



Job Title: Kai Ararau

Department: Operations

Responsible to: Kaiārahi

Purpose Statement: To work as part of an integrated team to provide education support to whānau, helping them identify needs and achieve goals through delivery of programmes, services and referrals, and guiding them towards independence.

Kai Ararau is a community-based role where assignments in community teams and locations are based on the wider team skill and resourcing needs.

Mission: Mauri Ora ki te Mana Maori
Realising Whānau Potential

Values: **Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

Whanaungatanga: We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa

Whakamana: We are outcome focused and recognise, respect and uphold mana.

Relationships: **External** Marae, Hapu, Whānau, MOH, HBDHB, Wellchild Providers, Tu Meke PHO, Social, Housing and Education services, Early Childhood Education Providers, Hospital Maternity Services, Industry Networks, NZ Police, VTNZ

Internal Tamariki Ora, Community and Practice Nurses, GP's, Functional teams and other TToH services

VCA Role: Core Children's worker

Structure: Refer to Structure Chart

KEY ACCOUNTABILITIES

Kaupapa Te Taiwhenua o Heretaunga (TToH)

- Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision
- Work in a reflective manner and take opportunities for self-development

Whānau Ora Practice

- Develop understanding of the communities that TToH works with
- Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

Role Specific Accountability

Assessing, Connecting and Supporting Whānau

- Engage whānau through referrals and walk-ins using the agreed process and appropriate tools
- Assist in Te Wairatahi and across other teams with whānau engagement
- Identify Whānau needs ensuring easy access to services and support
- Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support
- Support whānau to develop goals, achieve those goals and, where appropriate, complete
- Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise
- Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence
- Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support
- Ensure whānau get the right support for their needs, referring where your team is not able to meet needs
- Work with whānau in a way that enhances future independence
- Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgmental
- Advocate for, educate and support whānau to achieve goals, helping them find their own voice
- Assess and observe whānau being alert to safety issues for you, clients or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly
- Regularly review plan, monitor progress, and follow up on agreements made to support whānau, being alert to difficulties achieving goals or opportunities to review and advance goals

Programme Management

- Deliver one to one and group activities and programmes as assigned including:
 - Organising events – planning, preparing and safety planning;
 - Sourcing programme participants and resources;
 - Developing and running promotional activities;
 - Managing programme delivery risks;
 - Evaluating, improving and reporting and
 - Ensuring programmes are delivered within budget parameters.

Administration and data management

- Open up new clients on multiple information systems as required
- Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards
- Update whānau demographics and contact details as information comes to hand
- Use TToH systems for managing time, keeping appointments transparent

- Maintain confidentiality of whānau and organisational information at all times
- Record and provide data and/or reports relating to your role as and when required by management
- Report daily work and appointments at the end of each day

Teamwork

- Be a resource to the team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
- Initiate and nurture effective working relationships with team members, experts and networks
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
- Carry out assigned duties as directed by manager, remaining flexible and able to carry out different tasks or work in different teams as required
- Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

Sector Knowledge

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery
- Identify and understand the local trends and barriers for whānau through engagement and feedback
- Understand and adhere to the Vulnerable Children's Act

Quality and Development

- Assist in the development of service plans on an annual basis with quarterly and monthly review periods
- Participate in service audits as requested
- Participate with the team in continuous quality improvement processes
- Contribute to all service/contracted objective, targets, and outcomes

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times

Other Duties

- Carry out additional duties from time to time as requested by management

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

Specialist Areas or Programmes

In addition, Kai Ararau team members will be allocated the following programmes to deliver or provide support based on having the qualification, knowledge, skills and experience, as assessed by the Team Manager.

General Health Promotion and Education

- Work with other team members to implement strategies and objectives for health promotion and education.
- Draw on health literacy approaches to educate and motivate whānau to adopt healthy and safe approaches.
- Adapt resources to be whānau centered and effective for whānau literacy levels.
- Develop, coordinate and maintain annual schedule of promotion activities that support national health promotion calendar of events.
- Record and evaluate health promotion activities using organisational approach.
- Provide education on smoking and smoking cessation support available and how to access it (ABC: Ask, give brief advice and refer to cessation services).
- Drive initiatives to education and enable whānau to understand the benefits of healthy eating and exercise and link whānau with support services, programmes or experts in the field.

Health Screening

- Contact and support whanau who are overdue or have unmet screening to complete necessary preliminary screening i.e. smoking status (ABC), mammography, cervical screening, CVD risk, diabetes risk, vaccination. (Screening is subject to eligibility).
- Deliver planned events on safe and healthy include healthy eating workshops/information, supermarket shopping, smoking cessation, physical activity.
- Provide Stanford self-management hui that support whānau with managing their long term conditions and modifiable risk factors including diet, exercise and smoking cessation.

