Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
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This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Kaumātua/Kuia
Reports to	Team leader
Location	Te Whare o Matairangi
Department	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
Date	28/10/2026
Salary band (indicative)[i]	PSA Allied, Public Health, Scientific & Technical Collective Agreement
Children's Worker role[ii]	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all kaumNew Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

- Reflect an accurate perspective, representative of the Māori people that encompasses the Hauora Māori perspective that will ensure service delivery is culturally safe and appropriate, when dealing with Maori mental health of Tāngata Whaiora and their whanau. Maintaining their integrity and dignity.
- Provide Māori Leadership, cultural support, advice and direction to the service staff and management.
- Assist in the growth of knowledge, skills and confidence of staff in te Ao Māori.
- Support tāngata whaiora in their recovery, utilising specific cultural skills such as karakia, whakawātea and mihi whakatau.
- Guide and maintain the Kawa and Kaupapa within the inpatient service and provide guidance to mental health staff on issues relating to Tikanga Māori.
- To maintain essential links with Te Ati Awa, 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 Result Area	Expected Outcomes / Performance Indicators
Service delivery	• Ensures high quality, well organised, targeted service delivery • Provide support to kaimahi as requested either in the support of their visiting tāngata whaiora • Advocates for tāngata whaiora and their whanau 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
Promotes Tikanga	• Active promotes tikanga in the team • Provides Te Ao Maori perspectives at meetings such as MDT, mihi whakatau, Powhiri and whanau hui • Guides/Leads the service in tikanga and kawa, working collaboratively with other Kaumātua/Kuia Māori clinicians and kaimahi to support culturally appropriate care within the inpatient service • Promotes whakawhanaungatanga that positively supports in the reintegration of tāngata whaiora with their whanau
Building relationships	• Acknowledges that whakawhanaungatanga/relationships are the key to the success of the role • Establishes and maintains healthy working relationships with tāngata whaiora • Demonstrates positive working relationships with other service providers • Builds and maintains effective relationships with community resources and representatives • Tāngata Whaiora build confidence, motivation and feel empowered through their contact with the kaumātua/Kuia and the service
Risk Management	• Effectively manages risk and key health and safety processes • Develops and maintains a daily work schedule to record activities • Has knowledge of District and MHAIDS risk management practices* • Deals with difficult situations competently ensuring the safety of themselves, tāngata whaiora, whānua and clinicians at all, times. • Ensures active and effective time management. • Demonstrates an understanding of and ability to solve ethical issues*
Policy, systems and legislation	• Understands and is able to effectively apply knowledge in daily activity • 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
Communication	• Communicates effectively and encourages positive relationships • Demonstrate mana enhancing manner in all professional interactions

	• Shows a positive workplace attitude and supports the 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*
Quality	• Applies the principles of CQI to all processes • Supports the Te Whare o Matairangi Governance committees and new initiatives • Understands and supports the need for MHAIDS teams to function collectively • Provides advice and strategic direction to the senior leaders and managers regards to how teams could improve cultural concepts into clinical services • Demonstrates a pursuit of continuous quality improvement*

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Community & Education providers • Regional Maori providers • Te Ati Awa – local iwi/hapu Maori organisations	• Clinical Director/DAMHS • MHAIDS Director Māori • MHAIDS Kaumatua Kaunihera • Operations Manager • Team Leader/Clinical Nurse Manager • Te Whare o Matairangi • Acute Service Clinical Leader • Kaimahi/Kai Manaaki – cultural support workers/support staff • Lived Experience/Cultural/Family Advisors • Māori Equity Lead

About you – to succeed in this role

You will have

Essential:

- Full Clean Driver's NZ Licence
- Can use MS Office suite (Word, Excel, Outlook)

Desired:

- Demonstrated experience of working with Māori and knowledge of the complexities of Mental health issues
- Preferred experience in community mental health setting working with clients with serious mental health disorders
- Can keep detailed written file notes, complete Tāngata Whaiora pathway documentation and provide formal assessment reports as required

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.

- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- 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

Desired:

- [Excellent communication skills
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[i] Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

[ii] The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.