

Position Description

Position	Kai Manaaki – Cultural Worker
Team / Service	Intellectual Disability Service
Directorate	Mental Health, Addictions & Intellectual Disability Service(MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Team Leader
Children’s Act 2014	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
Location	45 Raiha Street, Porirua

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical, surgical and mental health and intellectual disability services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers

TeWhatuOra.govt.nz

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*MHAIDS is the mental health, addiction and intellectual disability service
for the Capital, Coast, Hutt Valley and Wairarapa districts*

- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts some of which are delivered in other district locations. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

Mana motuhake Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

Mana tāngata Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

Mana Māori Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Mission

Working together for health and wellbeing.

Capital and Coast

Vision

Keeping our community healthy and well

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Mission

Together, Improve the Health and Independence of the People of the District

Wairarapa

Vision

"Well Wairarapa – Better health for all"

Value

Manaakitanga – Respect, caring, kindness
Auaha – Solutions, responsibility, better
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Service Perspective

The hospital and health services of the Districts provide a range of services, one such group of services includes Mental Health, Addiction and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans three districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whāriki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture, and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Team Perspective (ID Services)

The Intellectual Disability Service covers both inpatient and community teams, comprising of regional and National services.

The Regional Intellectual Disability Secure Service (RIDSS):

- Haumietiketike is a regional intellectual disability secure forensic unit for adults which has eleven beds.
- The Step-Down Rehabilitative Cottages are also for adults include two separate cottages each with four beds.
- Regional Intellectual Disability Consultation Service (RIDCAS) community team; Consultation Liaison Team (CLT) disability contract and a regional mental health contract

The National Intellectual Disability Secure Service (NIDSS):

- Hikitia Te Wairua is the National intellectual disability secure forensic unit for young people. This building is co-located with the Rangatahi (Youth Acute Mental Health Inpatient Unit) and Nga Taiohi (National Secure Youth Forensic Unit). The unit comprises six beds.

Manawai National Individualised Service Unit (NISU):

- Manawai is a National facility for adults with an intellectual disability and/or significant mental illness who have conditions of such severity that they have been subject to long-term hospital level care compromising their quality of life.

Role Perspective

The aim of the position is to provide kai manaaki/cultural support for clients and their whanau from the time of access and duration of their stay in ID forensic services. This may include carrying out cultural assessments, ensuring access to cultural programmes and activities for them. In addition the Kai Maanaki will provide support for staff in order to enhance the effectiveness of the cultural programmes and activities.

Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<ul style="list-style-type: none"> • Clinical 	<ul style="list-style-type: none"> • Understanding the needs of client and their whanau. • Provides effective clinical management and modelling of kaupapa Maori care. • Includes whanau/families and stakeholders in interventions • Works effectively and collaboratively within the multi-disciplinary team • Achieves clinical team goals • Plans and documents clinical interventions according to client /whanau needs. • Determines client /whanau goals with client and stakeholders. • Demonstrates recognition of the principles of the Treaty of Waitangi in the delivery of service. • Has knowledge of the ID Services Principles • Provides effective management and modelling of kaupapa Maori ID Services care. • Engages with client and provides effective treatment in a group setting 	<ul style="list-style-type: none"> • Successfully engages with Maori health services including Ruaumoko cultural team to meet the defined needs upon assessment of client and their whanau. • As appropriate, works with client and their whanau to identify their needs and incorporate these into appropriate treatment and education plans in consultation with the care team. • Develops those skills that assist in removing barriers to achieve goals identified by the client and their whanau. • Service will be provided in an appropriate environment for client and their whanau. • Is mindful of the appropriate management of risk of all levels. • Documented evidence of client, whanau, stakeholders satisfaction rating. • Evidence in clinical notes of collaborative working with other service clinicians. • Documented evidence of regular attendance at MDT meetings. • Documented evidence in clinical files of working effectively and collaboratively with multi-cultural clients. • Continually strives for quality Kaupapa Maori ID Services

