

Job Title:	Kaiāwhina
Function:	Service Delivery
Reports to:	Clinical Leader
Last review date:	April 2023

"He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho - Setting the path of wellness in our communities for the early years, for generations to come."

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa.

We are committed to our vision for our tamariki and whānau and most importantly, to our goals of Pae Ora (healthy futures) and the delivery of all our services equitably by 2025.

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity, and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Uara / Values

Our values shape our culture, and you are expected to work in ways that demonstrate:

- Māia – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- Tūhono – to connect and stand in relationship in calm and safe spaces (Āhuru mōwai)
- Manaaki – to care, love, nurture, support and enhance mana. To respect mana Atua, mana Tīpuna, mana Whenua, mana Tangata
- Māhaki – to be humble as we share our knowledge and experience to understand, learn from each other and foster trust.

Overview of the Operations Team

This role is part of the Operations team which delivers Plunket services to whānau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, we want all tamariki in Aotearoa to get the best possible start. Our team help families and whānau to reach their goals and contribute to national and local initiatives that improve the way we do things at Whānau Āwhina Plunket.

Purpose of the Position

Kaiāwhina play a key role in progressing Whānau Āwhina Plunket's pro-equity vision. The purpose of the Kaiāwhina role is to support the connection between clinical service delivery and the cultural realities of Whānau Māori. Kaiāwhina are connected to communities at a deep level and work collaboratively with the clinical team and other service providers to support whānau and community aspirations. Kaiāwhina are supported to use culturally relevant ways of delivering Whānau Āwhina Plunket services to whānau - connecting whānau whilst facilitating health promotion wānanga with other colleagues, and sharing culturally specific knowledge in relation to Pae Ora (that the child is developmentally, emotionally, spiritually well).

Dimensions of the Position

Responsible to:	Clinical Leader
Responsible for:	N/A (This position has no-one reporting to them)
Delegations:	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
Functional relationships:	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive, or limiting:</i>
Internal:	Registered Nurses Volunteers Community Karitane Clinical Nurse Consultants National Māori Educators and Clinical Educators Community Services team Kaiāwhina Administration Staff Ringa Raupā Rōpū
External:	Kōhanga Reo Māori Tamariki Ora providers Oranga Tamariki Whānau Hapū / Iwi Marae Kaumātua/ Kuia Kōhanga /Kura Kaupapa Whare Kura Wānanga Lead Maternity Carers / Midwives Lactation Consultants

Key Accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

Tūhono – Building Relationships

- With the support of Whānau Āwhina Plunket, build relationships with Kaumātua, Kuia, Iwi, Hapū, Whānau and external providers, allowing them to get to know you, better understand Whānau Āwhina Plunket's services and fostering trust
- Forms effective partnerships with external agencies to improve and achieve outcomes for whānau / hapū / iwi and community
- Actively engage with and work collaboratively within the hapori/community, iwi/hapū and mana whenua in a culturally safe way, drawing on the support of mentors as needed
- Actively participate in discussions and events that strengthen these relationships

Tuku Ratonga - Offer Plunket service to Whānau

- Work in partnership with whānau to understand and prioritise their parenting aspirations and Pae Ora (that the child is developmentally, emotionally, spiritually well) supporting them to make their best decisions through knowledge and reassurance
- Support whānau to connect with other support services within the community
- Provide health education and health promotion as guided by Whānau Āwhina Plunket based on whānau needs and in a way that whānau can access and understand

Tautoko – Advocacy

- Support whānau to advocate for themselves, for example: role-modelling how to approach an issue; or working along side whānau when engaging with others
- Where needed, advocate in external channels and forums (e.g. G.P.s, multi-agency) for whānau, pēpi, tamariki in partnership and collaboration with the wider clinical team
- Participate in forums to allow for equitable Māori representation in decision-making (Māori has equal seats at the table)

Mahi Tahī - Collaborate

- Provide Kaupapa Māori cultural guidance to colleagues (please note: Kaiāwhina are not responsible for improving the cultural competence of their team).
- Network with other Kaiāwhina across the motu
- Collaborate as part of clinical/community health services team on whānau specific cases, or to achieve broader community outcomes
- Proactively communicate with leaders and team members about relevant practice and service delivery concerns and opportunities
- Contribute to the development or improvement of services, especially those for whānau Māori

Waka Wānanga - Collective Impact through Wānanga

- Identify opportunities to connect whānau with each other whilst promoting health outcomes, based on Kaupapa Māori practice. This can be done independently or in partnership with other Kaiāwhina, hoamahi (colleagues), or agencies.
- Prepare for and facilitate Whānau Āwhina Plunket wānanga (with others), ensuring they are organised and Tikanga led
- Adjust materials and delivery approach to suit audience needs
- Review, report and follow-up on wānanga

Mahi Tikanga - Tikanga knowledge and implementation

- Support pōwhiri, whakatau, and matahono (online whakatau), with guidance from Ringa Raupa Rōpu and/or the Pou Whakarae if needed
- Support and participate in kaimahi Māori hui, e.g. Hui Whakarauora; and Hui ā Tau; and Mahere Reo
- Shares culturally specific knowledge in relation to Pae Ora with whānau and colleagues

Whakatakoto Tātai - Planning and organising work

- Set goals for your area of practice in collaboration with other colleagues and manager
- Plan and prioritise work to achieve goals, whilst remaining flexible to reprioritise unexpected whānau requirements
- Co-ordinate with other team members as required
- Capture notes and prepare reports as required

Ahunga Mātanga Ora - Professional development and wellbeing

- Remain familiar with and work within the Kaiāwhina Position Description, relevant legislation, standards, processes, or policies
- Proactively participate in professional development activities to keep cultural (Tikanga development) and clinical knowledge up to date
- Actively participate in mentoring, cultural supervision and peer supervision
- Piki wairua – Proactively monitor and take steps to maintain own wellbeing, leaning on others for support as required and / or accessing Te Ao Māori practices as required to support oranga (e.g. internal/external mentors; regular counselling; rongoa, etc.)

