
Wāhi (Location)	Auckland and Counties Manukau
Te Mana Ake (Reports to)	Pouwhakahaere Service Manager – He Puna Ora
Āu Kaimahi (Staff reporting to role)	Nil

Ngā Whāinga o Mahitahi Trust (Organisation Objective)

Mahitahi Trust is a not-for profit organisation whose purpose is to assist people in their desire to regain mental wellness through the delivery of an integrated set of services (for example, health, social, education, employment, and housing) based on nga Tikanga Māori (Māori cultural beliefs and practices).

Te Pūtake o te Tūranga (Purpose of Position)

To provide cultural expertise to all Māori Rangatahi that access the service to support them to reconnect to their extended Whānau, whakapapa, culture, iwi and hapu - creating lifelong connections.

Ngā Hononga Matua (Key Relationships)

- The CEO
- Kaumatua, Kuia and Kaitiaki Māori
- Executive Management Team
- Leadership Team
- Mahitahi Trust Kaimahi
- Mahitahi Trust Whaiora
- Suppliers/ Contractors
- CMDHB/ADHB stakeholders
- Relevant regulatory and government bodies, including MOH, DHBs
- Other stakeholders as directed

Ngā Haepapa Matua (Key Responsibilities)	Ngā Aronui (Performance Indicators)	Ngā Hua (Expected Outcomes)
<p>Using the principles of Ngā pou e Waru to actively work with Tangata Whaiora, Rangatahi and their whānau to achieve identified cultural and social goals and support needs</p>	<ul style="list-style-type: none"> Ensures that Mahitahi Trust's 8 Pou are integrated in all aspects of your mahi 	<ul style="list-style-type: none"> The organisations RBA Framework will provide evidence that Nga Pou E Waru is embedded into work practices and relevant documentation. Demonstrates sensitivity to cultural complexity in the workforce, Rangatahi and Whānau whaiora population
	<ul style="list-style-type: none"> Works collaboratively with Rangatahi (and any identified key stakeholders) to support the achievement of their self-identified goals (with the balance of Wairua/spirit, Hinengaro/mind & Tinana/body) and individual aspirations 	<ul style="list-style-type: none"> Goal plans /Ukaipo ngā Puawaitanga and Ngā Moemoea are formally reviewed as required Communicates and continuously evaluates individual needs of Rangatahi
	<ul style="list-style-type: none"> Encourages adoption of habits and routines that are conducive to a higher quality of life Ensure the adherence to any Clinical directives that arise from partnered Nurses, GP's and Clinical Specialists e.g. specialist appointments/reviews/hui. 	<ul style="list-style-type: none"> Rangatahi are supported to make positive choices that enhance their cultural wellbeing Rangatahi have regular hauora/health checks Rangatahi checks/reviews are current and documented and any follow up action is implemented
	<ul style="list-style-type: none"> Contribute to the wellbeing plan Facilitate appropriate cultural support through kaumatua/kuia 	<ul style="list-style-type: none"> 28 face to face hours of meaningful cultural engagement is achieved for Rangatahi
	<ul style="list-style-type: none"> Individual Rangatahi case notes, plans and records are timely and accurate 	<ul style="list-style-type: none"> Ensures that Case Notes are accurate and entered in the Trusts' Client Management System (CMS) within 24 hours.
<p>Administration – Perform administrative functions to support the values and service delivery for the organisation, Tangata Whaiora, Rangatahi and the team</p>	<ul style="list-style-type: none"> Supports all referral processes in accordance with service policies, procedures and pathways. Ensures all case management processes are followed in accordance with service specifications and service pathways All work done with Rangatahi meets the National Mental Health Standards and Mahitahi Tikanga best practice guidelines. Maintains a positive and active presence in the community in order to increase access to local and natural resources 	<ul style="list-style-type: none"> Rangatahi receive support in a prompt and efficient manner Kaimahi Nominations Positive Stakeholder feedback (internal/external) Positive Kaimahi Performance Profiles Effective networks and stakeholder collaboration

