

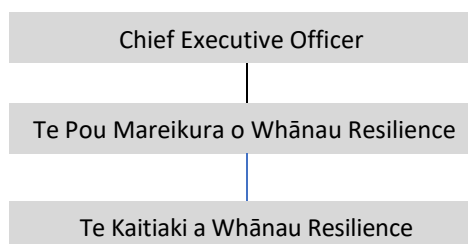
Position Description



TE TOHU O TE ORA O
NGĀTI AWA

POSITION TITLE	Kaitiaki a Whānau Resilience
LOCATION	Whakatane
REPORTS TO PURPOSE OF POSITION	Te Pou Mareikura o Whānau Resilience
NASH VISION	<ol style="list-style-type: none"> 1. To work in partnerships with families/whanau to improve health, education and social outcomes for their tamariki. 2. To identify and engage with key stakeholders, to support clients to access community and primary care services. 3. Increasing number of people and whānau who can access a holistic service model. 4. To develop and strengthen partnerships with other providers and organisations that have contributing members to the Te Pou Mataaho – the achievement of optimum health and wellness for clients we work with and their whanau, hapū and Iwi. 5. To support the Kahu Taurima Model of care and Health strategy through integration <p>Te Pou Mataaho Framework- Organisational Optimum Health and Wellbeing Framework</p>
NASH MISSION	To achieve prosperity and well-being for our whanau and our communities, we service through a high performing organisation.
NASH VALUES	<p>Tika – working with integrity</p> <p>Whakapono – working toward the vision/genuine intent</p> <p>Aroha – compassion and regard for others</p>

REPORTING STRUCTURE



KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<p><u>INITIAL CONTACT & ACCEPTANCE</u></p> <ul style="list-style-type: none"> ▪ Contact made with whānau ▪ Clear Information is provided to whānau on Family Start programme core service delivery components including <ul style="list-style-type: none"> ▪ Importance of regular home visits ▪ Importance of parenting as an integral part of FS (parenting resource) ▪ Strength and Needs Assessment ▪ Use of Child Safety Tools (CST) ▪ Child Family Plans (CFP) ▪ Whānau are informed of the next steps should they be accepted onto Family Start. ▪ Informed consent is obtained and complaints procedure explained to whānau ▪ Client rights and provider rights are explained and a copy left with the whānau ▪ Urgent needs to whānau are responded to at the earliest possible moment ▪ Referrals are made to other agencies with the agreement of the whānau, if not accepted onto whānau. <p><u>STRENGTHS AND NEEDS ASSESSMENT</u></p> <ul style="list-style-type: none"> ▪ Strengths and needs assessment is completed by due dates. ▪ Strengths and needs assessments do not appear as overdue items in the database. <p><u>WHĀNAU PLANS AND WHĀNAU PLAN REVIEWS</u></p> <ul style="list-style-type: none"> ▪ Whānau Plans are developed with the whānau that identifies their needs, reflects and builds on their strengths. ▪ Whānau Plans will outline steps that will be taken and the services that will be provided to increase the capacity of whānau so tamariki receive the best possible start in life. ▪ Whānau Plan Review date is included in each plan. ▪ Contingency Plans are included within the Whānau Plan. ▪ Whānau Plan Reviews are completed, and new goals identified. 	<ul style="list-style-type: none"> ▪ Contact is made with whānau within 5 days of receiving the referral ▪ Files and database indicate: <ul style="list-style-type: none"> ▪ relevant information has been given to the whānau ▪ whānau informed of next step in process ▪ Copy of informed consent is on file ▪ Documentation on file confirming complaints procedure explained to whānau ▪ Whānau have formally signed agreeing to participate on the programme ▪ Evidence whānau have received a copy of their rights and the provider's rights ▪ Urgent needs addressed and documentation on file ▪ Reason for declining acceptance to the programme is formally noted. ▪ Referrals to another agency are formalised and copy is retained on file ▪ Referrer is formally advised of outcome of referral ▪ First formal strengths and needs assessment will be completed within 6 weeks of the whānau being made active ▪ Assessments repeated every three months ▪ SNA informs Child Safety Tools and Child Family Plan ▪ Evidence SNA builds on strengths and identifies progress ▪ There are no overdue strengths and needs assessment appearing in the database ▪ Plan formed at completion of SNA ▪ Plans are completed, signed by whānau, whānau worker and supervisor and filed. <ul style="list-style-type: none"> ▪ Evidence that Plan is reviewed every three months or earlier if required. ▪ Whānau Plan describes actions ▪ Evidence that assessment links to whānau plan. ▪ Contingency Plans are evident in whānau plans. ▪ New goals are identified in new Whānau Plan. ▪ Contingency plans are part of whānau plan.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<p><u>HOME VISITS</u></p> <ul style="list-style-type: none"> • Whānau are to be visited as per Family Start requirements: • New clients – weekly visits • High Intensity – weekly visits • Medium Intensity – fortnightly visits • Low Intensity – fortnightly visits • A Home visit needs to include: • An update on the whānau situation • Ongoing assessment of risk • Interactive parenting component with primary caregiver and child present. • Focus on child including developmental progress, observations or interactions between them and their parents/caregivers • Discussion with parents/caregivers about their own situation, particularly needs that impact on parenting. • Regular review of CFP • All visits that are rescheduled are to be noted on the non-contact form. • Case notes are to be entered into FS Net or any other client management system used by the organisations. 	<ul style="list-style-type: none"> ▪ Home visits take place in primary place of residence and child is sighted at each visit. ▪ Home visit casenotes evidence that visits are planned and purposeful. ▪ All whānau on caseload are to receive visits as required. ▪ Evidence on file and in client management system that this has occurred. ▪ Evidence that changes to appointments have been rescheduled and noted. ▪ Database is up to date. ▪ All information is entered into database by end of the week the visit was made. ▪ Case notes are entered into within 48 hours of the home visit being made.
<p><u>CHILD SAFETY TOOLS</u></p> <ul style="list-style-type: none"> ▪ Child safety tools are completed for every whānau. The Child Safety Tools will be completed during the strengths and needs assessment process and then 3 monthly. ▪ Whānau are to be informed of the Child Safety Tools before implementation. ▪ Where concerns are identified, safety plans are developed and put in place. 	<ul style="list-style-type: none"> ▪ Child Safety Tools are completed and on file. ▪ Evidence that Tools have been completed to meet the required timeframes. ▪ Supervisor sign off has been gained on all completed Child Safety Tools. ▪ Evidence discussion has occurred where there are concerns regarding child safety. ▪ Safety plans are developed and in place for all whānau where concerns are identified
<p><u>KEY PERFORMANCE INDICATORS (KPIs)</u></p> <ul style="list-style-type: none"> ▪ The KPIs set are achieved. ▪ Areas of non-achievement are identified with Supervisor and a plan with timeframes for achievement is put in place. ▪ Evidence KPIs are being achieved. ▪ Monthly FS report . ▪ Plan is developed. ▪ Evidence of improvements in areas of non-performing areas. 	<ul style="list-style-type: none"> ▪ Evidence KPIs are being achieved. ▪ Monthly FS report . ▪ Plan is developed. ▪ Evidence of improvements in areas of non-performing areas
<p><u>EXIT</u></p> <ul style="list-style-type: none"> ▪ Whānau Plans are reviewed prior to a planned exit. ▪ Whānau encouraged to complete Family Start survey providing feedback that will enable improvements to service delivery to be made 	<ul style="list-style-type: none"> ▪ Formal review of whānau plans completed prior to any exit from Family Start. ▪ Survey given to whānau prior to exiting service.