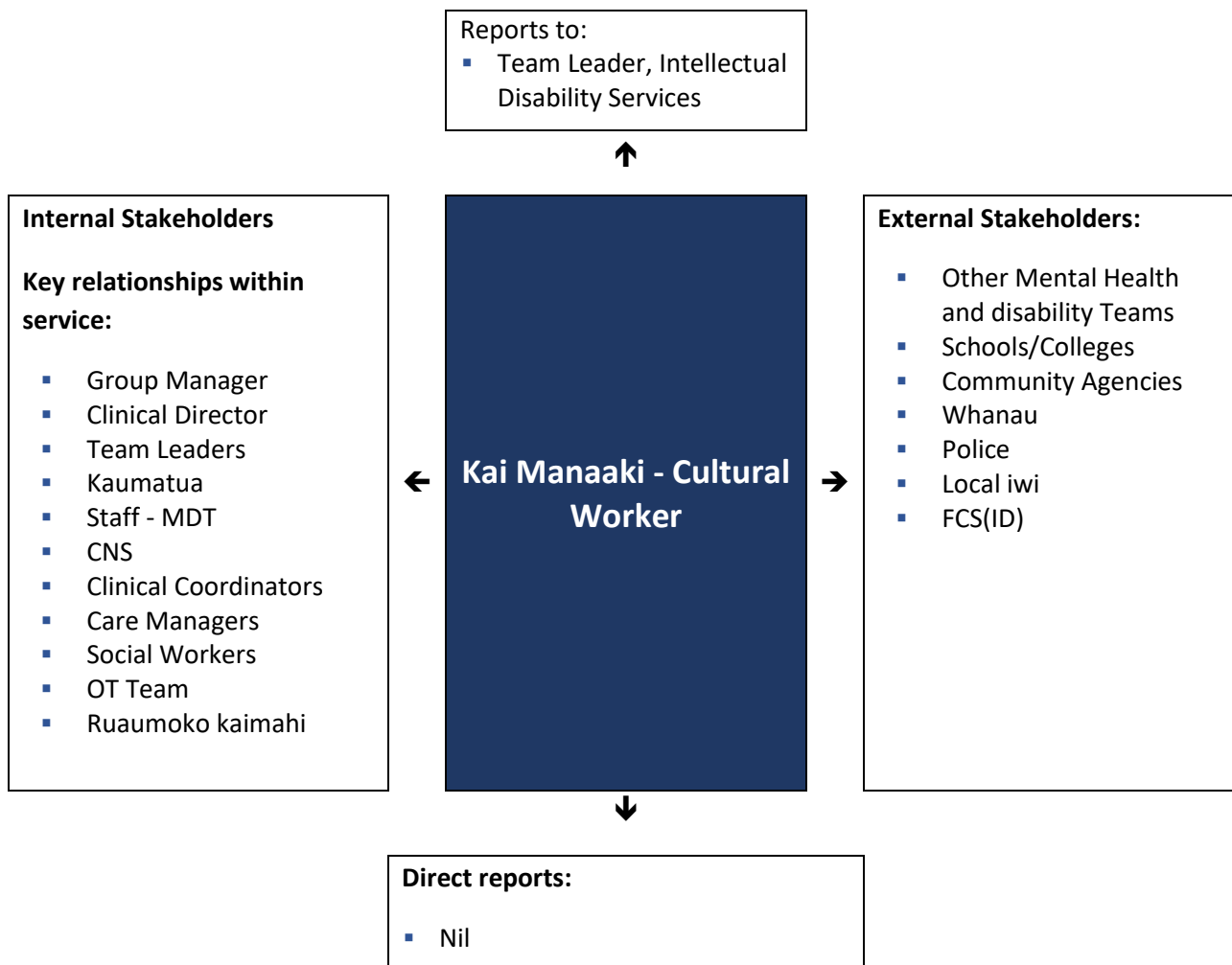
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<p>outcomes for client and their whanau</p> <ul style="list-style-type: none"> • Documented evidence of working effectively within the service and with colleagues/management to reduce discrimination and stigma and promote a healthy working environment. • Participates in Planning Days and service improvement activities. • Develops and participates in groups for client and/or their whanau
Inter-Personal Relationships and team work	<ul style="list-style-type: none"> • Relates well to all kinds of people – within and outside the organization. • Builds appropriate rapport with client and their whanau, and also with stakeholders. • Builds constructive and effective relationships. • Deals effectively with and is skilled in managing crisis alongside colleagues. • Attends and contributes to clinical team meetings. • Works cooperatively towards the identification, development and achievement of clinical team goals. • Attends and contributes to appropriate staff and departmental meetings • Shares information and resources with colleagues. • Works cooperatively and flexibly to maintain service delivery 	<ul style="list-style-type: none"> • Documented evidence from MDT colleagues' appraisal of inter-personal relationships. • Satisfactory documented rating of customer/peer satisfaction survey. • Documented evidence in clinical notes of liaison with other team members and stakeholders. • Evidence of attendance at project and team meetings. • Documented evidence in clinical notes that crisis are managed professionally and effectively. • Documented evidence from team leader and other colleagues of attendance at departmental meetings. • Documented evidence of sharing resources and information with colleagues. • Documented evidence of deploying tact and skill in the management of inter-personal conflict.
Communication	<ul style="list-style-type: none"> • Communicates with client, their support networks, colleagues and others in a way that is understood and that enhances good quality practice. • Practices active and attentive listening. 	<ul style="list-style-type: none"> • Evidence of accurate records of clinical interventions in clinical files. • Documented evidence of active and attentive listening skills.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
	<ul style="list-style-type: none"> • Willingly answers questions and concerns raised by others • Responds in a non-defensive way when asked about errors and oversights or when own position is challenged. • Is confident and appropriately assertive in dealing with others. 	<ul style="list-style-type: none"> • Documented evidence from MDT members of responsiveness and non-defensive practice in inter-personal interactions. • Demonstrated evidence of confidence and appropriate assertiveness.
Bi-Cultural Skills	<ul style="list-style-type: none"> • Demonstrates an understanding of the implications in interventions of Te Tiriti O Waitangi principles and Maori perspectives as tangata whenua • Identifies the importance of Maori health models of practice. • Aware of gaps in personal cultural knowledge and takes responsibility for cultural learning and development. • Provide cultural support to peers to assist them in working with Maori 	<ul style="list-style-type: none"> • Documented evidence of a working knowledge of the Treaty of Waitangi and confirmation of attendance at Hui and appropriate cultural events that promote good clinical interventions. • Documented evidence of working collaboratively with cultural advocates. • Evidence of a working knowledge of Maori health models of care • Participates in Tikanga and Te Reo training. • Assumes role as necessary within ID Services for Powhiri, Hui and Tangi, under guidance of the Kaumatua • Leads staff in developing their own individual learning in Te Ao Maori. • Evidence of working to reduce stigma and discrimination for client and whanau. • Evidence of using supervision, mentoring and coaching sessions to develop cultural competence. • Documented evidence of a holistic and empowering approach to practice.
Cultural Skills	<ul style="list-style-type: none"> • Values and celebrates diversity and shows respect for other cultures and peoples with different needs and ways of living. • Accesses resources to ensure culturally appropriate and language appropriate services are provided. 	<ul style="list-style-type: none"> • Demonstrated desire to increase cultural awareness and knowledge in inter-cultural practice – by participating in appropriate inter-cultural events.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> • Evidence of drawing on client own cultural resources and support frame work. • Evidence of seeking needed resources to ensure appropriate care delivery for people from diverse cultures with diverse needs.
Supervision	<ul style="list-style-type: none"> • Participates in appropriate cultural supervision. • Shares responsibility for maintaining supervision contract. • Brings professional and cultural issues to supervision. 	<ul style="list-style-type: none"> • Documented evidence of attendance at cultural supervision sessions as per professional and CCHV district supervision policies. • Documented evidence of achieved goals set through supervision.
Professional Development	<ul style="list-style-type: none"> • Assumes responsibility for maintaining own personal professional development. • Participates in continuing education programmes. • Actively seeks and uses opportunities to update professional knowledge and skills by reading, attending training and education sessions, lectures and conferences. • Identifies objectives for professional development • Identifies objectives for performance Development Plan and works to achieve these. 	<ul style="list-style-type: none"> • Evidence of completed training record. • Evidence of Performance Development Plan. • Evidence of attendance at scheduled in-service training sessions. • The completed annual Performance Appraisal/Professional Development undertaken is satisfactory.
Links to the community	<ul style="list-style-type: none"> • Community Liaison 	<ul style="list-style-type: none"> • Provides client opportunities within their communities or the local community that serves to improve outcomes for Tangata Whaiora and their whanau. • Effectively liaises with community providers including iwi to help support client integration into their communities.
Whanau Participation	<ul style="list-style-type: none"> • Supporting and participating in the strategic direction of the service. • Setting in partnership the needs of Client and their whanau. 	<ul style="list-style-type: none"> • Designs, delivers and ensures highly individualised service and supports to Client and their whanau in a high-quality and effective manner.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
	<ul style="list-style-type: none"> Monitoring delivery against those expectations. 	<ul style="list-style-type: none"> Monitor the effectiveness of support outcomes with aim of achieving continuous quality improvement both from a mainstream and kaupapa Maori reality. Is able to provide education and information as appropriate to whanau, to assist in providing whanau with the information and knowledge they require. Is able to advocate effectively for Client and their whanau.
Continuous Quality Improvement	<ul style="list-style-type: none"> Actively contribute to CQI activities within the service 	<ul style="list-style-type: none"> Identifies improvement opportunities and notifies the manager of these. Participates in the service's quality improvement activities Provides professional service to client and is responsive to requests or complaints. Complies with standards and works to improve client satisfaction.
Risk Minimisation	<ul style="list-style-type: none"> Actively contributes to risk minimisation activities within the service. 	<ul style="list-style-type: none"> Identifies risk and notifies team leader Participates in service's risk minimisation activities Complies with CCHV District Reportable Events policy and other policies and procedures
Health and Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992 	<ul style="list-style-type: none"> Has read and understood health and safety policy and procedures. Actively supports and complies with health and safety policy and procedures. Proactively reports and remedies any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Commitment to Health and Independence Improvement Goals	<ul style="list-style-type: none"> Is committed to the values and goals of CCHV District Is committed to continuous learning and performance development. Encourages the development of all team members.
Team Work	<ul style="list-style-type: none"> Develops constructive working relationships with other team members Have a friendly manner and a positive sense of humour Works cooperatively, willingly sharing knowledge and expertise with colleagues