Ngā Haepapa Matua (Key Responsibilities)	Ngā Aronui (Performance Indicators)	Ngā Hua (Expected Outcomes)
	<ul style="list-style-type: none"> Attends and participates in relevant hui/meetings pertaining to Rangatahi, external networks and Mahitahi. Maintains knowledge of relevant training competencies, Tikanga, Health and safety, service delivery 101, Privacy etc 	<ul style="list-style-type: none"> Actively participate in Rangatahi wellbeing planning and evaluate the value and outcomes. All workforce development competencies completed as required
Support the activities of the wider organisation	<p>You will:</p> <ul style="list-style-type: none"> Support the activities of the wider organisation including but not limited to: Powhiri, Karakia, Hui, Blessings, Tangihanga etc. Represent Mahitahi at formal and informal functions and events. 	<ul style="list-style-type: none"> Provide summary report of monthly cultural activities.
Enhancement of Cultural Practice across Mahitahi	<p>You will:</p> <ul style="list-style-type: none"> Contribute to organisational-wide kaupapa from a Māori lense to support the development of processes which will ensure appropriate Tikanga and cultural responsiveness, capacity and capability across Mahitahi services and workforce. Facilitate appropriate cultural responsiveness at local levels. Promote authentic whānau participation in service delivery. Facilitate kaimahi Tikanga and cultural competency training and development needs where appropriate. Participate in service audits evaluating practice from a Māori perspective and promote any necessary improvement. Build and foster relationships with Māori stakeholders, affirming their ability to inform service planning and delivery. Ensure that service delivery is aligned with, and reflects Nga Pou E Waru o Mahitahi (Te Awa Ao Hou). Contribute to the development of the Annual Māori Health & Excellence Plan. Promote the correct use of Mahitahi kawa, karakia, korero and tikanga. Contribute to strategic planning as required. Promote the increasing use of Te Reo Māori. Facilitate and promote Mahitahi cultural competency across all levels. 	<ul style="list-style-type: none"> Actively participate in the on-going development of Ukaipo ngā Puawaitanga /Nga Moemoea – Cultural Assessment. As per Mahitahi Trust multidisciplinary approach to Ukaipo ngā Puawaitanga /Nga Moemoea, lead karakia, mihi whakatau, and conduct the tatau hono and wairuatanga sections. Report on participation in Ukaipo ngā Puawaitanga /Nga Moemoea and identify any cultural concerns to Service Manager Actively support the review of Ukaipo ngā Puawaitanga/Nga Moemoea-Cultural Assessment. Engage with mana whenua when required. Actively participate in Kaumatua forums including Te Ohonga as peer support and report on activity. Deliver and facilitate learning sessions and wananga in the Mahitahi Trust annual Cultural Training Plan and ensure evaluation methods/systems are in place as part of the cultural competency findings.

Ngā Haepapa Matua (Key Responsibilities)	Ngā Aronui (Performance Indicators)	Ngā Hua (Expected Outcomes)
	<ul style="list-style-type: none"> Provide leadership, advice and support to individual kaimahi and teams on cultural competency matters. 	<ul style="list-style-type: none"> Ensure Mātauranga Maori perspectives are integrated in plans and strategies. Assist in the delivery of Te Reo Maori sessions to kaimahi and evaluate methods of teaching. Mahitahi Trust cultural events and activities are planned and evaluated and reported on. This including tangihanga.
Professional Development	<ul style="list-style-type: none"> Works in partnership with the relevant Manager to identify personal learning needs and to ensure personal competence to perform the activities of the Social Worker role Demonstrates competence in computer skills and utilisation of computer programmes 	<ul style="list-style-type: none"> Attends mandatory and role specific training as arranged and regularly reviews learning objectives Participates in a personal annual performance development process
Te Tiriti o Waitangi Obligations	<ul style="list-style-type: none"> Ensures the professional integrity of Mahitahi Trust by carrying out all functions in compliance of the Te Tiriti o Waitangi and by demonstrating a serious commitment to keeping the Treaty alive 	<ul style="list-style-type: none"> Demonstrates an understanding of the Principles of Te Tiriti o Waitangi and is able to translate how these relate to the development and application of service specific initiatives for Māori and non-Māori

Smoke Free NZ 2025

Ngā Tikanga: Accountability and Expected Target

- Actively and positively promote smoke-free initiatives
- Comply with the Smoke Free Environment policy at all times
- Complete and keep up to date any and/all Smoking Cessation training as required


