



Position Description

Kaitiaki Māori

Note: the aim of this position description is to provide a contextual explanation of the role and as such will not be a full list of tasks and duties that an incumbent may reasonably be expected to perform.

Location	Auckland
Reports to	Service Manager - Integrated Health Services
Staff reporting to role	Nil

Organisation Objective

Mahitahi Trust is a not-for profit organisation whose purpose is to assist people in their desire to regain mental wellness through the delivery of an integrated set of services (for example, health, social, education, employment, and housing) based on nga Tikanga Māori (Māori cultural beliefs and practices).

Purpose of Position

To advise on and ensure culturally safe and appropriate services are accessible to all users of Mahitahi Trust.

- To provide Tikanga Māori cultural assessments to support an appropriate wellness pathway for Māori service users at Mahitahi.
- To identify and facilitate appropriate cultural interventions where required.
- To provide in-service Tikanga Māori cultural competency training to the Team and protocol facilitation.
- To maintain collegial and collaborative relationships with other members of the cultural team.
- To provide cover where appropriate for other members of the cultural team
- Kaupapa Māori - Using the principles of strength-based recovery and community resources, actively work with Tangata Whaiora and their whanau to achieve identified goals and support needs
- Support – Ensure delivery of specified services as per contracts with funding bodies and the requirements of the National Mental Health Standards

- Administration – Perform administrative functions to support the values and service delivery for the organisation, Tangata Whaiora, and the team
- Health and Safety - Meet both yours and the organisations health and safety obligations by adhering to standards of performance and communicating policy and process.

Key Relationships

- The CEO
- Kaumatua, Kuia and Kaitiaki Māori
- Executive Management Team
- Leadership Team
- Mahitahi Trust Kaimahi
- Mahitahi Trust Whaiora
- Tangata Whaiora and their Whanau
- Suppliers/ Contractors
- CMDHB/ADHB stakeholders
- Relevant regulatory and government bodies, including MOH, DHBs
- The Board (if required).
- Other stakeholders as directed

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
<p>Enhancement of Cultural Practice across Mahitahi</p>	<p>You will:</p> <ul style="list-style-type: none"> • Contribute expertise from a Māori perspective to support the development of processes which will ensure local responsiveness, capacity and capability across Mahitahi. • Facilitate appropriate cultural responsiveness at local levels. • Promote authentic whaiora, whanau participation in service delivery. • Facilitate kaimahi training and development needs where appropriate. • Participate in service audits evaluating practice from a Māori perspective and promote any necessary improvement. • Build and foster relationships with Māori stakeholders, affirming their ability to inform service planning and delivery. • Ensure that service delivery is aligned with, and reflects Nga Pou E Waru o Mahitahi (Te Awa Ao Hou). 	<p>Actively participate in the development of Ukaipo ngā Puawaitanga /Nga Moemoea – Cultural Assessment.</p> <p>As per Mahitahi Trust multidisciplinary approach to Ukaipo ngā Puawaitanga /Nga Moemoea, lead karakia, mihi whakatau, and conduct the tatai hono and wairuatanga sections.</p> <p>Report on participation in Ukaipo ngā Puawaitanga /Nga Moemoea and identify any cultural concerns to General Manager</p> <p>Actively support the review of Ukaipo ngā Puawaitanga/Nga Moemoea-Cultural Assessment.</p> <p>Engage with mana whenua when required.</p> <p>Actively participate in Kaumatua forums including Te Ohonga as peer support and report on activity.</p> <p>Deliver and facilitate learning sessions and wananga in the Mahitahi Trust</p>

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> Contribute to the development of the Annual Māori Health & Excellence Plan. Promote the correct use of Mahitahi kawa, karakia, korero and tikanga. Contribute to strategic planning as required. Promote the increasing use of Te Reo Māori. Faciliate and promote Mahitahi cultural competency across all levels. Provide leadership, advice and support to individual kaimahi and teams on cultural competency matters. 	<p>Yearly Cultural Training Plan and ensure evaluation methods/systems are in place as part of the cultural competency findings.</p> <p>Ensure matauranga Maori perspectives are integrated in plans and strategies.</p> <p>Assist in the delivery of Te Reo Maori sessions to kaimahi and evaluate methods of teaching.</p> <p>Mahitahi Trust cultural events and activities are planned and evaluated and reported on. This including tangihanga.</p>
Support the activities of the wider organisation	<p>You will:</p> <ul style="list-style-type: none"> Support the activities of the wider organisation including but not limited to: Powhiri, Karakia, Hui, Blessings, Tangihanga etc. Represent Mahitahi at formal and informal functions and events. 	Report monthly on all cultural activities.
Kaupapa Māori - Using the principles of strength-based recovery and community resources, actively work with Tangata Whaiora and their whanau to achieve identified goals and support needs	<ul style="list-style-type: none"> Ensures that Mahitahi Trust's 8 Pou are integrated in all aspects of your mahi 	<p>The organisations RBA Framework will provide evidence that Nga Pou E Waru is embedded into work practices and documentation</p> <p>Demonstrates sensitivity to cultural complexity in the workforce and whaiora population</p>
	<ul style="list-style-type: none"> Works collaboratively with Tangata Whaiora (and any identified key stakeholders) to support the Tangata Whaiora to achieve their self-identified goals (<i>housing, financial management, health, living, educational and employment needs</i>) and aspirations 	<p>Goal plans /Ukaipo ngā Puawaitanga and Ngā Moemoea are formally reviewed as required</p> <p>Communicates and continuously evaluates individual needs for Tangata Whaiora</p>
	<ul style="list-style-type: none"> Encourages adoption of habits and routines that are conducive to a higher quality of life 	Tangata Whaiora are supported to make positive choices that enhance their cultural wellbeing;

