Kakano O Te Ora is a residential home for tamariki and rangatahi who need a safe place to live while more permanent arrangements are organised for their ongoing support and care. The purpose of the Whare Matua role is to provide a safe and nurturing whānau home environment to tamariki and rangatahi in the care of Te Kakano O Te Ora residential service.

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

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**

Oranga Tamariki and other government organisations, local community groups, Police, education and health providers.

**Internal**

All other TToH Services, TToH staff, Hauora Rūnanga

**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.
* 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.

***Support for Tamariki and Rangatahi living at Te Kakano O Te Ora***

Deliver high quality care and support to tamariki and rangatahi living in Te Kakano O Te Ora.

* Help tamariki and rangatahi feel safe, secure and cared for by providing them with emotional and physical support.
* Maintain appropriate boundaries and behavioural expectations of tamariki and rangatahi in the whare
* Support tamariki and rangatahi to get ready for school and with homework and school activities
* Encourage and support tamariki and rangatahi to attend other activities that provide structure, learning and enjoyment
* Manage dynamics between tamariki and rangatahi in the whare, keeping them all safe and managing the changing dynamics as the group changes
* Ensure tamariki and rangatahi eat healthy kai according the whare meal plan
* Manage the tamariki and rangatahi participation in household chores as appropriate to their age and ability
* Drive children to activities and appointments, attending where appropriate and necessary
* Maintain a peaceful and safe home environment for tamariki, rangatahi and other staff.

***Tamariki and Rangatahi (Whānau) plan achievement***

* Support tamariki and rangatahi to achieve their Plans.
* Use your skills and knowledge to support tamariki and rangatahi to achieve their goals, monitoring, supporting and guiding tamariki and rangatahi towards their wellness.
* Support tamariki and rangatahi to recognise and develop their personal life skills, being resilient, caring, and appropriately independent
* Implement kawa and tikanga into daily routines.
* Ensure tamariki and rangatahi health and wellbeing is a priority - Assist with planning, ensuring they get appropriate support for their needs such as education, health, recreation, connection to whānau and participate in other positive activities activities that meet their needs.
* Connect tamariki and rangatahi with services to maintain their health and wellbeing including health, social, cultural and psychology support services
* Where appropriate conduct Te Aromatawai Tikanga ā Māori (Cultural Assessment) with tamariki and rangatahi me ona whānau using Te Whare Tapa Whā as the framework.

***Keeping Tamariki and Rangatahi Safe***

* Monitor wellbeing of the tamariki and rangatahi in the whare
* Take reasonable steps within Non Violent Crisis Intervention (NVCI) procedures to prevent:
* The tamaiti from self-harm or causing serious harms to others
* The tamaiti from absconding; and
* The tamaiti from damaging property.

***Planning and House Management***

* Ensure there is always a responsible person at the whare available to the tamariki and rangatahi.
* Work with colleagues to manage the different needs of tamariki and rangatahi in the whare.
* Work with colleagues to provide coordinated activity support for tamariki and rangatahi in the whare
* Be prepared to address issues or emergencies while on a wake shift and be back up for dealing with issues and emergencies while on a sleep shift.
* Be familiar with and follow emergency response plans for the whare during an emergency
* Carry out meal preparation, laundry and cleaning as appropriate
* Support the coordination of whānau hui (e.g.visits, respite care, home leave, maintaining connections to whānau, social worker and other key supports).
* Carry out shopping for the whare and enable access to facilities as required or directed.

***Record keeping, Handover and communication with colleagues***

* Ensure thorough handover alerts, updates and information is passed over to the kaimahi on the next shift.
* Undertake administrative tasks as appropriate and ensure that legislative requirements and applicable standards are complied with.
* Complete reports verbally or in writing as required by the key worker responsible for tamariki or Rangatahi case.

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with.
* Be responsive to tamariki and 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 tamariki and whānau.
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support tamariki and whānau toward achieving independence.
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for tamariki and whānau.
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for tamariki and whānau.
* Build long-term relationships between TToH and tamariki and whānau through contract activities, values-based support and cultural connection.

***Teamwork***

* Be 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 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 required in areas of expertise as part of in-service training.

***Professional***

* Continue personal and professional development in order to enhance practice skills.
* Meet Oranga Tamariki National Care Standards.
* Meet TToH standards; legislative, professional, contractual, ethical and organisational.

***Quality and Development***

* Participate in service audits as requested.
* Participate with the team in continuous quality improvement processes.
* Contribute to all service/contracted objectives, targets, and outcomes.
* Ensure all requests for information related to audits are processed in a timely manner.

***Networking and Sector Knowledge***

* Ensure linkages are created and maintained for the benefit of tamariki, rangatahi and whānau in the whare (e.g. relevant sector networks, Whānau, Iwi Providers, government and community agencies and other support networks).
* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for tamariki, rangatahi and whānau.

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with all health and safety policies and procedures.
* Promote and actively participate in health and safety, maintaining a safe workplace and ensuring that any safety equipment is used correctly at all times.
* Monitor self and peers for signs of overload or distress and take action to manage this including recording issues and incidents and escalating concerns.

***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.

***Allocation of Shifts***

* Shift allocation within the whare is by roster.

**Person Specifications**

**Qualifications**

***Essential:***

* Full Driver’s Licence
* Background checks that show suitability to work as a children’s residential care worker (Core Children’s Worker Check and CYRAS check),

***Desirable:***

* NZQA Level 3 Youth Work or equivalent qualification

**Skills, Knowledge and Experience**

***Essential:***

* Previous successful experience in working with tamariki and rangatahi.
* Able to manage dynamics of a group of children whose make up will change over time
* Experience working in social services or other relevant experience.
* Ability to manage sensitive and confidential information in an appropriate manner and to maintain the privacy of tamaiti.
* Experience facilitating groups / educational sessions
* Knowledge of issues, resources and needs of tamariki
* Skills and motivation to coach and mentor tamariki towards independence
* Understanding of Tikanga and Te Reo Māori and applying in a work setting
* Conflict resolution, intervention and de-escalation skills
* Ability to monitor health and wellbeing and work proactively with tamariki
* Enthusiasm, energy, initiative and a high degree of flexibility
* Good relationship building skills and the ability to effectively engage tamariki
* Excellent computer, communication and presentation skills – written, verbal and visual
* Experience and skills in supporting tamariki to heal and recover from trauma
* Ability to adapt to the challenges of a new role and service

***Desirable:***

* Background in parenting, education, social work, social support work
* Established relationships with relevant service networks
* Service sector relevant skills
* Commitment to on-going education

**PERSONAL ATTRIBUTES**

***Essential:***

* Strong personal boundaries
* Caring attitude
* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Ability to effectively engage with tamariki and whānau
* Team player
* Committed to tamariki and whānau
* Confident, resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori