

Position Description

Position	Kai Manaaki-Cultural Support Worker
Team / Service	Forensic Inpatient Unit - Purehurehu
Directorate	Mental Health, Addiction and 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	This position is expected to work from Ratonga o Rua, Porirua Campus.

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, surgery and mental health and intellectual disability 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

[TeWhatuOra.govt.nz](https://www.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*

Te Kāwanatanga o Aotearoa
New Zealand Government

- 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. 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 localities. 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:

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|------------------------|--|
| 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

Mission

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

Value

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

Wairarapa

Vision

"Well Wairarapa – Better health for all"

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.

Value

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

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 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 Perspective

Te Korowai Whariki (TKW) is an operational group of regional and national services that has staff based in various locations in the Central Region, from Gisborne to Whanganui through to Wellington. Te Korowai Whariki services are both inpatient and community based. Te Korowai Whariki consists primarily of two arms - Central Regional Services and the Intellectual Disability (ID) Services

The regional arm includes the Central Regional Forensic Mental Health Service, Youth Forensic Service and Rehabilitation and Extended Care inpatient Service. This position is located in the regional arm of Te Korowai-Whāriki includes the Central Regional Forensic Mental Health Service which operates at the interface between Mental Health Services and the Justice System and works within the following settings – prisons, courts, community, and inpatient. The Service offers assessment and rehabilitation services to:

- Defendants charged with criminal offences
- Offenders who have psychiatric illness

The Central Regional Forensic Mental Health Service provides the acute inpatient service which consist of Purehurehu (male only 15 bed unit) and Rangipapa (mixed gender 13 bed unit). Pukeko House is attached to Rangipapa unit. Pukeko house provides rehabilitation/recovery step-down facility for four tangata whaiora/service users within the inpatient forensic system.

The Central Regional Forensic Mental Health Inpatient Service is based at the Rātonga-Rua-O-Porirua campus. Within this service, Purehurehu is a dedicated space that provides support for tāne (men) who may need intensive mental health care, close observation, and a safe, secure environment as part of their healing journey.

Purehurehu is here to offer a space where people can feel safe while receiving the care and support they need. Many of those who stay with us have been referred through the justice system, either by the courts for mental health assessment and/or treatment, or from prison when mental health support is needed.

Everyone who comes into our service is here under legal frameworks such as the Mental Health (Compulsory Assessment and Treatment) Act and/or the Criminal Procedure (Mentally Impaired Persons) Act. We understand that being here under a legal order can be challenging, and we are committed to ensuring that every person is treated with respect, compassion, and a focus on wellbeing.

Our aim is to work in partnership with tāngata whai ora (people seeking wellness), supporting them through their mental health challenges while recognising their strengths, experiences, and goals for the future.

Role perspective

Kaimanaaki-Cultural Support Worker is part of the unregulated health workforce and therefore must always work under direction and/or delegation of a clinician. The Kaimanaaki-Cultural Support Worker role is task specific and has defined boundaries.

As a vital member of the healthcare team, the Kaimanaaki works alongside clinicians and staff to ensure the needs of tāngata whaiora and their whānau are met in ways that uphold tikanga *Māori*, cultural safety, and holistic wellbeing.

This role is central to embedding mātauranga *Māori* and tikanga within our clinical environment. As a pou within the team, the Kaimanaaki works in close partnership with tāngata whaiora, whānau, staff and clinicians to create a space where cultural and clinical care are woven together seamlessly.

The Kaimanaaki contributes to shared decision-making, supports healing programmes, participates in clinical reviews, and helps guide the evolution of services to reflect the wairua and aspirations of the people we

serve. The role also draws on cultural expertise to enhance service delivery and strengthen whānau engagement.

Operating as a valued cultural support worker within Pūrehurehu, the Kaimanaaki provides essential Māori perspectives, always working under the direction or delegation of a clinician, and with respect for clinical oversight. As part of the unregulated health workforce, they work within clearly defined responsibilities and maintain professional boundaries.

The Kaimanaaki engages in reflective practice and seeks both clinical and cultural supervision and guidance when needed, ensuring continuous growth and high-quality care. We are committed to your development through kaupapa Māori-based professional learning that supports your own wellbeing and growth.

