



He Oranga Tangata

Ngati Kahu Social & Health Services

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 NORTHLAND
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2021

Position	Kaupapa Maori Community Support Worker
Reports to	Team Leader
Employment status	<ul style="list-style-type: none"> • Individual Employment agreement • 40 hours per week. usually being between the hours of 8:00am to 5.00pm, Monday - Friday • The nature of the position will require hours to be flexible as extra hours and after-hours work may be required
Start Date	
Purpose of the position	To support Tangata Whaiora in the self-management of their lives in the community. This includes providing information, support and co-ordination between whanau, the community and other services that will enable goals established within each individual client recovery plan to be achieved.
Place of work	<ul style="list-style-type: none"> • Work base will be Ngati Kahu Social and Health Services, 35 Puckey Ave, Kaitaia
Performance Review	<ul style="list-style-type: none"> • NKSHS carries out performance reviews as per NKSHS procedures
Legal requirements	<ul style="list-style-type: none"> • All NKSHS employees are subject to police vetting as per Vulnerable Children Act 2014
Functional relationships	<p><i>Internal</i></p> <ul style="list-style-type: none"> • Management/Leadership Team • NKSHS staff members <p><i>External</i></p> <ul style="list-style-type: none"> • Iwi, Hapu, Whānau • Key stakeholders • Community Partners • Local and central government • Social Services agencies (Oranga Tamariki and WINZ)
Limits of Authority	N/A
1. POSITION OBJECTIVES	
<p>Enable Tangata Whaiora to live full and participatory lives (as much as possible) within the community</p> <p>Assist to identify and achieve their goals' in terms of employment, friendships, cultural, spiritual,</p>	

and family and/or whanau connections

Provide the support that will strengthen their identity and knowledge of tikanga Maori, enhance their quality of life, including achieving maximum wellness in the community.

Aim to maximize and mobilize the strengths of the Tangata Whaiora their family and/or whanau and other natural supports in the community

Assist to identify, access and successfully live-in affordable housing within the community that will best meet their needs

Monitor the Tangata Whaiora mental health and support them to manage and maintain their own mental health

To meet individual key performance measures and carry out all work in accordance with set procedures and requirements

To be an active, inclusive, and effective member of the NKSHS Team

2. COMPETENCIES / IDEAL PERSON SPECIFICATIONS

Culturally Competent	<ul style="list-style-type: none">• Being able to share cultural values.• Extending cultural knowledge to support whānau aspirations.• Takes full part in all tikanga-based organisation activity.• Competence in Te Reo and or takes action to improve proficiency.• Can articulate 'Mārae Tikanga', the self-managing practice in that context and the role of tikanga in governing, guiding, and monitoring that self-managed practice
Relating and networking	<ul style="list-style-type: none">• Maintain a good working relationship with the key stakeholders• Establishes good relationships with whanau and staff.• Builds wide and effective networks of contacts inside and outside the organisation.• Relates well to people at all levels.• Manages conflict.• Uses humour appropriately to enhance relationships with others
Presenting and communicating information	<ul style="list-style-type: none">• Speaks clearly and fluently.• Expresses opinions, information, and key points of an argument clearly• Makes presentations and undertakes public speaking with skill and confidence.• Responds quickly to the needs of an audience and to their reactions and feedback.• Project's credibility
Writing and reporting	<ul style="list-style-type: none">• Writes clearly, succinctly, and correctly.• Writes convincingly in an engaging and expressive manner.• Avoids the unnecessary use of jargon or complicated language.• Writes in a well-structured and logical way.

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	<ul style="list-style-type: none"> Structure’s information to meet the needs and understanding of the intended audience
Learning and researching	<ul style="list-style-type: none"> Rapidly learns new tasks and quickly commits information to memory. Gathers comprehensive information to support decision making. Demonstrates a rapid understanding of newly presented information. Encourages an organisational learning approach (i.e., learn from successes) Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)
Creating and innovating	<ul style="list-style-type: none"> Produces new idea, approaches, or insights. Creates innovative products or designs. Produces a range of solutions to problems. Seeks opportunities for organisational improvement. Devises effective change initiatives
Planning and organising	<ul style="list-style-type: none"> Sets clearly defined objectives. Plans activities and projects well in advance and takes account of possible changing circumstances. Manages time effectively. Identifies and organises resources needed to accomplish tasks. Monitors performance against deadlines and milestones
Delivering results and meeting expectations	<ul style="list-style-type: none"> Focuses on whānau needs and satisfaction. Sets high standards for quality and quantity. Monitors and maintains quality and productivity. Works in a systematic, methodical, and orderly way Consistently achieves project goals
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> A professional qualification in health, mental health, or other related field
Training and Experience	<p>Essential:</p> <ul style="list-style-type: none"> Experience within health, mental health, social work, or other relevant sectors <p>Desirable:</p> <ul style="list-style-type: none"> Membership of a professional body e.g., ANZASW, NZAC
3. KEY PERFORMANCE OBJECTIVES (Duties and responsibilities)	
Objective Key Responsibilities (Actions)	Outcome / Key Performance Indicators (Result)
<p>Support</p> <ul style="list-style-type: none"> To provide support services following the Whare Tapa Wha Model to address key cornerstones of wellness for Tangata Whaiora (Taha Tinana, Taha Wairua, Taha Hinengaro, Taha Whanau) To aid with the development of strategies for coping with the illness of the Tangata Whaiora To support Tangata Whaiora to achieve the stated outcomes of their Goal Plans toward wellbeing and independence. 	<ul style="list-style-type: none"> Support plans developed that clearly show Tapa Wha Model in practice. Development of clear Recovery plans for each Tangata Whaiora and their whanau that is realistic, clearly written and monitored The goals of the Tangata Whaiora are achieved

