

Position Description

Position	Kaumatua
Team / Service	Central Regional Rehabilitation Inpatient Service
Directorate	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Group Manager
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	This position is expected to work across Regional Rehabilitation Inpatient service and be based Tawhirimatea,

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 and surgical hospital 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
- 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. Kāpiti 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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti 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. Our Regional Forensic and Rehabilitation Inpatient Mental Health Services are located on site at Rātonga Rua-o-Porirua.

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.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

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.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of Tino Rangatiratanga, Partnership, Equity, Active Protection and Options 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.

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 two 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/Sector Perspective

The regional arm includes the Central Regional Forensic Mental Health Service, Youth Forensic Service and Rehabilitation and Extended Care inpatient Service. The Central Regional Forensic Mental Health Service provides the acute inpatient service which consist of Purehurehu (male only) and Rangipapa (mixed gender). Pukeko and Saunders cottages are attached to Rangipapa unit. The two secure cottages provides rehabilitation/recovery step-down facility for four tangata whaiora/service users within the inpatient forensic system. In addition, there are 15 forensic Extended-Care beds at Stanford house in Wanganui. These beds are for forensic clients who require high level of observation, intensive treatment and secure care over an extended period.

The forensic community teams are multidisciplinary based with their principal role as providing mental health services to all prisons (there are 6 prisons and a third of New Zealand’s total prison population in the Central Region) and courts (there are 17 court systems) in the region. These teams also follow up in the community certain tangata whaiora/consumers that transition from the inpatient units.

The Central Regional Forensic Service also is involved with the Youth Court providing a Court Liaison Service and completing specialist psychological or psychiatric assessments ordered by the Court through Children Young Persons & Family Act, 1989 (Section 333). Provide consultation and liaison to the CAMHS services and provides services to Youth Justice residential facilities.

Nga Taiohi is the national secure youth forensic 10 beds unit provides the inpatient service for youth offenders with a severe mental health and/or alcohol and other drug (AOD) problems. The secure forensic unit is co-located with the existing Youth Acute Inpatient Mental Health Inpatient Unit (Rangatahi) and the Youth Intellectual Disability (ID) Inpatient Unit (Hikitia Te Wairua) in the Centre of Excellence at Kenepuru Hospital.

The Rehabilitation and Extended Care inpatient service provides both longer-term care (Tawhirimatea Unit) and intensive rehabilitation (Tane Mahuta) within both secure and open settings. The service has 63 inpatient beds in total, some of which are in purpose built cottages ranging from 1 to 5 bedrooms. The service's focus is on recovery and rehabilitation through providing people with the opportunity to learn new skills, as well as gain independence and empowerment for community living.

Purpose of the role

The aim of this position within Te Korowai-Whariki is to:

- Provide Māori Leadership, cultural support, advice and strategic direction to the Tawhirimatea staff and management with the service Kaumatua and Whaea and Kaimahi.
- Reflect an accurate perspective, representative of the Maori people that encompasses the Hauora Māori perspective that will ensure service delivery is culturally safe and appropriate, when dealing with Maori mental health Tangata Whaiora and their whanau, maintaining integrity and dignity.
- Lead and maintain the Kawa and Kaupapa within Regional Rehabilitation Inpatient service.

- Supporting the programmes/groups run in Regional Rehabilitation Inpatient Service with the the Māori clinicians, and Kai Manaaki-Cultural Support Workers.
- To maintain essential links with Ngati Toa, local Iwi/Hapu including Taurahere within this region and Māori organisations.

This role is underpinned by the Hauora Maori cultural competency framework. This role has important functions and carries with it a level of expertise including competencies as per the cultural competency framework under the PSA Allied Health Collective and accumulated skills and knowledge which will contribute to any processes.

Key Accountabilities

In this Role Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
1. Service Delivery	<ul style="list-style-type: none"> Ensures high quality, well organised, targeted service delivery 	<ul style="list-style-type: none"> Provide support to kaimahi as requested either in the support of their visiting tangata whaiora. Advocates for tangata whaiora and their whānau by ensuring tikanga processes are implemented. Achieves 100% compliance in records these being (1) all contacts in progress notes, (2) individual support plans for every client and (3) statistical requirements
2. Promotes Tikanga	<ul style="list-style-type: none"> Active promotes Tikanga in the team 	<ul style="list-style-type: none"> Provides Te Aō Māori perspectives at clinical meetings such as MDT, mihi whakatau and whānau Hui. Leads the Service in Tikanga and Te Reo with Regional Rehabilitation Inpatient Service with Kai Manaaki-Cultural Support Workers Promotes Whakawhanautanga that positively supports in the re-integration of tāngata whaiora with their whanau.
3. Building relationships	<ul style="list-style-type: none"> Acknowledges that Whakawhanautanga / relationships are the key to the success of the role 	<ul style="list-style-type: none"> Establishes and maintains healthy working relationships with tangata whaiora and whanau. Demonstrates positive working relationships with other service providers Builds and maintains effective relationships with community resources and representatives Tangata Whaiora build confidence , motivation and feel empowered through their contact with the kaumātua and the service