Specific training as defined by MHAIDS learning and development will be provided to ensure the Kaimanaaki-Cultural Support Worker has appropriate cultural competencies and skills according to the employer and service expectations.

Kaimanaaki-Cultural Support Worker gives and receives feedback on their performance in an annual performance review with their line manager. For cultural expertise performance review process please refer to the national Allied, Public Health, Scientific & Technical Multi Employer Collective Agreement Appendix A and Appendix G.

Kaimanaaki-Cultural Support Worker working hours are Monday to Friday, 0800 hours – 1630 hours.

Purpose of the role

To provide effective and quality support and services to tangata whaiora / consumers / whānau of Mental Health Services. To accept and carry out activities as delegated by clinicians, team leader or their nominee. To ensure all duties are carried out to legal requirements and in a culturally safe manner. To support programmes/groups run by Rūaumoko.

- To work alongside the clinical staff and support the clinical care and treatment for tangata whaiora/consumers.
- To support clinical staff to respond in a culturally appropriate and safe manner for Māori tangata whaiora and whānau.
- Liaise with Kaumātua in regard cultural supports and Rūaumoko wairua focused interventions.
- To work under the supervision of registered clinicians.
- To support and facilitate activities and programmes by Rūaumoko for tangata whaiora / consumers.
- To contribute to MDT forums and clinical reviews on cultural issues and program attendance.
- To participate in service planning and quality development.

Clinical skills

The Kaimanaaki plays a vital role in merging clinical and cultural perspectives to provide safe, effective, and culturally aligned care within the MHAIDS, Capital Coast District. Possess a strong understanding of Te Tiriti o Waitangi and tikanga Māori is central to the role, as is participation in ongoing cultural competency training. The Kaimanaaki ensures Māori values and practices are integrated into mental health care, supporting tāngata whaiora and their whānau through culturally respectful and spiritually grounded interventions. They work closely with Kaumātua and clinical staff to align treatment plans with Māori worldviews and maintain the mana of those receiving care.

Team collaboration is a key responsibility, requiring the Kaimanaaki to build positive, respectful relationships with clinical teams while providing cultural insights during multidisciplinary discussions. They foster a cooperative atmosphere, showing flexibility and initiative to adapt to team needs. The Kaimanaaki

contributes to service planning and clinical reviews, ensuring Māori perspectives are actively included. Their communication style is calm, respectful, and clear, tailored to individual needs. They are also confident in managing challenging conversations, resolving conflict, and maintaining effective coordination with clinical staff to ensure the continuity of care.

With a strong sense of responsibility, the Kaimanaaki is proactive, reliable, and committed to continuous improvement. They strive for high standards in service delivery, regularly seeking feedback and contributing to quality improvement initiatives. Their focus on professional growth supports the development of culturally responsive care pathways. Well-organised and adaptable, the Kaimanaaki remains results-focused even when faced with obstacles, always aiming to make a meaningful impact in the lives of tāngata whaiora and their whānau.

Key Accountabilities

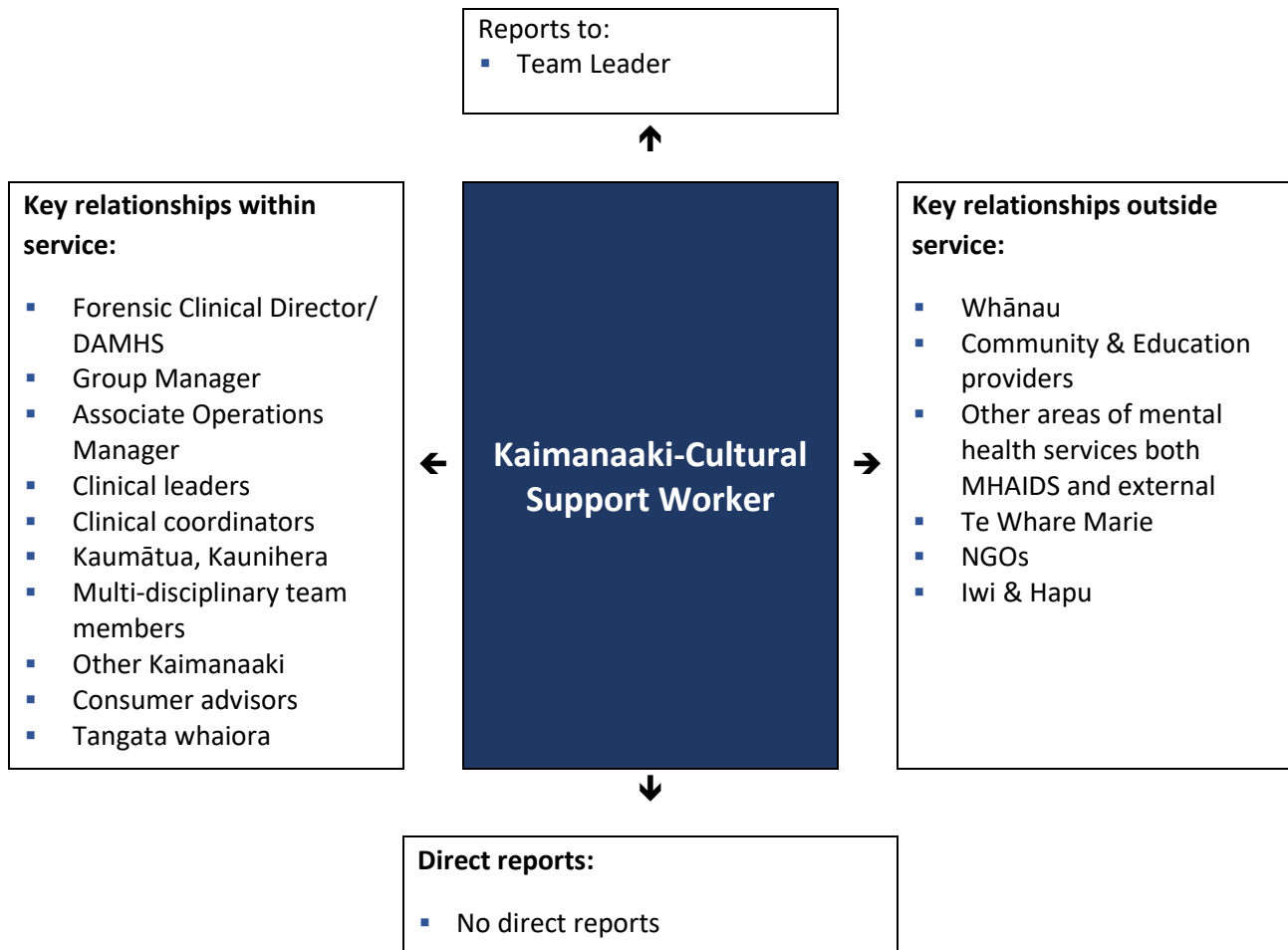
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
1. Tangata whaiora / consumer support	<ul style="list-style-type: none"> Support the development and maintenance of tangata whaiora / consumers lifestyle and participates and contributes as an integral team member. 	<ul style="list-style-type: none"> Attends clinical /MDT meetings for tangata whaiora / consumers and contributes to treatment plan; Provides support and assists with recreational, social and vocational activities; Reports and records observations and information which is relevant to tangata whaiora/consumers/whānau; Provides support and appropriate cultural advice to tangata whaiora/consumers / whānau. Communicates effectively with tangata whaiora/consumers, their whānau and clinical members of the team. Provides written MDT reports in a timely manner.
2. Legal responsibilities	<ul style="list-style-type: none"> Works alongside health professional and/or clinicians staff and maintains high quality standard. 	<ul style="list-style-type: none"> Maintains a high quality standard and professional approach to tangata whaiora/ consumer / whānau and clinicians at all times; Receives regular supervision from Team Leader and/or clinical supervisor; Complies with Company policies and legislation relevant to the Service; Keeps appropriate records and provides statistics when required.
3. Maintain cultural safety and cultural effectiveness	<ul style="list-style-type: none"> Involve whānau and community as appropriate in execution of treatment plans; Ensures communication of plans with the wider MDT and documents accordingly. Assist clinicians to plan activities with sensitivity to and 	<ul style="list-style-type: none"> Feedback from consumers and whānau. Demonstrate cultural sensitivity and provide culturally appropriate services through a range of cultural networks and according to team procedures;