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	<ul style="list-style-type: none"> Ensure the adherence to any Clinical directives that arise from Nurses, GP's and Clinical Specialists e.g. blood tests, specialist appointments/reviews. 28 face to face hours of meaningful contact with Tangata Whaiora per week Progress notes are timely and accurate 	<p>Tangata Whaiora have annual and/or 3 monthly health checks</p> <p>Tangata Whaiora checks/reviews are current and documented and any follow up action is implemented</p> <p>28 face to face hours of meaningful engagement is achieved</p> <p>Ensures that Progress Notes are accurate and entered in the Trusts' Client Management System (CMS) within 24 hours.</p>
Lead Facilitation of Te Ao Māori programmes	<ul style="list-style-type: none"> Lead facilitate weekly Te Ao Māori programmes on behalf of Te Oho Mauri 	<p>5 hours per week (12.5%) lead facilitation of weekly Te Ao Māori programmes is achieved</p> <p>All programme notes are up to date and accurately reflect programme deliverables and associated outcomes.</p> <p>Programme participants have demonstrated and evaluated growth.</p> <p>Mentoring of programme participants in all aspects of Te Ao Māori</p>
Support – Ensure delivery of specified services as per contracts with funding bodies and the requirements of the National Mental Health Standards	<ul style="list-style-type: none"> Establishes and maintains healthy and positive relationships with all external stakeholders Supports best practices to ensure contractual compliance across all levels of Mahitahi e.g. PRIMHD, RBA, Performance Monitoring Returns etc.) 	<p>Positive Stakeholder feedback (external)</p> <p>Correct reporting protocols are observed and contractual reporting is accurate and timely.</p> <p>Our services have demonstrable impact on whaiora, whanau and the community.</p> <p>Mana whenua groups and iwi are involved when needed in cultural activities and plans.</p>
Administration – Perform administrative functions to support the values and service delivery for	<ul style="list-style-type: none"> Supports all referral processes in accordance with policies and procedures. Ensures all case management processes are followed in 	<p>Kaimahi Nominations</p> <p>Positive Stakeholder feedback (internal/external)</p> <p>Positive Kaimahi Performance Profiles</p>

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the organisation, Tangata Whaiora, and the team	<p>accordance with policies and procedures.</p> <ul style="list-style-type: none"> • Tangata Whaiora work meets the National Mental Health Standards • Maintains a positive and active presence in the community in order to increase access to local resources • Attends and participates in relevant meetings pertaining to whaiora, external networks and Mahitahi • Maintains knowledge of relevant Acts and regulations e.g. Health and Disability, Privacy and Health Information, Mental Health Act/s, Health and safety etc. 	Actively participate in Tangata Whaiora programme planning and evaluate the value and outcomes.
Effective and efficient resource utilisation	<ul style="list-style-type: none"> • Resources utilisation is in accordance with policies and procedures. 	Resources are managed effectively and within budget Damage to resources are minimal
Demonstrate an awareness of key national documents, initiatives, strategies and their relevance to service provision both at a local and national level	<ul style="list-style-type: none"> • Promotes an awareness of key national documents/initiatives/strategies and their relevance to service provision 	Correct protocols are observed
Professional Development	<ul style="list-style-type: none"> • Works in partnership with the relevant Manager to identify personal learning needs and to ensure personal competence to perform the activities of the Social Worker role • Demonstrates competence in computer skills and utilisation of computer programmes 	Attends mandatory and role specific training as arranged and regularly reviews learning objectives Participates in a personal annual performance development process
Promotes the professional	<ul style="list-style-type: none"> • Supervision occurs in accordance with Mahitahi policy 	Active participation in supervision (Kaimahi Performance Profile)

