

## Position Description

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<b>Position</b>	<b>Kaumātua/Kuia</b>
<b>Team / Service</b>	Te Whare O Matairangi, Intensive Recovery Sector
<b>Directorate</b>	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Team Leader/Clinical Nurse Manager
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Te Whare O Matairangi at Wellington Regional Hospital

## Te Whatu Ora

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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

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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

[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

- 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. 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 localities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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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

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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

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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

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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.

## Purpose of the role

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This role is underpinned by the Hauora Māori Cultural Competency Framework as per the cultural competency framework under the PSA Allied Health Collective.

Kaumātua/Kuia act as links between health services, hapū, iwi and Māori communities within the areas we serve. The Kaumātua/Kuia is expected to represent health concerns and aspirations of the Māori people encompassing a Hauora Māori perspective and ensuring service delivery is culturally safe and appropriate. Kaumātua/Kuia will maintain the integrity and dignity of Māori mental health tangata whaiora and their whānau when working with them.

At a service level, Kaumātua/Kuia are in a position to shape services to better meet the needs of tangata whaiora and whānau. As cultural specialists within the wider health team they are well-placed to influence the quality of engagement through cultural advice and practice. The role of Kaumātua/Kuia is to bridge the cultural divide between individuals and their whānau, communities and health providers, clinicians and support workers, and ultimately facilitate best tangata whaiora and whānau outcomes.

In clinical services, Kaumātua/Kuia support clinicians to deliver care and treatment by guiding them with the cultural aspects of the process. They do this by providing opinions and suggestions from a hauora Māori perspective and by maintaining the kawa and kaupapa of the service. Kaumātua/Kuia will provide advice on issues relating to tikanga Māori and assist in the carrying out of tasks that meet the cultural needs of tangata whaiora and whānau in collaboration with case managers, clinical staff, team leaders and operation managers.

The Kaumātua/Kuia will lead the processes such as pōwhiri, cultural orientation and staff cultural training and any other area where there is a need for cultural leadership.

An important aspect of this role is ensuring links with the Kaumātua/Kuia Kaunihera, the DHBs and Ngati Toa, Ati Awa, Ngati Kahungunu ki Wairarapa, local hapu, and iwi and Māori organisations.

## Key Accountabilities

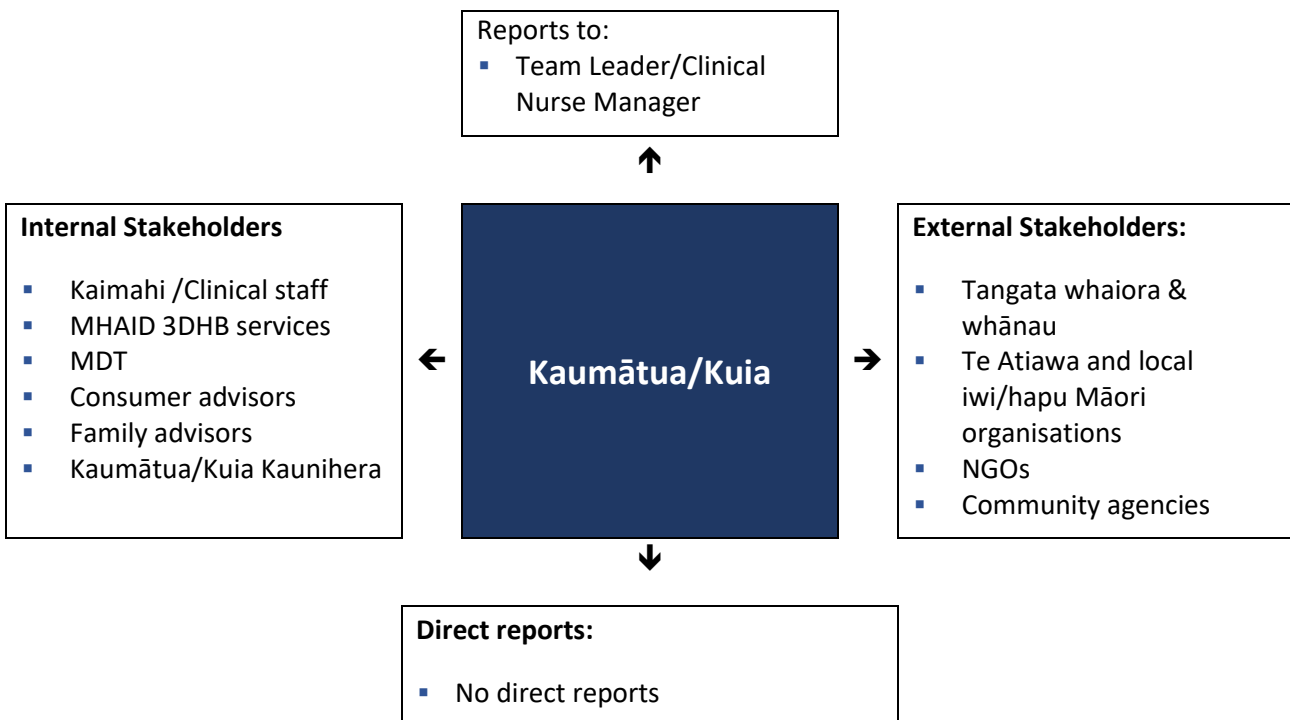
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<b>1. Service Delivery</b>	<ul style="list-style-type: none"> <li>Ensures high quality, well organised, targeted service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>In the clinical setting, provide support to kaimahi as requested either in the support of their tangata whaiora or in assisting with tasks;</li> <li>Attend team MDTs to support cultural input;</li> <li>Advocate for tangata whaiora and their whānau by encouraging support for cultural practices that support whānau ora;</li> <li>Complies with the DHBs policies for recording (1) all contacts (2) statistical requirements*.</li> </ul>
<b>2. Promotes Tikanga</b>	<ul style="list-style-type: none"> <li>Actively promotes and leads Tikanga for the team.</li> </ul>	<ul style="list-style-type: none"> <li>Positively and actively leads cultural processes for services including providing tikanga education as needed;</li> <li>Takes the lead role as necessary for powhiri, mihimihi whakatau hui and or at any such hui where kaimahi are present and require support;</li> <li>Promotes the relationship between MHAID services and mana whenua and tangata whenua.</li> </ul>
<b>3. Building Relationships</b>	<ul style="list-style-type: none"> <li>Acknowledges that relationships are the key to the success of the role.</li> </ul>	<ul style="list-style-type: none"> <li>Establishes and maintains healthy working relationships with tangata whaiora;</li> <li>Demonstrates positive working relationships with other service providers;</li> <li>Acts with sound judgement in all situations.</li> </ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<b>4. Risk Management</b>	<ul style="list-style-type: none"> <li>▪ Effectively manages risk and key health and safety processes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develops and maintains a daily work schedule to record activities and provides daily stats;</li> <li>▪ Has knowledge of the DHBs risk management practices relevant to the location working in;</li> <li>▪ Deals with difficult situations competently ensuring the safety of themselves, tangata whaiora and kaimahi at all times;</li> <li>▪ Advises clinical staff of any concerns regarding tangata whaiora in a timely manner;</li> <li>▪ Ensures active and effective time management;</li> <li>▪ Demonstrates an understanding of and ability to solve ethical issues;</li> <li>▪ Attends Te Roopu Whakatau Personal Safety training.</li> </ul>
<b>5. Policy , Systems and Legislation</b>	<ul style="list-style-type: none"> <li>▪ Understands and is able to effectively apply knowledge in daily activity.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates knowledge of and complies with Te Whatu Ora policy and procedures;</li> <li>▪ Demonstrates compliance with health and safety standards;</li> <li>▪ Understands relevant health and disability codes and legislation.</li> </ul>
<b>6. Communication</b>	<ul style="list-style-type: none"> <li>▪ Communicates effectively and encourages positive relationships.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shows a positive workplace attitude and supports the operations manager, team leader and kaimahi in their daily work practices;</li> <li>▪ Has positive, proactive collaborative communications with other mental health providers and teams;</li> <li>▪ Maintains professional boundaries and ensures privacy of all information is managed according to the DHB policy and the Privacy Act.</li> </ul>
<b>7. Quality</b>	<ul style="list-style-type: none"> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supports new initiatives;</li> <li>▪ Provides the team leader ideas in regard to how team could improve clinical services</li> </ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> <li>Demonstrates a pursuit of continuous quality improvement*.</li> </ul>

