**Job Title: Kaimanaaki / Support Worker**

**Department:** Operations

**Responsible to:** Team Manager

**Purpose Statement:** The purpose of this role is to work as part of an integrated team within a Kaupapa Maori Residential service, providing high-quality delivery of care, group facilitation and individual support, to assist whānau to achieve their goals.

**Role holders may be assigned to teams and/or locations based on the resourcing need and the wider team skill.**

**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

**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: External**

Health, Social Services, Mental Health Teams, Corrections, Probations, HBDHB – NASC and CATT, Education and Housing Providers, Employment and Government Agencies, Other NGO Providers

**Internal**

All other TToH Services, TToH staff, Hauora Rūnanga

**VCA Role: Waiorua:** Not a Children’s Worker

**Te Waireka:**  Not a 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.

***Residential Support***

* Support whānau in maintaining the residential environment, ensuring the facilities are clean and tidy to a high standard.
* Monitor wellbeing of the whānau in residential care.
* Provide support in meal planning and food preparation according to best practice food hygiene standards.
* Provide support and guidance with cooking, shopping, personal hygiene and other matters relating to their care.
* Co-ordinate meetings between whānau members and his or her whānau (e.g. whānau hui, visits, respite care, home leave).
* Where appropriate, transport whānau to necessary appointments, activities and home leave.
* With support of Team Manager, ensure board payments and WINZ Residential Support subsidies are in place and accurate.

***Programme Support***

* Assist and support whānau and staff to prepare recreational activities and take part in programme planning, implementation and evaluation where required.
* Facilitate group sessions, activities and interventions.
* Provide support to facilitators during group sessions.

***Teamwork***

* 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 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 required in areas of expertise as part of in-service training.

***Professional***

* Continue personal and professional development in order to enhance practice skills.
* Meet Health and Disability Sector Standards of Practice.
* Meet TToH standards; legislative, professional, contractual, ethical and organisational.

***Quality and Development***

* Participate in service audits as requested.
* Participate with the team in continuous quality improvement processes.
* Contribute to all service/contracted objectives, targets, and outcomes.
* Ensure all requests for information related to audits are processed in a timely manner.

***Networking and Sector Knowledge***

* Ensure linkages are created and maintained for the benefit of whānau in residential care (e.g. relevant sector networks, Whānau, Iwi Providers, government and community agencies and other support networks).
* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for whānau.

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with all health and safety policies and procedures.
* Promote and actively 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.

***Allocation of Shifts***

* Shift allocation within the residential services is by a rostered basis.

**SITE-SPECIFIC Accountabilities**

**Te Waireka Residential Therapeutic Community**

*Support wāhine to achieve their individual reintegrative needs by delivering life skills, educational sessions, programme and residential support using a responsive, flexible and holistic approach that gives wāhine the confidence to live fulfilling lives with their whānau.*

***Wahine Care***

* Assist wāhine to:
  + Reconnect and strengthen relationships with their whānau / tamariki;
  + Recognise and develop appropriate life skills;
  + Implement kawa and tikanga into daily routines;
  + Access appropriate support services (eg. health, education, accommodation, employment, budgeting).
* Provide a thorough handover at the end of each shift (eg. alerts, risks, updates etc.).
* Supervise wāhine whānau visits.
* Monitor wāhine wellbeing and identify any changes in behaviour.

***Assessment, Planning and Support***

* Assist with the completion of comprehensive needs, safety and cultural assessments with wāhine.
* Develop agreed plans alongside wāhine (and their whānau where appropriate).
* Support and empower wāhine in their reintegration journey.

***Programme Facilitation***

* Deliver 1:1 and group activities, focusing on life skills and educational sessions.
* Provide facilitation support where needed.
* Manage any issues as they arise and identify when to escalate.

***Aftercare Support***

* Assist with the development of Aftercare Plans.
* Facilitate access for wāhine to engage with relevant community support services.
* Review and monitor Aftercare Plans.

**Waiorua Residential and Respite Care**

*Deliver high quality care and Mental Health support to Tangata Whaiora (person seeking wellness) residing in respite or residential care.*

***Tangata Whaiora (Whānau)***

* Support Tangata whaiora to achieve their recovery and Whānau ora Plans.
* Support whaiora to recognise and develop their personal life skills.
* Implement kawa and tikanga into daily routines.
* Ensure appropriate care and support for whānau who access rehabilitation and respite services.
* Ensure Whaiora health is a priority. Assist with wellness plans, ensuring they get appropriate support for health needs such as smoking cessation, diabetes, hepatitis.
* Ensure whaiora attend day programs catering to their needs.
* Where appropriate conduct Te Aromatawai Tikanga ā Māori (Cultural Assessment) with tangata whaiora me ona whānau using Te Whare Tapa Whā as the framework.
* Use your skills and knowledge to support whaiora achieve their goals, monitoring, supporting and guiding tangata whaiora towards their recovery.
* Ensure thorough handover alerts, updates and information is passed over to the kaimahi on the next shift.
* Maintain a peaceful and safe home environment for Whaiora.

**Person Specifications**

**Qualifications**

***Essential:***

* NZQA Level 4 Certificate in Health and Wellbeing (or relevant equivalent), or working towards
* Full Driver’s Licence

***Desirable:***

* Diploma in Social Work, Mental Health or relevant field
* Experience working in a residential setting, with knowledge in wāhine, domestic violence, justice, corrections, health promotion or relevant field
* First Aid Certificate

**Skills, Knowledge and Experience**

***Essential:***

* Experience facilitating groups / educational sessions
* Knowledge of issues, resources and needs of wāhine
* Skills and motivation to coach and mentor whānau towards independence
* Understanding of Tikanga and Te Reo Māori and applying in a work setting
* Conflict resolution, intervention and de-escalation skills
* Ability to monitor health and wellbeing and work proactively with whānau
* Enthusiasm, energy, initiative and a high degree of flexibility
* Good relationship building skills and the ability to effectively engage whānau
* Excellent computer, communication and presentation skills – written, verbal and visual
* Experience and skills in supporting recovery, rehabilitation or reintegration
* Ability to adapt to the challenges of a new role and service

***Desirable:***

* Established relationships with relevant service networks
* Service sector relevant skills
* Commitment to on-going education

**PERSONAL ATTRIBUTES**

***Essential:***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Ability to effectively engage with whānau
* Team player
* Committed to whānau
* Confident, resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori