

Position Description

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| Position Title: | Whanau Ora Navigator -Makaawhio & Manaaki | |
| Location: | Working across Hokitika & Mawhera rohe | |
| Reports to: | Operationally: Operations Manager | |
| Overview: | <p>Poutini Waiora is the only Maori Health and Social Service Provider based on the West Coast with offices in Westport, Greymouth and Hokitika. Poutini Waiora is a well-established provider of quality, professional and responsive health and social services based on a ‘whanau ora’ model of care.</p> <p>The role of Poutini Waiora is to provide a range of free and accessible health and social services for Maori as a first priority to help achieve the vision of: “Strengthen the mana and wellbeing of whanau and community”.</p> <p>Poutini Waiora Delivery Area: Te Tai o Poutini (Kawatiri, Mawhera, Hokitika/Westland, South Westland).</p> | |
| Vision: | To empower whanau to achieve whanau ora. | |
| Mission: | Striving to ensure Poutini whānau receive the support they need to achieve whānau ora | |
| Values: | <p>Tikanga: The organisation and the services it delivers are underpinned by the customs and values of Te Ao Maori – Nga Taonga Tuku Iho.</p> <p>Rangatiratanga: The ability to support whanau to be self-determining is paramount in all service delivery so they are able to make decisions about their own wellbeing.</p> <p>Manaakitanga: All whanau are welcomed into the service and provided with the most appropriate awhi and Tautoko to assist them on their journey to achieve wellness.</p> <p>Whanaungatanga: The practice of whanaungatanga is an essential part of the way we engage with whanau. To enable whanau to make connections that provide a sense of identity and belonging is essential for achieving whanau ora – well being.</p> <p>Wairuatanga: Wairua is an essential element of a person’s wellbeing. Being spiritually connected to our natural environment, having an understanding of our self-identity and the matauranga that underpins Te Ao Maori are all considerations when working with whanau to achieve their goals and aspirations.</p> | |
| Key Relationships: | <p>Internal:</p> <ul style="list-style-type: none"> • Consumers, family/whānau and carers • All Poutini Waiora staff • Central Region leadership (i.e. Clinical Leaders, Operations Managers, and all nursing leadership) • Finance – Management Accountant • Region leadership (i.e. Operations Managers, Team Leaders) • Multidisciplinary teams • Māori Health Team DHB • | <p>External:</p> <ul style="list-style-type: none"> • Iwi, hapu, whānau and other community stakeholders • West Coast District Health Board • Non-Governmental Organisations (NGOs) and other providers of health/disability/support services • Social Work Registration Board • ANZASW • Other relevant Registration Boards and Councils • Private Care Providers • West Coast Primary Health Organisation (PHO) • General Practices • Oranga Tamariki • Ministry of Social Development |
| Role Purpose: | The Whānau ora Navigator role is full time and created under the umbrella of Poutini Ngāi Tahu Papatipu Rūnanga. The responsibility for the contract and reporting is Poutini Waiora, Māori Health | |

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| | <p>and Social Services provider. The Navigator will work across the Mawhera rohe.</p> <p>The Whānau Ora Navigator will develop and implement whānau aspirational plans within a community setting. This position will provide a whānau centred service working towards whānau self-management. It will provide a focal point for gathering information, liaison and communication, advocacy and other support as identified by whānau. The position is required to promote a proactive approach to self-determination and wellbeing and provide support to whānau to bring about better whānau outcomes.</p> |
| Complexity: | <ul style="list-style-type: none"> • Compliance and reporting as per the terms and conditions of the Contract • Children’s Act 2014 • Child Protection Policy • Health Emergency Planning • The NZ Public Health and Disability Act 2000 |

ORGANISATIONAL VISION & VALUES:

Our Vision - Striving to ensure Poutini whānau receive the support they need to achieve whānau ora.

We seek to have an integrated Poutini Waiora system that is clinically sustainable and fiscally viable; a wellbeing system that wraps care around a person and helps them to stay well in their community.

