

RAUKAWA CHARITABLE TRUST

Position Description

POSITION TITLE	Whānau Ora Navigator (Kaiārahi)
LOCATION	Raukawa Takiwā - Tokoroa tari
REPORTS TO	Team Leader Whanau Ora (Social Services – Whanau Ora Team)
PURPOSE OF POSITION	<p>This role is part of the Whānau Ora Collective Team and reports to the Whānau Ora Team Lead within the wider Social Services Team.</p> <p>The Whānau Ora Navigator serves as a pivotal bridge between whānau (families) and the community, empowering whānau to achieve wellbeing and self-sufficiency. This role involves supporting whānau to implement long-term plans developed through Whānau Ora services, ensuring they are equipped to achieve their aspirations. The Navigator facilitates access to resources, provides tailored support and guidance, and upholds cultural values to enhance the holistic wellbeing of whānau.</p> <p>Our Whānau Ora Service operates within a hybrid model, providing both integrated and collective approaches to whānau support.</p> <p>A number of our Whānau Ora Kaiārahi are embedded within specific service areas, such as Well Child Tamariki Ora and Chronic Care Services, where they work alongside clinical and social service teams to ensure seamless, holistic support for whānau. In addition to this integrated approach, we also maintain a dedicated team of Kaiārahi who work collaboratively as a unit, enabling us to respond flexibly to the diverse needs of whānau across our rohe. This dual model allows us to uphold the principles of whānau-centred practice while ensuring coordination across our wider health and social services.</p> <p>The Service aims are as follows:</p> <ul style="list-style-type: none"> • <i>Develop skills to become self-managing and empowered leaders</i> • <i>Improve healthy lifestyles contributing to personal wellbeing</i> • <i>Participate fully in their communities through social engagement</i> • <i>Confidently embrace and participate in Te Ao Māori</i> • <i>Increase economic security</i> • <i>Successfully develop wealth creation for the whānau</i> • <i>Develop a cohesive, resilient, and nurturing whānau.</i> <p>The Kaiārahi will support whānau and provide navigation services that enables whānau to meet their needs and aspirational goals.</p> <p>Other detailed activities, key performance indicators, and targets will be determined in conjunction with the respective Service Team Leader and aligned to the Rangitāmiro contract. 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	<p>Tika – working with integrity</p> <p>Pono – working toward the vision/genuine intent</p> <p>Aroha – compassion and regard for others</p>
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RELATIONSHIPS	
<p>Internal</p> <ul style="list-style-type: none"> • Tiwai Hauora kaimahi & leadership. • RCT Staff • Raukawa Uri and Marae • Trustees 	<p>External</p> <ul style="list-style-type: none"> • Clients and their whānau • Rangitāmīro Whānau Ora Commissioning Agency • General Practice teams • Public Health nurses and Services • Mental Health Services • SWPIC • Pharmacies and other allied health professionals • Social service providers • Housing service providers • Sport Waikato

AUTHORITIES
<ul style="list-style-type: none"> • None

KEY ACCOUNTABILITY	PERFORMANCE GOALS
Whānau / Client Engagement	<p>As directed by their respective Team Leaders:</p> <ul style="list-style-type: none"> • Receive referrals and engage with whānau in a timely manner. • Provide support to those who enquire by phone and/or drop-in. • Undertake visits, virtual or physical, with whānau to establish their needs. • Support whānau to develop a plan to deliver on their goals and aspirations. • Support whānau to access opportunities, services, and community initiatives that will help them respond to their situation of need. • Work with whānau to review and monitor goal progress according to their identified needs and plans.
Whānau Ora Needs Assessment	<p>As directed by respective Team Leader:</p> <ul style="list-style-type: none"> • Undertake detailed strengths-based assessment of whānau who align to priority Whānau Ora outcomes • Opportunities for improved wellbeing and economic security is identified.
Whānau Ora Plan Development and Implementation	<p>As directed by respective Team Leader:</p> <ul style="list-style-type: none"> • Collaborate with whānau to review, refine, and implement the goals and strategies outlined in the whānau plan. • Ensure whānau achieve their aspirations by aligning actions with the outcomes identified upon assessment.