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<p>Advocacy and Awareness</p> <ul style="list-style-type: none"> • To advocate and mediate with other mental health service providers or support agencies that will benefit the needs of Tangata Whaiora • To participate in mental health awareness promotions within the community that reduce stigma and discrimination towards Tangata Whaiora • To enable Tangata Whaiora and their whanau to access mental health information, services and supports in a timely and appropriate manner. Information includes relevant legislation, client rights and responsibilities. 	<ul style="list-style-type: none"> • Advocacy and mediation with other mental health service providers or support agencies is provided • Participation in mental health awareness promotions is evidenced • Accurate and timely information about mental illnesses, the service system and mental health professionals, as well as community resources and supports, are available to Tangata Whaiora
<p>Co-ordination</p> <ul style="list-style-type: none"> • To provide key co-ordination services between Tangata Whaiora, their family/ whanau/ carers, the community, the services, and the resources they wish to access and 	<ul style="list-style-type: none"> • Recovery plans developed clearly show co-ordination of services between key individuals and agencies that will assist Tangata Whaiora to achieve their goals.
<p>Reporting</p> <ul style="list-style-type: none"> • Establish individual client records for each Tangata Whaiora utilising the services, and maintain up to date case files using approved forms and the internal electronic database • Meet all reporting requirements relating to the delivery of the specific service that are necessary to meet internal and external requirements, following prescribed formats. 	<ul style="list-style-type: none"> • Client records and case notes are efficiently maintained, and meet minimum recording standards of organisation • All reporting requirements internally and externally are met
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • To actively contribute to Continuous Quality Improvement activities within the service 	<ul style="list-style-type: none"> • Identifying improvement opportunities • Participating in the Service's quality improvement activities • Providing good client service • Participation in Internal/External Audits • Complying with standards • Being responsive to client requests or complaints • Working to improve client satisfaction. • Able to evidence and evaluate positive outcomes
<p>Compliance</p> <p>The actions of all staff must comply with:</p> <ul style="list-style-type: none"> • Privacy Act 1993 • Health and Disability Act • The Health and Disability Standards • Other relevant legislation • Internal Policies, Procedures & Protocols of the organisation 	<ul style="list-style-type: none"> • All actions meet minimum legislative requirements and comply with all internal operating policies and procedures.

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<p>Risk Minimisation</p> <ul style="list-style-type: none"> To actively contribute to risk minimisation activities within the Service 	<p>Contributes to the service's risk minimisation activities by:</p> <ul style="list-style-type: none"> Identifying risks Notifying the Lead of these Participating in the Service's risk minimisation activities
<p>Health and Safety</p> <ul style="list-style-type: none"> Participate in and comply with the requirements of the Health & Safety at Work Act 2015 and associated Ngati Kahu Social & Health Services policies 	<ul style="list-style-type: none"> Work practices ensure safety for self and others Hazards are identified, control plans documented and hazards eliminated, minimised, or isolated Comply with NKSHS incident reporting policy Emergency management procedures and compulsory/compliance education and training completed
<p>Team Member</p> <ul style="list-style-type: none"> Individual responsibilities, sanctions and contributions enhance the success of the Service and team. Te Tiriti o Waitangi 	<ul style="list-style-type: none"> Maintains a current knowledge of relevant issues, trends, and practices. Behaviour demonstrates cultural appropriateness. Builds and maintains productive working relationships. Participates as a member of designated group(s) Values individual effort, innovation, and creativity Work practice is consistent with the Vision, Mission and Values Statements of NKSHS.

4. ACKNOWLEDGEMENT

This Job Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

This Job Description records the complete understanding and agreement of the parties as to the terms of employment and supersedes any previous Job Descriptions or understandings.

Commencement date of NKSHS employment:

Employee Signature:

Employer Signature:

Date:

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