<p>Contract Compliance</p> <ul style="list-style-type: none"> · Ensure contractual compliance · Contributes to audits and reviews being undertaken by the funder or their delegated audit organization 	<ul style="list-style-type: none"> · Contractual requirements set by funders are met. · · Participation in all audits and reviews undertaken by funders or their delegated audit organisation, including completing any response questionnaires prior to audit/review.
<p>Reporting</p> <ul style="list-style-type: none"> · Completion of reports required for service by due dates. · Completion of annual report for service as required by due date. · Provide any additional reports requested by Manager. 	<ul style="list-style-type: none"> · Reports are completed and submitted to Manager by the due dates. · Annual report for all services is submitted by due date. · Any additional reports requested by Manager are provided by due dates.

Quality <ul style="list-style-type: none"> Contribute to the development and the implementation of quality system for service. Ensure compliance with all policies and procedures of the organisation. Service delivery risks identified and reported on, and controls put in place to eliminate, isolate or minimise risks. 	<ul style="list-style-type: none"> Quality plan developed for Whānau Navigation Service. Compliance with all Te Tohu o Te Ora o Ngāti Awa policies and procedures. Service delivery risks are reported to the Manager. Risks identified are managed, mitigated or eliminated. Risk register includes identified service delivery risks.
Marketing and Promotion <ul style="list-style-type: none"> Positively promote and market the services we provide Promote the organisation 	<ul style="list-style-type: none"> Te Tohu o Te Ora o Ngati Awa has a positive name in the community. Feedback from key stakeholders and others in the community is positive.
Relationship Management <ul style="list-style-type: none"> Build positive relationships with stakeholders Develop and maintain effective working relationships with key internal staff and management Participate in events and hui that will develop positive working relationships with networks with whānau, hapū, Iwi, agencies, providers and the community 	<ul style="list-style-type: none"> Strong relations with key stakeholders established and maintained. Strong working relationships established and maintained with key internal staff. Attendance at appropriate events.
Te Pou Mataaho <ul style="list-style-type: none"> Attend all Te Pou Mataaho wānanga. 	<ul style="list-style-type: none"> Te Pou Mataaho wānanga attended.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<ul style="list-style-type: none"> Contribute towards implementing Te Pou Mataaho within service and within Team. Participate in Te Pou Mataaho related activities as requested by Manager. 	<ul style="list-style-type: none"> Te Pou Mataaho is implemented into service delivery and within Team. Participation in other Te Pou Mataaho activities as per Manager request.
Variance <ul style="list-style-type: none"> The accountabilities and responsibilities in this document may vary from time to time according to the external environment, the needs of NASH and the needs and expectations of clients. 	

PERSON SPECIFICATION

Essential

- Experience in working with whānau
- Knowledge of and experience with working with Iwi and Māori providers, government agencies, local and regional health and social service providers, specialist providers and the community
- Experience in comprehensive case management including assessment, planning and review.
- Excellent verbal and written communication
- Understanding of kaupapa Maori frameworks and application to service delivery
- Able to manage relationships at all levels of the organisation, with whanau and key stakeholders
- Current full clean driver’s license

Desirable

- An appropriate qualification in Social or Health services
- A knowledge of and understanding of tikanga Maori and the concepts of whanaungatanga
- Willingness and commitment to promote and implement the kaupapa (philosophy) of Te Tohu o Te Ora o Ngāti Awa
- Te Reo Māori
- Ability to manage the achievement of requirements as per contracts with government agencies and any other organisation
- Solution focused ensuring issues are promptly addressed
- Ability to work with a diverse range of people and community organisations, and to build positive relationships
- Ability to balance priorities and meet deadlines
- Understanding of confidentiality and its application in the health and social sector
- Negotiation, advocacy and facilitation skills
- Understanding of health and safety and processes ensuring compliance with all health and safety policies and procedures

JOB DESCRIPTION CREATED / AMENDED

Date: 27th December 2024

SIGNATURES

On behalf of Te Tohu o Te Ora o Ngāti Awa:

Signature _____ Date: _____

Employee:

Signature: _____ Date: _____