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Shows flexibility, is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments ▪ Supports in work and action decisions that have been made by the team ▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community
Quality and Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on ones work ▪ Looks for ways to improve work processes, suggests new ideas and approaches ▪ Explores and trials ideas and suggestions for improvement made by others ▪ Shows commitment to continuous learning and performance development
Work Approach	<ul style="list-style-type: none"> ▪ Is results focussed and committed to making a difference. ▪ Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected. ▪ Adjusts work style and approach to fit in with requirements. ▪ Focuses on quality improvement and customer satisfaction. ▪ Perseveres with tasks and achieves objectives despite obstacles.
Communication	<ul style="list-style-type: none"> ▪ Practices active and attentive listening ▪ Explains information and gives instructions in clear and simple terms ▪ Willingly answers questions and concerns raised by others ▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged ▪ Is confident and appropriately assertive in dealing with others ▪ Deals effectively with conflict
Customer Focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers ▪ Gets first-hand customer information and uses it for improvements in products and services ▪ Acts with customers in mind ▪ Establishes and maintains effective relationships with customers and gains their trust and respect
Priority setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important ▪ Quickly zeros in on the critical few and puts the trivial many aside ▪ Can quickly sense what will help or hinder accomplishing a goal ▪ Eliminates roadblocks ▪ Creates focus
Cultural skills	<ul style="list-style-type: none"> ▪ Words and actions show an understanding of the implications of Te Tiriti o Waitangi principles and Maori perspective ▪ Values and celebrates diversity, showing respect for other cultures and people's different needs and ways of living ▪ Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work ▪ Accesses resources to make sure culturally appropriate and language appropriate services are provided ▪ Draws on a client's own cultural resources and support frameworks ▪ Te Reo skills are welcomed

