

POSITION DESCRIPTION

Position:	Kaitūruki – Whānau Ora	
Reporting to:	Kaitatāki – Kaihautū	
Service:	Toiora Whānau	
Staff Responsibility:	Toiora Whānau is a branch of Te Oranganui that utilises a Whānau Ora approach to work intensively with whānau on their goals leading towards positive outcomes. The team walk alongside whānau to navigate pathways in areas such as health, education, housing, employment, welfare and justice.	
Job Purpose:	<p>The Kaitūruki (Whānau Ora Navigator) is a trusted partner and advocate for whānau, walking alongside them as they determine their own pathways to wellbeing. The role is grounded in the Whānau Ora approach – a kaupapa Māori method that recognises the strength, potential, and aspirations of whānau. Kaitūruki enable whānau to plan for their future, access the resources they need, and take meaningful steps toward greater self-management, interdependence, and ora.</p> <p>Kaitūruki will be required to consider, Whānau Ora Outcomes, Government Priorities and deprivation data while working with whānau.</p>	
Accepted by:	Kaimahi Signature:	Date:

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangī and Ngā Rauru Kītahi. The eight services are;

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Puawai Whānau	Tamariki Wellbeing
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tāne	Clinical Services Corrections
Taituarā	Business Unit

Vision	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
Mission Statement	To empower whānau into their future
Values	
Tika	Excellence in how we do things
Whānau	At the centre of everything we do
Pono	Act with honesty and integrity
Mahitahi	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

KRA 1: Case Management

Tasks:

- 1.1 Accurately document whānau progress and engagements.
- 1.2 Meet all reporting requirements within agreed timelines and contribute to continuous quality improvement.
- 1.3 To be familiar and actively working with the data application connected to role.
- 1.4 Allocation of whānau come via the Kaitātaki. This enables the first meeting to then occur between the Kaitūruki and the whānau.
- 1.5 Whakawhanaungatanga with whānau occurs as well as starting the key process of assessment.
- 1.6 Whānau will identify their issues which will then become a part of their whānau plan.
- 1.7 The whānau will work towards their own mana Motuhake.
- 1.8 The role of the Kaitūruki is to work alongside of the whānau and to advocate where necessary.
- 1.9 The whānau plan considers the issues, but also the pathway towards solutions and outcomes.
- 2 Issues can cover a range of areas including, education, justice, health, housing, employment and welfare.
- 3 Using the template will help to establish short-, medium- and long-term goals.
- 4 Kaitūruki will scheduled fortnightly visits to whānau.
- 5 Kaitūruki need to keep up to date with data entry, case notes and any other reporting to the role.
- 6 Kaitūruki will regularly allocate 1 day per week to complete administration requirements.
- 7 The Kaitūruki will carry and a consistent role of 20-22 whānau.
- 7.1 Assist whānau to build on their strengths and increase their resilience. Building and strengthening their own whānau networks support and access to community networks.
- 7.2 Maintain a strong understanding of Whānau Ora key objectives and Key Deliverables to meet contractual outputs.
- 7.3 Kaitūruki will be guided by the Whānau Ora outcomes in the way work with whānau.
- 7.4 Kaitūruki will meet weekly with the Kaihautū, team and other stakeholders to support one another and to address issues as they arise.

KRA 2: Ensure client information and documentation is accurate and timely

Tasks:

- 2.1 Update documentation and files after each visit (within 48 hours) capturing all discussions and evidencing outcomes/observations
- 2.2 Self-Audit files on a monthly basis to ensure all documentation requirements are met
- 2.3 Ensure all correspondence is written professionally, accurately, timely and copies are kept on file
- 2.4 All administration and documentation are completed in accordance with Whānau Ora outcomes in a timely manner.
- 2.5 Ensure that all relevant documentation is sighted and signed by the whānau (where applicable)
- 2.6 Participate as a team in a weekly catchup of documentation and cases.

KRA 3: Supervision and Professional development

Tasks:

- 3.1 Participate in case management supervision with the Kaitātaki on a weekly basis
- 3.2 Participate in regular external monthly supervision to discuss professional issues as they affect your work in the organisation and with the whānau you work with.
- 3.3 Ensure that a supervision contract is established with both your internal and external supervisor, which includes a 6 monthly review.
- 3.4 Participate in all compulsory Professional Development opportunities within the organisation.

3.5 Negotiate a professional development in alignment with your role

KRA 4: Whanau Ora**Tasks**

- 4.1. To understand the history of Whānau Ora and how that impacts the deliver across the organisation
- 4.2. To be leaders or exemplars of practice around Whānau Ora with both your colleagues and the wider community
- 4.3. To be Whānau Ora advocates by continuing to build your knowledge and practice to ensure that whānau are at the centre of your practice
- 4.4. To understand that Whanau goals start with whanau, but to then align them with Whānau Ora outcomes
- 4.5. Actively participate in all Whānau Ora team and one-on-one hui and workshops
- 4.6. Engage and contribute with other kaimahi to ensure an integrated approach in working with Whānau Ora within Te Oranganui

KRA 5: Te Oranganui Kaimahi General Provisions**Uphold the values of Te Oranganui****Tasks**

- 5.1 Te Oranganui prizes itself as a Kaupapa Māori organisation informed by Tikanga Māori in all aspects of our work.
- 5.2 Kaimahi are expected to exemplars of the values of the organisation in your everyday practice. Therefore, you need to clearly understand these values and how they link to your work and collectively to the organisation.
- 5.3 To actively participate in Te Oranganui kaupapa which includes attending hui, karakia, whakawhanaungatanga, waiata sessions etc. These are core to the organisation, and it is expected that all kaimahi participate in these activities.
- 5.4 Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times
- 5.5 Ensure the health & safety of yourself as well as others in your working environment, always upholding organisational health and safety policies and procedures
- 5.6 Proactively promote Te Oranganui in a positive light in all activities
- 5.7 Always behave in a professional manner, providing a good role model for others
- 5.8 To undertake any other additional activities as required by the organisation.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Qualifications and Experience

- Experience or qualifications in whānau-centred practice, social services, health, education, or community development
- Appropriate skills, knowledge and experience working within a whānau ora similar kaupapa
- Understanding of systemic barriers faced by whānau and ability to navigate solutions

Goal:

- Qualification (Level 7 or higher) in social work or health or at least 2+ years' experience working in a similar role.
- Current Practising Certificate with relevant professional body.
- Registration with relevant professional body.

Key Competencies and Attributes

- Deep understanding and commitment to the Whānau Ora approach
- Proven ability to work with whānau in a mana-enhancing, non-judgemental, and supportive way
- Skilled in whānau planning, goal setting, and progress tracking
- Strong community connections, especially within Māori networks (including marae, hapū and iwi)
- Strong verbal and written communication skills, relationship-building, and advocacy skills to facilitate effective partnerships, collaboration with whānau and others
- Knowledge and experience of data and client management systems
- Sound judgement and analysis capable of modifying practice to achieve results and targets
- Ability to converse and understand Te Reo Māori me ona tikanga
- Excellent time management
- A thinker outside the box that will support whānau and their aspirations.

Other Requirements of this Position

- Non-smoker/non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver licence
- Must be able to pass Te Oranganui's background, vetting and child protection checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance toward family violence