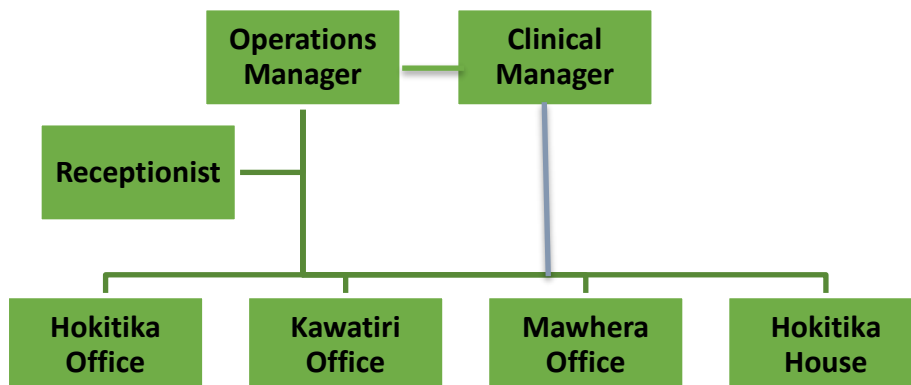
All activities of the Poutini Waiora reflect the values of:

| Pono | Aroha | Tika |
|--|---|--|
| <ul style="list-style-type: none"> • Mana motuhake • Tikanga • Te Reo | <ul style="list-style-type: none"> • Aroha • Manaaki • Whānaungatanga • Kotahitanga | <ul style="list-style-type: none"> • Empathetic • Proactive • Relevant • Quality Service |

He whakatauki

Whakapiki ake te waiora o te whānau - *Enhancing whānau health & wellbeing.*

PLACE IN THE ORGANISATION:



KEY ACCOUNTABILITIES:

| Accountable for: | Responsible for: | Key Performance Indicators |
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| <p>Design and Development - Whānau Ora Aspirational Plan (WAP)</p> | <ul style="list-style-type: none"> • Support the development a Whānau aspirational plan and tools that may include whanaupathway, careers, training and employment. <p>The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of Poutini Waiora.</p> <p>The Whanau Ora Navigator is required to have a flexible approach to the work they are requested to undertake (within their cultural, professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of Whānau ora outcomes.</p> | |
| <p>Service Delivery:</p> | <ul style="list-style-type: none"> • Implement WAP and whānau satisfaction surveys • Lead a coordinated approach to develop and implement whānau plans • Engagement of 20 identified whānau to complete a WAP annually • Ensure whānau are aware of the role and its parameters • Provide information and education on health services and providers to whānau • Act as a whānau liaison and advocate • Maintain a whānau strength based focus at all times • Maintain and enhance active working relationships between providers, communities and whānau, hapu and iwi to strengthen a whānau centred approach so whānau achieve their dreams and aspirations • Enhance co-ordination of services between providers for effective case management • Inform, monitor and feedback of whānau needs • Maintain confidentiality and the right to privacy • Undertake a Whānau Satisfaction Survey, information sheet for participants and survey consent form. • | |
| <p>Reporting:</p> | <ul style="list-style-type: none"> • Ensure that all required reporting including whānau surveys are done in a timely manner. • Report to be submitted quarterly. • | |
| <p>Legal / Risk Management:</p> | <ul style="list-style-type: none"> • Ensure operational activities comply with internal systems controls, policies and procedures, legal and regulatory requirements • Ensure the Organisation meets requirements relating to safety and health in the workplace • Regular reporting to Management which includes risks and options to mitigate risks. • | |
| | <ul style="list-style-type: none"> • | |

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| <p>Quality Management Ensuring Poutini Waiora quality framework approach is utilised at all times</p> | <ul style="list-style-type: none"> • Maintain a quality customer focus at all times • Ensure performance against contracted and wider organisation standards • Receive and process enquiries and complaints in line with policy • Maintain confidentiality and the right to privacy at all times. • Identify service and quality improvements. • Assist in planning and implementing quality improvement initiatives. • Assist with all service performance indicators/action plans to meet quality accreditation, legal and contractual obligations • | |
| <p>Maintain registration with an appropriate professional body.</p> | <p>The knowledge and skill base required for effective performance is supported by appropriate operational supervision and outpostclinical supervision</p> <p>Compliance with formal registration is key and is never allowed to lapse</p> <p>Attendance at appropriate education and training that attracts a cost must be presented to the Operations Manager as a business case for consideration</p> | <p>To be consistently registered to maintain professional integrity</p> <p>Trainings/Education are value for money and contribute to the outcomes of Poutini Waiora as an exemplary Maori provider</p> |
| <p>Communication/Team Work</p> <p>Contribute effectively to all communications throughout the organisation by:</p> | <ul style="list-style-type: none"> • Show appropriate respect and understanding to all cultures • Attend and actively participate in all staff meetings • Ensure all areas of concern/potential complaints are immediately brought to the attention of Management. | |
| <p>Culture</p> <p>Ensure the cultural needs of people using services are met by:</p> | <ul style="list-style-type: none"> • Promote and foster Te Reo me ona tikanga o Poutini Ngāi Tahu • Maintain a commitment to personal cultural development including Te Reo Māori and Tikanga Māori. | |
| <p>Personal development</p> <p>Maintaining professional and technical knowledge by:</p> | <ul style="list-style-type: none"> • Undertaking relevant study/training opportunities and encouraging others to do so • Participate in the Poutini Waiora Cultural Competency programme, • Participate in regular performance reviews • Assist others to develop their skills | |
| | <p>The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of Poutini Waiora.</p> <p>The Whanau Ora Navigator is required to have a flexible approach to the work they are requested to undertake (within their cultural, professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of Whānau ora outcomes.</p> | |