Health, Safety and Wellbeing

Ngā Tikanga: Accountability and Expected Target

- Meet health, safety and wellness obligations for the business, ensuring personal safety in differing work environments for all employees and contractors
- Provide active input to all Health and Safety meetings, initiatives, processes and practices
- Undertake all work in a safe manner and follow all workplace health and safety procedures
- Adhere to the health, safety and wellbeing policies and procedures of Mahitahi Trust at all times
- Accurately report incidents and accidents via the QIF process within 24 hours of an event occurring

Whakamātau Tikanga o Mahitahi Assessment (Cultural Competency)

Ngā Tikanga: Accountability and Expected Target



Competency	Measures
Karakia	The ability to confidently and competently recite karakia Māori, with no books, to open hui, bless kai and close hui.
Pepehā	The ability to confidently and competently recite pepehā.
Nga Pou e Waru	The ability to understand and relate to our kaupapa herenga: Ngā Pou e Waru within their respective roles as well as understanding these at an organisational level.
Tikanga Processes	The ability to understand and participate in tikanga processes as per 'Mahitahitanga' such as; Pōwhiri process, Whakataua process, Karanga process, Whaikōrero process, Mōteatea, Kapa Haka, Tangihanga Process, Poroaki Process
Te Reo	<ul style="list-style-type: none">• Understanding of te reo Māori me ona Tikanga Māori• The ability to utilize Te Reo Māori within their mahi as much as possible – Basic to Advanced levels
Cultural Supports	The ability to access Cultural Supports via Te Oranga Pūmau

Quality Assurance

Ngā Tikanga: Accountability and Expected Target

- Work with Mahitahi Trust to define and implement strategies to support continuous quality improvement for the organisation, Whānau Whaiora and the team
- Actively participate in and contribute to internal and external quality improvement activities such as completing surveys, evaluations, audits etc as required.
- Adhere to the policies, procedures, guidelines and protocols of the Organisation at all times

Ngā Māramatanga o te Tūranga

(Person Specification)

Oho-ā-rangatahi | Cultural Support Worker

Ngā Tohu Mātauranga me Ngā Wheako (Essential Qualifications and Experience)

The Oho-ā-rangatahi | Cultural Support Worker will have a minimum Level 4 Mental Health qualification or **similar desired**, (In exceptional circumstances should you not have this qualification; the organisation may at its discretion support you to obtain this) and/or 3+ years' experience of relevant health services delivery, especially within Māori Health, youth social services or Mental Health and Addictions services.

Ngā Pukenga Matua (Essential Skills and Competencies)

- Experience working with Rangatahi and Whānau
- Understanding and intermediate application of Te Reo me ona Tikanga
- Proven time management skills
- Well organised and disciplined in approach to work
- Can multi-task efficiently
- Consistently thinks ahead and resolves problems before they arise, problem solving skills
- Confidentiality and discretion
- Strong interpersonal skills and being pleasant and friendly
- Service delivery, people-centred and customer service focused
- Flexible and adaptable in style
- Ability to work in high pressure situations, maintaining composure
- High attention to detail from reporting to assessing likely issues
- Ability to work across the lifespan, including alongside youth and senior whaiora
- Ability to identify and mitigate risk
- Possess sound relationship management skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders
- Excellent oral and written communications skills

Miscellaneous

- Demonstrate flexibility and willingness to adapt to change as a result of changes and development within the wider Health sector
- Display a willingness to work positively with organisational strategies to improve health outcomes for Māori
- Other duties reasonably within the capability of the employee may also be required from time to time. The employee's duties may be altered following consultation with the employee

Technical Skills

- Fully conversant with the Microsoft suite of office-based software
- Full, current and clean New Zealand driver's licence

Consultation

Document Name:	The Oho-ā-rangatahi Cultural Support Worker Position Description V2
Organisational Folder:	Human Resources
Date Created:	11/02/2022
Issue Date:	14/02/2022
Next Review Date:	30 June 2022
Approved By:	Chief Executive Officer

Employee Signature: _____ Date: ____/____/____