Experience and Capability

Essential qualifications, skills and experience

a) Knowledge and Experience:

- Has experience working with client and their whanau, with carrying out cultural assessments, psychosocial assessments and working with community agencies
- Knowledge of the Maori Cultural Models of Care and Social Models of Care

b) Essential Professional Qualifications / Accreditations / Registrations:

- At least a Level 4 Health and Wellbeing Support Workers certificate or relevant cultural qualification
- Full Driver's license

c) Someone well-suited to the role will place a high value on the following:

- Understanding of mental health and disability in client and their whanau.
- Focus on delivering high quality care
- Whanau involvement and client participation in care and rehabilitation planning
- Self-motivated in developing clinical and professional practice
- Knowledge of Intellectual Disability is an advantage
- Ability to recognise and manage risk in a clinical environment.
- Ability to work in an emotionally challenging and changing environment.
- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori
- Strong interpersonal skills
- Can show patience and compassion to distressed people
- Can work in a multi-disciplinary environment
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, internet resources and email
- A high standard of written and spoken English
- Flexible and adaptable
- Proactive and motivated – responds positively to new challenges
- Skilled in time and organisational management
- Works well under pressure, able to respond to changing demands / priorities / workloads at short notice.

d) Other:

- Can use Microsoft Office suite (Word and Excel).
- Can keep detailed written file notes, complete client documentation and provide assessment reports as required.

**Ma tini, ma mano, ka rapa te whai
By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.