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| <p>Vision, Mission and Values</p> | <p>Understands and embeds in practice the whakatauki that underpins Poutini Waiora</p> <p>Can identify in weekly reporting how whanau ora underpins the work</p> | <p>The vision, mission and values of the Trust are displayed in all work practices</p> |
| <p>GENERIC JOB REQUIREMENTS</p> | <p><i>Kaupapa Poutini Waiora</i></p> <ul style="list-style-type: none"> ▪ Actively participate in Poutini Waiora kaupapa activities including noho marae, ▪ tikanga and te reo sessions, waiata, staff meetings etc. ▪ Input into the development and implementation of annual plans ▪ Participate in regular supervision; self management; peer supervision ▪ Follow organisational policies and procedures ▪ Adapt to and maintain a team & physical environment to enhance high quality performance <p>These responsibilities may be revised from time to time by the Operations Manager in Consultation with the Employee.</p> | |
| <p>Health and Safety</p> <p>Leading and maintaining a high quality, safe, and secure work environment by following relevant PW policies, protocols, and standards.</p> <p>Actively managing risk.</p> | <p>All PW staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant PW policies and procedures. This includes:</p> <ul style="list-style-type: none"> • Personal commitment to zero harm • Reporting for duty in a fit state, including but not limited to being free from the influence of alcohol or other drugs • Ensuring personal health, safety, and wellbeing - and that of others • Reporting, managing, and investigating actual or potential hazards via the incident reporting system • Assisting with responding to, and resolving, client concerns or complaints in a way that is professional and sensitive • Using all protective equipment provided, as appropriate • Cooperating with the monitoring of workplace hazards, including attending all relevant safety training, contributing to the maintenance of hazards registers, and complying with all safety instructions • Ensuring that all accidents or incidents are promptly reported to line manager(s) • Reporting any pain or discomfort to the line manager(s) as soon as it develops • Seeking advice from the line manager(s) if unsure of any work practices • Contributing to initiatives aimed at improving health, safety, and wellbeing • Complying with all health and safety policies when providing care in the community • Complying with all organisational health and safety policies including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances | |

PERSON SPECIFICATION:

| Qualifications & Experience: | |
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| <p>Essential</p> <ul style="list-style-type: none"> • Working towards cultural or whānau ora qualification • Knowledge of the Treaty of Waitangi and Tikanga Māori, Te Reo Māori and knowledge of Poutini Ngāi Tahu tikanga and the ability to uphold and apply kaupapa Māori in role • Commitment to on-going whānau ora training and cultural competency training. • Full 'clean' NZ driver's licence • An understanding of Māori community, local knowledge • Understanding of working with whānau • Understanding of working with agencies, sectors locally, regionally, nationally • Problem solving experience • Experienced in use of Microsoft products. | <p>Desirable Experience</p> <ul style="list-style-type: none"> • |
| <p>Professional skills/attributes:</p> <ul style="list-style-type: none"> • Demonstrates high standards in terms of personal competence and professional practice • Demonstrates cultural competence and evidence of application of the principles of the Treaty of Waitangi to provision of equitable health services • Proven assessment and communication skills, including the ability to think critically • High emotional intelligence • Well-developed interpersonal and interprofessional skills • Has an ability to consistently form therapeutic relationships with consumers and their families/whānau • Demonstrated passion and commitment to professional development of self and others • Ability to work autonomously, use own initiative and accept responsibility for own actions • Flexible, adaptable, embraces change • Self-motivated • Proven ability to lead and supervise a team through change and in the achievement of goals/outcomes and conflict resolution • Able to work under pressure/prioritise competing demands | <p>Knowledge of (but not limited to):</p> <ul style="list-style-type: none"> • Understanding of Whānau Ora model of care, principles and values • Understanding of Cultural Competencies. • Vulnerable Children Act 2014 (Part 2 only) • Children's Commissioner Act 2003 • Department of Child, Youth and Family Services Act 1999 • Privacy Act (1993) and Health Information Privacy Code (1994) • Health and Safety in Employment Act (2015) |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of Poutini Waiora Board

I accept the terms and conditions as outlined in this Position Description

Name _____

Name _____

Position _____

Date: _____

Date _____