Hauora Haumarū - Health & Safety

- Complete all Health and Safety training and ensure fully understand and can demonstrate the actions required in an emergency situation specific to their workplace, as well as the responsibility individuals and their manager play in health and safety
- Proactively manage own personal health, wellbeing, and safety
- Ensure own and others' safety at all times by observing health and safety practices in all workplace activities, and taking appropriate action to prevent, deal with, and report workplace hazards, accidents, and incidents
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting

Mahi Hōkaitanga - Position Description and Scope of Duties

Please note – we make every effort to capture the requirements of a positions in way that provides sufficient clarity. However, we do not capture all tasks. This means a person in this role may be asked to take on responsibilities not captured in their position description but linked to the intended purpose of their position.

In addition, as we are always adapting to changing contexts and striving to find better ways to deliver to whānau, kaimahi may be asked to contribute their experience and capabilities to work outside of their role from time-to-time following consultation.

Person Specification

Whānau Āwhina Plunket requirements

To further Whānau Āwhina Plunket's vision and goals we expect all kaimahi to:

- **Be a Pro-equity Advocate** – Consistently behaves in a manner that reflects the principles of Te Tiriti o Waitangi. Articulates Whānau Āwhina Plunket's proequity position to others and advocates for culturally safe service and equitable outcomes.
- **Role model our uara** - Demonstrates Plunket's uara (values) in all interactions.
- **Demonstrate commitment to our vision and strategies** – Works to achieve set goals, showing a high level of commitment, adaptability and tenacity. Demonstrates a helpful mindset and behaviour when working through change or uncertainty.
- **Demonstrate cultural awareness, competence and confidence** – Understands and appreciates cultural differences and the importance of diversity. Interacts with others in a culturally appropriate and inclusive way.

Qualifications and Experience required for this role

Minimum qualification to apply

- At least a NZQA Level 1 education, or equivalent skills and experience

Additional qualifications

To be completed within a reasonable timeframe (2 years unless agreed otherwise). Whānau Āwhina Plunket will provide the education, support and funding.

- Well Child Tamariki Ora New Zealand Certificate in Health and Wellbeing or equivalent qualification as a community Māori health worker (NZQA recognised, minimum Level 4)
- Ngākau Āroha Programme (or equivalent Tīpuna parenting accreditation)

Preferred experience

- Experience working with population / community health issues, contexts, and practices
- Experience working collaboratively with Māori organisations, Iwi, hapu, and other external agencies to improve the health and well-being of whānau and tamariki
- Experience supporting kaupapa Māori initiatives (e.g. kapa haka, kaiako, mahi toi)

Role-specific competencies (skills, knowledge, attitudes and attributes)

Technical skills and knowledge

- **Parenting knowledge** – Is able to share information on parenting including Tīpuna parenting based on what is important for whānau.
- **Health education and health promotion knowledge** – Is able to share health information as appropriate. Is able to provide opportunities to connect, advocate, and enable whānau to have options in their pathway of care.
- **Te Ao Māori competence** - Can comfortably navigate Te Ao Māori and demonstrate leadership in this space.

- **Holistic assessment skills** - Looks at the broader context and considers all that is going on for whānau when considering options (Māori models of health). Balances whānau strengths with needs.
- **Relational practice skills** – Engages with all whānau in a humble, transparent and respectful (non-judgemental) way that builds trusting relationships and enables open communication. Is an excellent empathetic listener.
- **Group facilitation skills** – Is able to facilitate group discussions, managing group dynamics, and ensuring all participants feel valued for their contributions.
- **Advocacy skills** – Is able to stand up and speak when needing to advocate, upholding the mana of those involved (hold Mauri).

Intrapersonal competence

- **Emotional maturity** – Manages challenging situations calmly, maintaining a high level of integrity, objectivity and professionalism.
- **Accountability** - Assumes responsibility for completing tasks to a high standard. Takes ownership of own limitations, mistakes and development.
- **Solution focused** - When faced with obstacles, shows initiative, keeps perspective and perseveres to find pragmatic solutions.

Interpersonal competence

- **Whakamana** – Able to interact with any whānau (and others) in a way that upholds their mana, adapting approach and communication style as appropriate to their cultural context.
- **Effective communication** – Listens effectively and expresses ideas clearly in writing and verbally, using Te Reo me ōna Tikanga as appropriate.
- **Collaborative relationships** - Proactively builds and maintains professional networks with other service providers and work in partnership. (Kaiāwhina will be supported by Kaumatua, Kuia, Ringa Raupa, and other kaimahi Māori as needed).
- **Team orientation** - Works effectively and collaboratively with team members to achieve team objectives. Acknowledges, respects and utilises the skills and knowledge of colleagues.
- **Influence** - Influences others to consider other perspectives or courses of action. Responds appropriately when view is challenged.

Work style and thinking competence

- **Independent practitioner** – Is able to practice without close supervision, setting and working towards goals, and constantly reflecting on own practice in order to provide the best service to whānau and to improve practice.
- **Recognises Ako** - Recognises and embraces ako/learning and the value of sharing knowledge, skills and perspectives across all relationships but especially with whānau, in a reciprocal tukana/teina way.
- **Improvement orientation** – Constantly looks for ways to improve processes and service delivery. Puts these ideas forward and implements agreed improvements.