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
	reflection of tangata whaiora / consumers' cultural values.	<ul style="list-style-type: none"> Ensure that the principles of Te Tiriti o Waitangi are adhered to in addressing work responsibilities; Attend training and workshops related to improving services for Maori and Pacific people; Seek appropriate cultural supervision when necessary to provide a responsive service.
4. Self-Development	<ul style="list-style-type: none"> Seek and receive regular supervision; Attend briefings and training courses as recommended. 	<ul style="list-style-type: none"> Evidence of receiving supervision; Evidence of up-skilling of self; Recognises areas of strength/weakness and demonstrates willingness to develop in these areas.
5. Environmental Safety	<ul style="list-style-type: none"> Supports the maintenance of a safe hygienic, physical environment. 	<ul style="list-style-type: none"> Emergency procedures are initiated when required. Works with team to keep the unit / service clean and tidy.
6. Service planning & continuous quality improvement	<ul style="list-style-type: none"> Actively participate in the service planning and development. 	<ul style="list-style-type: none"> Provides cultural input to case conferences and in Rūaumoko service education sessions; Contributes to local training. Also contributes to team development and planning, as appropriate; Identifies improvement opportunities and notifies the manager of these; Participates in the service's quality improvement activities; Provides cultural service to tangata whaiora / consumers and is responsive to their requests or complaints; Complies with standards and works to improve tangata – whaiora / consumer satisfaction.
7. 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 District Reportable Events policy and other policies and procedures;

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> Participates in audits and works to update service user files as appropriate.
8. Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety at Work Act 2015. 	<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.

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
Communication	<ul style="list-style-type: none"> Practises active and attentive listening; Explains information and gives instructions in clear and simple terms; Willingly answers questions and concerns raised by clinicians; 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; Able to demonstrate effective written and electronic communication; Effectively communicates to clinician following directed tasks; Able to adapt communication to different tangata whaiora / consumer needs/styles.
Quality and Innovation	<ul style="list-style-type: none"> Provides quality service to those who rely on one's work; Looks for ways to improve work processes - suggests new ideas and approaches; Explores and trials ideas and suggestions for improvement made by clinicians; Shows commitment to continuous learning and performance development.
Teamwork	<ul style="list-style-type: none"> Develops constructive working relationships with clinical team members; Has a friendly manner and a positive sense of humour; Works cooperatively - willingly sharing knowledge and expertise with colleagues; 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 word 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.
Taking responsibility	<ul style="list-style-type: none"> Is results focussed 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 requirements; Perseveres with tasks and achieves objectives despite obstacles; Is reliable - does what one says one will; Consistently performs tasks correctly - following set procedures and protocols.
Cultural skills	<ul style="list-style-type: none"> Words and actions show an understanding of the implications of Te Tiriti o Waitangi principles and Māori 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 tangata whaiora own cultural resources and support frameworks

Experience and capability

Essential qualifications, skills and experience

Experience and Capability

A. Knowledge, Skills, and Experience

- Genuine interest in working alongside tāngata whaiora in mental health settings.
- Sound knowledge of tikanga Māori and the ability to apply this in practice.
- Able to work under guidance and within treatment plans and clinical guidelines.
- Strong interpersonal skills with the ability to communicate clearly and effectively in both oral and written forms.
- Adapts well to change and remains effective in a dynamic environment.
- Demonstrates sensitivity to the needs of tāngata whaiora, whānau, staff, and the wider public.
- Maintains confidentiality and upholds professional boundaries.
- Understands the needs and dynamics of clinical environments.
- Committed to a consumer-centred approach in all interactions.
- Understands and aligns with Capital & Coast DHB's aims, objectives, and values.

B. Essential Qualifications and Requirements

- NZQA Level 4 certificate or higher (or equivalent qualification).
- Clean, full New Zealand Class 1 driver's licence.

C. Personal Attributes and Desirable Skills

- Enthusiastic, energetic, and motivated to contribute meaningfully.
- Possesses basic group facilitation and problem-solving skills.
- Background in caregiving or support roles.
- Experience in mental health or related settings is an advantage.
- Demonstrates ongoing personal and professional development.
- Able to set aside personal values to support the needs and beliefs of others respectfully.

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.