**Job Title: Kai Ringahora – Pou Tokomanawa**

**Department:** Operations

**Responsible to:** Ringatūāpā / Team Facilitator

**Purpose Statement:** The Whānau Navigator (Pou Tokomanawa) is responsible for walking alongside tamariki and their whānau to undertake needs assessments, support the development of whānau plans, and provide intensive support throughout the whānau journey and to enable tamariki and whānau to implement their plans. To ensure that all services are delivered in a culturally responsive manner, upholding the principles of Te Tiriti o Waitangi and the values of Ngā Mātāpono (Aroha, Pono, Kauanuanu, Manawanui), are appropriate and meet the needs of whānau.

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

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

**Values: Kotahitanga:** We are kaupapa driven and work with each other and others 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

**External** – Oranga Tamariki, NKII, Te Kupenga Hauora, Te Wero Partners,MSD LMCs, GPs, Wellchild Providers, WINZ, Social Service Networks

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**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 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 whanau 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

***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.

***Team***

* Become a resource to the integrated 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 Team Leader, 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

***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 are 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-judgemental.
* 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.

***General Social Support Services***

* Carry out social services/social work interventions as determined by scope of practice and training.
* Assist whānau to manage needs in areas such as health, employment, housing, education, wellbeing, and day-to-day living.
* Deliver programmes to whānau including uniquely designed for whānau and standard programmes eg. Ahuru Mowai Born To Learn (BTL), Stanford etc.
* Fulfill funder contract obligations.

***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.

***Quality and Development***

* Participate with the team in continuous quality improvement processes.
* Participate in internal and external audit processes as required.
* Contribute to all service/contracted objective, targets, and outcomes.

***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.
* Keeps up to date with changes to legislation including the Children’s Act.

***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.

**Key Responsibilities**

**Pou Tokomanawa:**

Partnering with Ngāti Kahungunu Iwi Incorporated and our Te Tumu Whakahaere o Te Wero (Te Wero) Māori providers and Oranga Tamariki to deliver the Te Ara Hangahanga service.

Te Ara Namunamu makes up a key part of Te Ara Matua the new way of partnering between Ngāti Kahungunu and Oranga Tamariki, to reduce the number of tamariki coming to the attention of or in the care of Oranga Tamariki.

Te Ara Hangahanga makes up a key part of Te Ara Matua the new way of partnering between Ngāti Kahungunu and Oranga Tamariki, to reduce the number of tamariki coming to the attention of, or in the care of, Oranga Tamariki.

The key role of the Whānau Navigator (Pou Tokomanawa) is to support tamariki and their whānau in an early and intensive intervention model to limit the need for statutory intervention. Undertake needs assessments, support the development of whānau plans, and provide intensive support throughout the whānau journey and to enable tamariki and whānau to implement their plans. Ensuring all services are delivered in a culturally responsive manner, upholding the principles of Te Tiriti o Waitangi and the values of Ngā Mātāpono (Aroha, Pono, Kauanuanu, Manawanui), are appropriate and meet the needs of whānau.

**Initial Assessment & Whānau plan development**

* Initiates contact with whānau and explains the Te Ara Namunamu service and how it could be of benefit to them and their tamariki.
* Undertakes whakawhanaungatanga process to establish rapport, working relationship and trust with whānau.
* Uses active listening and reflective questioning to gather tamariki and whānau concerns, perspectives and their moemoeā (dreams and aspirations) while ensuring cultural safety and respect; and
* Facilitates the development of plans with whānau and working with them to identify pou (support people) that will help them support the successful implementation of their whānau plan.
* Provides direct support and advocacy, connecting whānau to appropriate services and resources, facilitating whānau hui and supporting the decision-making processes, and monitoring progress towards goals.
* Regularly reviews and adjusts the whānau plan as needed in conjunction with the whānau.
* Promotes the voices of tamariki and whānau and acts in their best interest ensuring that they have a say in decisions that affect their lives.
* Works with Te Ara Matua partners, agencies, community organisations and funders to ensure that tamariki and whānau are resourced and are able to access services
* Helps to lead / facilitate wānanga and hui between whānau and their support network to outline their plan and allocate tasks.

***Transition Planning***

* As the whānau progresses towards a state of mauri ora (flourishing / living well) work with them to develop a transition plan out of the service that ensures that they have access to ongoing support; and
* If immediate safety concerns arise, make appropriate referrals to Oranga Tamariki, continuing to support the whānau throughout their journey with Oranga Tamariki.

***Relationship Management***

* Develop strong relationships with other members of the Te Ara Hangahanga team and demonstrates a commitment to whānau wellbeing and places emphasis on what the needs of tamariki and whānau
* Maintain strong relationships with other Te Wero partners and Oranga Tamariki sites who will be engaging with whānau as part of the Te Ara Hangahanga assessment process.
* Ability to work alongside Ngāti Kahungunu Iwi Incorporated and Oranga Tamariki in regards to research, evaluation and training.
* Maintains positive and strong relationships with key community agencies and providers in the community who deliver services that will strengthen whānau, particularly those providers delivering Te Ara Namunamu.

**Child Protection**

* Strong understanding of child protection principles, legislation (including the Oranga Tamariki Act 1989 and the Privacy Act 2020), and best practices within Aotearoa New Zealand. This includes knowledge of risk assessment, safety planning, and the procedures for reporting concerns.
* Attends and completes all vulnerable children training.

**Role Levels**

**Level 1 –** **Kai Ringahora - Social Support Worker**

Ensuring social needs are met

Helping whānau with day to day living tasks

Assisting whānau to attend appointments and advocating for them

Certificate Level Qualification

**Level 2 – Kai Ringahora**

Delivering Family Start programme

Supporting and advocating for whānau with agency processes and to achieve entitlements

May have Social Work Registration

Diploma Level Social Work Qualification

**Level 3 - Kai Ringahora - Registered Social Worker**

Delivering high level social work advocacy and support

Help whānau adjust to social changes and challenges in their lives that need immediate intervention and guidance

Empowering and developing whānau plans for whānau independence

Supervising allocated Kai Ringahora

Registered Social Worker

Degree in Social Work

***Person Specification***

***Qualifications***

***Essential:***

* Ideally has or prepared to work towards a social work, Whānau Ora, education or humanities qualification.
* New Zealand Diploma in Child protection or equivalent (Or able to complete within 6 months of starting the position).
* Current and valid Full Driver’s License

***Desirable:***

* Level 4 or higher in Social Work or Health & Wellbeing
* Youth, domestic violence, health promotion or social services experience
* Local community employer, education, social service, health promotion and training networks
* Level 4 or higher Te Reo Maori me ōna tikanga

***Skills and Experience***

***Essential***

* In depth knowledge of Children’s act and Oranga Tamariki report of concern process and Oranga Tamariki policies and processes.
* 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
* Computer literate, able to enter data in databases and competent in Microsoft Office products

***Desirable***

* Fluency in Te Reo Maori
* Knowledge of the Treaty of Waitangi
* Knowledge of Tikanga

***Personal Attributes***

***Essential***

* 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