KEY ACCOUNTABILITY	PERFORMANCE GOALS
	<ul style="list-style-type: none"> Guide whānau to actively participate in the development of sustainable pathways that reflect their long-term goals and cultural values.
Whānau Ora Coordination and Facilitation	<p>As directed by respective Team Leader:</p> <ul style="list-style-type: none"> Facilitate the application process for whānau to engage in the Whānau Ora plan development Provide or coordinate the facilitation of whānau evaluation and planning hui (sessions). Retention of priority whānau for overall service. Whānau are well informed of the Whānau Ora service provided by RCT. Whānau planning and evaluation hui are undertaken. Assess whānau needs using Te Aho Tapu support packages of care. Development and establishment of a formal support pathway, through the integration of other Tiwai Hauora services.
Whānau Connection to Resources	<p>As directed by their respective Team Leaders:</p> <ul style="list-style-type: none"> Identify and facilitate connections to community resources, services, and networks that will support whānau in achieving their long-term plans. Build and maintain strong relationships with local providers to ensure seamless referrals and service delivery. Equip whānau with tools, knowledge, and resources to sustain their independence beyond the contract term. Appropriate service providers are identified to cater for the needs of each whānau and are effectively utilised to support whānau.
Whānau Ora Outcome Monitoring and Reporting	<ul style="list-style-type: none"> Accurately maintain client records in the client information system according to best practice. Provide detailed and timely reports to Team Leadership that demonstrates compliance with the Rangitāmīro contract reporting obligations.
Whānau Ora Service Integration	<p>As directed by their respective Team Leaders:</p> <ul style="list-style-type: none"> Participate with the Tiwai Hauora Leadership to implement the whānau ora service integration approach, and where appropriate contribute to the design and development of service integration. Collaborate effectively with team members and services across Tiwai Hauora to ensure the successful implementation of service integration.
Commitment to Te Tiriti o Waitangi and Cultural Advocacy	<ul style="list-style-type: none"> Has knowledge and practices in a manner consistent with the Treaty of Waitangi and its application to the Health & Social Services team. Uphold Te Ao Māori values in all interactions, ensuring cultural practices are central to the development and implementation of whānau plans. Advocate for whānau in accessing culturally appropriate services and resources that honour their identity and heritage.

KEY ACCOUNTABILITY	PERFORMANCE GOALS
Collaboration and Problem Solving	<ul style="list-style-type: none"> • Work closely with colleagues, external partners, and whānau to address challenges and ensure successful plan implementation. • Provide feedback and insights to improve the effectiveness of Whānau Ora service delivery.
Professionalism	<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. • Confidentiality adhered to and 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. • Whānau Ora programme is facilitated for participating families in accordance with the guidelines and operational policies
Health & Safety	<ul style="list-style-type: none"> • Comply with Raukawa Charitable Trust Health & Safety policies, procedures and systems. • Ensure that they work safely at all times and encourage others to do the same. • Report hazards and accidents. • Take initiative to fix hazards. • Promote a positive Health & Safety culture in the workplace. • Participate in Health & Safety related training.
Team Support	<ul style="list-style-type: none"> • Attend monthly RCT staff hui and other team hui. • Actively contribute to the development of the Whānau Ora Services Team. • Annual goals and objectives are set in agreement with the Team Leader that achieves the whānau ora outcomes and outputs. • Work as a team to ensure all service provision materials are reviewed, approved and maintained. • 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 Whānau Ora Navigator training and engagements as required. • Engage in relevant professional development activities. • Attend and participate in team and staff hui. Take the initiative to identify training and development opportunities for oneself.
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 organization, carry out other duties requested relate to the pandemic response, but which may not be related to this position.

SKILLS, EXPERIENCE, EDUCATION

- Experience in social work, community engagement, or Whānau Ora service delivery.
- Strong understanding of Te Ao Māori and a commitment to incorporating Māori values into practice.
- Proven ability to achieve measurable outcomes within a defined timeframe.
- Strong communication and relationship-building skills, with a culturally sensitive approach.
- Excellent organizational and reporting skills to monitor and document progress effectively.
- Clean full NZ driver's license and ability to travel throughout the community as needed.
- Basic understanding of tikanga Māori and basic pronunciation of Te Reo Māori or willingness to learn.
- Experience in working with computer packages including Word, Excel, PowerPoint, and Outlook.
- Tertiary qualification in a relevant field with at least one year's post-graduate experience in a similar role is desirable.

JOB DESCRIPTION UPDATED

Updated: July 2025

SIGNATURES

On behalf of Raukawa Charitable Trust:

(Signature)

(Date)

Employee:

(Signature)

(Date)