Aukati Kaipaipa

Provide education on smoking and smoking cessation support available and how to access it
Make referrals to smoking cessation programme

- Qualified in Smoking Cessation delivery
- Provide one to one or group smoking cessation support
- Assess and provide suitable Nicotine Replacement Therapy treatment levels
- Deliver regular follow up and support

Kaumatua Programme

- Oversee the development and implementation of individual and group goal setting and activity plans for kaumātua
- Source/ develop and implement hauora and social Kaumatua programme initiatives,
- Recruit participants, encouraging active participation & providing ongoing support
- Monitor Kaumatua progress / well-being ensuring appropriate care and support for kaumātua on the programme
- Coordinate the integrated involvement of appropriate providers, inter-sectorial agencies, community and marae
- Ensure that the external provider environment is conducive to a kaumātua-based kaupapa
- Ensure that the kaumātua programme is compliant and current with internal and external quality, legislative and health requirements

Dental Educator

- Visit schools and kohanga
- Refer tamariki to dental providers
- Follow up Dental Partner referrals
- Deliver 'Brush in' programme to kura and kohanga
- Follow up DNA's and support to attend appointments as appropriate

Pou Hakinakina – Moving the Māori Nation

- Engage whānau in activity
- Strengthening cultural identity and belonging
- Draft whānau plans
- Follow up and support

Community Safety

- Deliver promotional activities, education and support around Road Safe, Home Safety, Water Safety, Child Safety and Fire Safety.
- Organise TToH participation in events that provide opportunities for community education and/or will generate referrals to TToH.

Pepi Services and Tamariki Ora Programme

- Support the delivery of the Tamariki Ora programme through health promotion, education, and protection, enhancing whanau strengths.
- Support universal contact checks and discretionary checks in consultation with Tamariki ora Nurse.
- Promote and support the Tamariki Ora Service and ensure whanau and community are informed about the service and its importance to the health and wellbeing of Tamariki.
- Document all Tamariki ora contacts in the electronic health record (CARO?)

Pepi Services and Tamariki Ora Programme cont.

- Provide education, support, services, assistance with access and referrals in the following areas:
 - Safe Sleeping
 - Bathing
 - Breast feeding
 - Pepi Development and ECE
 - Dental Education
 - Car Seats

Parenting Support Programmes

- Support parents and whanau to make informed choices during pregnancy, birth, and parenthood by providing free information, education, and support to families living in Napier, Hastings, and Central Hawke's Bay.
- Recruit and enrol hapū mama and their partners onto the Whanake te Kura 12-hour programme using skills and expertise to build meaningful connections with first time parents, young /teen parents, Māori, Pacific and all other ethnicities.
- Order, prepare and print course materials before course commences and adhere to budgets set by the Service Manager
- In accordance with manuals and guidelines deliver a pregnancy and parenting education programme in an enthusiastic and dynamic manner to hapū mama and their whanau in preparation for the arrival of their new pēpi and parenthood- negotiate variations to programs with the manager
- Ensure delivery meets the needs across the District and all ages by delivering a diverse programme (face to face, online or through a blended learning opportunity) ensuring programs are delivered in a manner that participants feel welcome and safe
- Work with participants to identify any barriers that may impact on them successfully completing the program, evaluate events and outcomes and engage in continuous quality improvement.
- Encourage and educate parents to strengthen their parenting skills and apply material learnt in facilitated sessions
- Build strong and enduring networks and relationships to ensure ongoing referrals
- Accountable for the authorised use, maintenance, and security of TToH property/resources.

Kahungunu Hikoi Whenua

Deliver a region wide population approach to healthy lifestyles interventions around nutrition, exercise and reduction of tobacco use in order to reduce risk among Maori, Pacific people and other in high deprivation areas within the Central Hawkes Bay region.

- Strengthen access to primary health care services that are available to our Whanau
- Provide and improve physical activity opportunities that are accessible and affordable to the community
- Improve accessible, affordable, nutritious food options
- Link primary health care services with TToH-led community-based initiatives
- Complete programme reviews and evaluations

PERSON SPECIFICATION

Essential Qualifications

- Current and valid Full Driver's License
- Completed a one-year Certificate in Health Promotion (or equivalent), Certificate in Hauora Māori, Certificate in Tamariki Ora – Well Child Services or similar tertiary qualification
- Diploma in Pregnancy, Childbirth and Early Parent Education or Bachelor of Midwifery or working towards (applies to Parenting Support Programme only)

Essential Qualifications - Tamariki Ora Kaiāwhina

- Current CPR Certification
- Plunket Kaiāwhina Certificate

Essential Qualifications - Parenting Programme Coordinator/Facilitators

- First Aid Certificate

Essential Knowledge and Experience

- Computer Literate in Medtech 32 and DR info audit
- Child Safety Training
- Health Literacy
- Injury Prevention
- Computer literate, able to enter data in databases and competent in Microsoft Office products
- Proven experience working effectively within the community
- Able to motivate, educate, empower, coach and influence whānau
- Able to work well as part of an integrated team
- Able to develop relationships, networks and communicate effectively with a wide range of stakeholders

PERSONAL ATTRIBUTES

Essential

- Strong work ethic
- Committed to whānau
- Strong work ethic
- Can do attitude
- Team player
- Confident, resilient and resourceful
- An openness to learn Tikanga and Te Reo Māori
- Honest and reliable