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discipline within the team		
Professional Body Obligations	<ul style="list-style-type: none"> Registered Nurses are accountable for ensuring all services they provide are consistent with their education and assessed competence, meet legislative and regulatory requirements and are supported by appropriate standards. 	Maintains any professional body registrations/certifications/requirements.
Te Tiriti o Waitangi Obligations	<ul style="list-style-type: none"> Ensures the professional integrity of Mahitahi Trust by carrying out all functions in compliance of the Te Tiriti o Waitangi and by demonstrating a serious commitment to keeping the Treaty alive 	Demonstrates an understanding of the Principles of Te Tiriti o Waitangi and is able to translate how these relate to the development and application of service specific initiatives for Māori and non-Māori

Tikanga/Cultural Competency

Accountability and Expected Target

- Understanding of te reo Māori me ona Tikanga Māori
- Acknowledge and incorporate Mahitahi Trust's eight Pou into all areas of day to day duties and responsibilities
- Display a willingness to work positively with organisational strategies to improve health outcomes for Māori
- Affinity to working with Kaimahi, Tangata Whaiora and Whanau
- Contribute to an inclusive learning environment that acknowledges uniqueness as part of the whole.

Health, Safety and Security

Accountability and Expected Target

- Meet health and safety obligations for the business, ensuring personal safety in differing work environments for all employees and contractors
- Provide active input to all Health and Safety meetings, processes and practices
- Undertake all work in a safe manner and follow all company and workplace Health and Safety procedures
- Follow procedures in relation to the correct operation of equipment and the use of PPE (Personal Protective Equipment) when required
- Adhere to the Health and Safety policies and procedures of Mahitahi Trust at all times
- Accurately report incidents and accidents within 24 hours of an incident occurring

Quality Assurance

Accountability and Expected Target

- Work with Mahitahi Trust to define and implement strategies to support continuous quality improvement for the organisation, Tangata Whaiora and the team
- Actively participate in and contribute to internal and external quality improvement activities as required.
- Educate / inform according to best practice guidelines and training
- Work closely with Mahitahi Trust to identify opportunities for continuous quality improvement in the delivery of services
- Actively contribute to continuous quality improvement activities ensuring that Tangata Whaiora and Whanau needs are met and exceed their expectations.
- Adhere to the Policies and Procedures of the Organisation at all times
- Contribute to the organisations Tikanga Best Practice Guidelines (policies and procedures)

Person Specification

Kaitiaki Māori

Essential Qualifications and Experience

It is desired that the Kaitiaki Māori hold a relevant Tertiary qualification and/or 3+ years' experience in a similar role within Māori Health, Mental Health and Addictions services.

Essential Skills and Competencies

- A degree of fluency in Te Reo me ona Tikanga
- Excellent verbal and written communication skills
- Strong problem solving ability
- Highly value driven and quality orientated
- Ability to work in high pressure situations, maintaining composure
- High attention to detail from reporting to assessing likely issues
- Ability to work across the lifespan, including alongside youth and senior whaiora
- Ability to identify and mitigate risk
- Manage time effectively to achieve desired results
- Display professional positive attitude to maintain appropriate standards
- Strong inter-personal skills - ability to build rapport with Tangata Whaiora and provide encouragement
- Ability to work cohesively and effectively with other team members
- Flexibility – ability to work with a varying Tangata Whaiora base recognising the unique circumstances of each individual
- Ability to identify needs and provide appropriate support
- Relationship management skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders
- Understanding of Te Reo me ona Tikanga
- Experience in working in a values based culture: where values determine culture, practice and function as a part of everyday operation
- Demonstrated ability to facilitate meaningful engagement with communities and colleagues, is able to develop and provide presentations across a wide range of settings and audiences, is able to effectively influence colleagues and drive change
- Consistently practice in a culturally safe way, recognising and respecting the boundaries of the professional relationship
- Fully conversant with relevant legislation, standards and regulations and their practical application
- Proven ability to challenge in a proactive way without creating a negative environment
- Demonstrated ability to learn and adapt in a fast changing and vulnerable environment
- Knowledge of relevant agencies and services, and the NZ State organisation funding processes
- Ability to work after hours and weekends when needed

Miscellaneous

- Demonstrate flexibility and willingness to adapt to change as a result of changes and development within the wider Health sector
- Other duties reasonably within the capability of the employee may also be required from time to time. The employee's duties may be altered following consultation with the employee

Technical Skills

- Fully conversant with the Microsoft suite of office based software
- Full, current and clean New Zealand driver's licence.

Consultation

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