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
4. Risk Management	<ul style="list-style-type: none"> Effectively manages risk and key health and safety processes 	<ul style="list-style-type: none"> Develops and maintains a daily work schedule to record activities and provides daily stats* Has knowledge of District and MHAIDS risk management practices* Deals with difficult situations competently ensuring the safety of themselves, tangata whaiora and clinicians at all, times. Ensures active and effective time management. Demonstrates an understanding of and ability to solve ethical issues*
5. Policy, Systems and Legislation	<ul style="list-style-type: none"> Understands and is able to effectively apply knowledge in daily activity 	<ul style="list-style-type: none"> Demonstrates knowledge of and complies with District and MHAIDS policy and procedures* Demonstrates compliance with Health and Safety standards. Understands relevant health and disability codes and legislation
6. Communication	<ul style="list-style-type: none"> Communicates effectively and encourages positive relationships 	<ul style="list-style-type: none"> Demonstrate mana enhancing manner in all professional interactions. Shows a positive workplace attitude and supports the TKW senior management, service kaumatua and kaimahi in their daily work practices Has positive, proactive collaborative communications with other MH providers and MHAIDS teams. Demonstrate a high level of interpersonal skills when working with a range of different communication styles. Maintains professional boundaries and ensures privacy of all information is managed according to District and MHAIDS policy and the Privacy Act*

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
7. Quality	<ul style="list-style-type: none"> Applies the principles of CQI to all processes 	<ul style="list-style-type: none"> Supports then TKW Governance committees and new initiatives. Understands and supports the need for TKW teams to function collectively Provides leadership and advice to the team leader in regards to how the team could improve cultural concepts into clinical services Demonstrates a pursuit of continuous quality improvement*
8. Occupational 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 the Health & Safety policy and procedures. Actively supports and complies with Health & Safety policy and procedures. Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

*Those marked by an asterisk are to be specifically demonstrated as being achieved at appraisal along with the generic competencies

Key Relationships & Authorities

Reports to:

- Group Manager

é

Internal to service

- Forensic Clinical Director/ DAMHS
- MHAIDS Director Māori
- MHAIDS Kaumatua Kaunihera
- Associate Operations Manager
- leaders/clinical nurse managers
- Other Clinical Leaders
- Kaimahi/ Kai Manaaki-Cultural Support Workers Support staff
- Lived experience /cultural/family advisors

ç

KAUMATUA

è

External to service:

- Community & Education providers
- Regional Maori Providers
- Ngati Toa – local iwi/hapu Maori organisations

ê

Direct reports:

- No direct reports

Capability Profile

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

	Behaviours
Team work <i>Manākitanga</i>	<ul style="list-style-type: none"> ▪ Develops constructive working relationships with other team members ▪ Has a friendly manner and positive sense of humour ▪ Works co-operatively – willingly share knowledge and expertise ▪ Shows flexibility – is willing to change work arrangements or take on extra tasks in the short term to help the team meet its commitments ▪ Supports in word and actions decisions that have been made by the team ▪ Balances competing clinical and cultural demand from a position of giving equal value to both.
Integrity & Trust <i>Whakamana</i>	<ul style="list-style-type: none"> ▪ Is widely trusted ▪ Is seen as a truthful individual ▪ Keeps confidences ▪ Admits mistakes ▪ Doesn't misrepresent her/himself for personal gain
Composure <i>Wairuatanga</i>	<ul style="list-style-type: none"> ▪ Is cool under pressure ▪ Does not become defensive or irritated when times are tough ▪ Can be counted on to hold things together during tough times ▪ Is not knocked off balance by the unexpected ▪ Doesn't show frustration when resisted or blocked ▪ Is a settling influence in a crises
Interpersonal Savvy <i>Whakawhanaungatanga</i>	<ul style="list-style-type: none"> ▪ Relates to all kinds of people ▪ Build rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse high tension situations comfortably
Communication <i>Tatou</i>	<ul style="list-style-type: none"> ▪ Practices active and attentive listening ▪ Willingly answers questions and concerns raised by others ▪ Responds in a non-defensive way when asked about errors or oversights. ▪ Is confident and assertive when dealing with others ▪ Deals effectively with conflict
Taking Responsibility <i>Tikanga</i>	<ul style="list-style-type: none"> ▪ Is results focused and committed to making a difference ▪ Plans and organises work allocating time to priority issues , meeting deadlines and coping with the unexpected ▪ Adjusts work style and approach to fit in with the requirements ▪ Perseveres with tasks and achieves objectives despite obstacles ▪ Is reliable – does what one says well ▪ Consistently performs tasks correctly – following set procedures and protocols

Experience and Capability

Knowledge and Experience:

- **Effectively worked and is supported, by the local Māori community as a recognised kaumatua**
- preferred experience in community mental health setting working with clients with serious mental health disorders.

b. Someone well-suited to the role will place a high value on the following:

The ideal appointee to this position would be expected to possess the following skills and attributes:

- Demonstrated ability to work with a diverse group of people
- Personal qualities of self-awareness, assertiveness, flexibility, tolerance and humour.
- The capacity to work in an emotionally demanding environment
- Able to respond to demands/changes priorities/workloads at short notice
- Able to perform a range of tasks under competing demands and achieve results within deadlines and remain calm
- Able to work well as part of a multi-disciplinary team
- Excellent communication skills
- Demonstrated experience of working with Maori and knowledge of the complexities of health issues
- Can use MS Office suite (Word, Excel, Outlook)
- Can keep detailed written file notes, complete client pathway documentation and provide formal assessment reports as required

Ma tini, ma mano, ka rapa te whai

By joining together we will succeed