## 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
<b>Teamwork / Manaakitanga</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members;</li> <li>Has a friendly manner and positive sense of humour;</li> <li>Works co-operatively – willingly shares knowledge and expertise;</li> <li>Shows flexibility – is willing to change work arrangements or take on extra tasks in the short term to help the team meet its commitments;</li> <li>Supports in word and actions decisions that have been made by the team;</li> <li>Balances competing clinical and cultural demand from a position of giving equal value to both.</li> </ul>
<b>Integrity and Trust / Whakamana</b>	<ul style="list-style-type: none"> <li>Is widely trusted;</li> <li>Is seen as a truthful individual;</li> <li>Keeps confidences;</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Admits mistakes;</li> <li>▪ Doesn't misrepresent her/himself for personal gain.</li> </ul>
<b>Composure / Wairuatanga</b>	<ul style="list-style-type: none"> <li>▪ Is cool under pressure;</li> <li>▪ Does not become defensive or irritated when times are tough;</li> <li>▪ Can be counted on to hold things together during tough times;</li> <li>▪ Is not knocked off balance by the unexpected;</li> <li>▪ Doesn't show frustration when resisted or blocked;</li> <li>▪ Is a settling influence in a crises.</li> </ul>
<b>Interpersonal Savvy / Whakawhānaungatanga</b>	<ul style="list-style-type: none"> <li>▪ Relates to all kinds of people;</li> <li>▪ Build rapport;</li> <li>▪ Builds constructive and effective relationships;</li> <li>▪ Uses diplomacy and tact;</li> <li>▪ Can defuse high tension situations comfortably.</li> </ul>
<b>Communication / Tatou Tatou</b>	<ul style="list-style-type: none"> <li>▪ Practices active and attentive listening;</li> <li>▪ Willingly answers questions and concerns raised by others;</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights;</li> <li>▪ Is confident and assertive when dealing with others;</li> <li>▪ Deals effectively with conflict.</li> </ul>
<b>Taking Responsibility / Tikanga</b>	<ul style="list-style-type: none"> <li>▪ Is results focused and committed to making a difference;</li> <li>▪ Plans and organises work allocating time to priority issues , meeting deadlines and coping with the unexpected;</li> <li>▪ Adjusts work style and approach to fit in with the requirements;</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles;</li> <li>▪ Is reliable – does what one says well;</li> <li>▪ Consistently performs tasks correctly – following set procedures and protocols.</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- preferred experience in a mental health setting working with clients with serious mental health disorders
- good understanding of acute mental distress
- Able to meet Hauora Maori cultural competencies as per Allied Health Collective

### B. Essential Professional Qualifications / Accreditations / Registrations:

- N/A

### C. 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, including public speaking;
- Demonstrated experience of working with Māori and knowledge of the complexities of health issues.

### D. Other:

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

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**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.