**Job Title: Whānau Ora Navigator - Kaiārahi**

**Department:** Whānau Ora

**Responsible to:** Team Manager

**Purpose Statement:** The Whānau Ora Navigator (Kaiārahi) is a trusted partner and advocate for whānau, walking alongside them as they determine their own pathways to wellbeing. The Role is grounded in the Whānau Ora approach – a kaupapa Māori method that recognises the strength, potential, and aspirations of whānau. Kaiārahi enable whānau to plan for their future, access the resources they need, and take meaningful steps toward greater self-management, interdependence, and ora.

**Vision:** Te Haaro o te Kaahu ki Tuwhakarere

*The view of the Hawk beyond the horizon is our future*

**Mission:** Mauri Ora ki te Mana Māori

*Realising Whānau Potential*

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

**Whānaungatanga:** 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: Internal** - TToH Services, Functional teams, Management, Corporate services

**External -** MSD LMCs, GPs, Wellchild Providers, WINZ, Social Service Networks

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**Whānau Ora Foundation**

All mahi is underpinned by the **Whānau Ora Outcomes Framework,** specifically the **seven Pou,** which guide holistic wellbeing for whānau.

* **Pou Tahi –** Whānau areself-managing and empowered leaders
* **Pou Rua –** Whānau live healthy lifestyles
* **Pou Toru –** Whānau confidently participate in tea o Māori
* **Pou Wha –** Whānau actively participate in society
* **Pou Rima –** Whānau are economically secure and successfully involved in wealth creation
* **Pou Ono –** Whānau are cohesive, resilient, and nurturing
* **Pou Whitu –** Whānau are responsible stewards of their natural and living environments

Contribute to the delivery of effective, integrated, whānau-focused services as part of a team an

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* 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 always 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
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Work in a reflective manner and take opportunities for self-development

***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.

***Role Specific Accountabilities***

***Whānau-centred Planning and Support***

* Engage with a caseload of whānau, establishing trusted and enduring relationships
* Co-develop action-oriented plans that align with whānau goals and the Whānau Ora Pou
* Identify whānau strengths and aspirations through structured conversations and planning tools.
* Support whānau to take progressive steps towards self-management and independence and to develop self-monitoring systems.
* Provide tailored guidance and culturally safe support, and the values of manaakitanga and whanaungatanga.

***Navigation and Advocacy***

* Connect whānau with appropriate services, kaupapa, and supports within their hapū, iwi, and community.
* Build and maintain strong relationships across service providers, with a focus on whānau-led supports.
* Support whānau to navigate complex systems (e.g. health, housing, education, justice, social services).
* Ensure all actions and activities are captured appropriately and reported on.

***Cultural Integrity and Holistic Practice***

* Apply appropriate tikanga in all engagement with whānau to ensure culturally safe and respectful practice.
* Use relationship-based approaches that reflect manaakitanga and whanaungatanga in building trust and connection.
* Reinforce cultural identity and resilience as essential foundations for whānau wellbeing and long-term success.

***Reporting and Accountability***

* Accurately document whānau progress and engagements such as progress along the Whānau Ora Progression framework
* Meet all reporting requirements within agreed timelines and contribute to continuous quality improvement.

***Other Duties***

* Carrying 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.

**Person Specification**

**Qualifications**

**Essential:**

* Full Driver’s License
* Minimum level 4 in Whānau Ora/Health & Wellbeing or similar, and/or experience in whānau-centred practice, social services, health, education, or community development

**Desirable:**

* Familiarity with community networks including local community employers, education, social service, health promotion and training networks
* Child Matters - Child Safety trained
* Level 4 or higher Te Reo Māori me ona tikanga

**Skills and Experience**

**Essential**

* Deep understanding and commitment to the Whānau Ora approach
* Proven ability to work with whānau in a mana-enhancing, non-judgemental, and supportive way
* Skilled in whānau planning, goal setting, and progress tracking
* Strong community connections, especially within Māori networks
* Excellent communication, relationship-building, and advocacy skills
* Familiarity with data and client management systems, or willingness to learn
* An openness to learn Tikanga and Te Reo Māori

**Desirable**

* Appropriate skills, knowledge and experience working within a whānau ora similar kaupapa
* Understanding of systemic barriers faced by whānau and ability to navigate solutions
* Knowledge of Te Reo Māori me ona Tikanga Māori