



POSITION DESCRIPTION

Te Oriori Kaitautoko – Community Support Worker

Location Christchurch

Dated June 2020

About Us

We empower people to reach their full potential through personal growth, positive mental health and wellbeing. As a kaupapa Māori provider, we combine clinical, cultural and community support into services that embrace the Māori view of wellbeing. By connecting you to the culture, traditions, and values of our tupuna (ancestors), we help you achieve mental, physical and spiritual health.

Our dedicated team of health professionals who work with tamariki (children), taiohi (teenagers), pakeke (adults) and whānau. We are here to inspire you to get well, stay well, live well and reach for the stars and beyond.

Position Te Oriori Kaitautoko – Community Support Worker

Reports and is Accountable to

- Te Oriori Service Team Leader
- Business Quality Manager
- Kaiwhakahaere

Key working relationships with

Internal

- Staff and Supervisors

External (include but not limited to those listed herein)

- Whānau
- Mental Health Providers
- Professional Groups associated with PW
- Maori community locally and nationally
- Te Runanga o Ngai Tahu
- Community Providers and NGO's
- Government Agencies
- Canterbury District Health Board
- Intersectoral providers





Staff Responsibilities

- To actively participate as a member of the team.
- To observe the policies, procedures and acts pertinent to delivery of service.
- To attend all staff meetings on time and provide honest, accurate and transparent reports.

Hours of work

To be confirmed and or negotiated

Overall Objectives for Te Oriori - Te Whāinga Matua

- To provide a whānau inclusive service for parents who require a kāinga that supports play focused strategies with tamariki aged 0 – 12 years.
- To provide a service that enhances the mana of whānau through whakapapa korero (learning pathways) and the sharing of taonga tuku iho (gifts handed down through whānau).

Role overview

This role focusses on planning, coordinating, and facilitating groupwork and activities with parents and children on our premises at the Philipstown Hub and in the wider community alongside other team members and volunteers. Our groups are delivered daily and themes and content are set by team members and with participant input.





Overall Responsibilities	Expected Outcomes
To maintain and respect confidentiality and privacy of all individual, whānau and PW Trust information and to respect the privacy of each whāiora including their whānau.	Clinical, professional, ethical, and moral work standards are always practiced.
To commit to the philosophy, practices, policies and procedures of Purapura Whetū.	Philosophy, practices, and procedures of Purapura Whetū are always practiced.
To work efficiently, effectively, and cooperatively with colleagues, whāiora, whānau and other organisations.	Regular feedback is given to the Purapura Whetū team at the appointed meetings on achieved outcomes and progress.
To utilise the processes of engagement with Purapura Whetū as directed.	PW procedures are evident in client file and CMS. To encourage clients to join groups through social media platforms.
Planning, coordinating, and facilitating groupwork and activities defining clear, manageable whānau ora outcomes with whānau.	Planning and activities are recorded on the CMS. Participation in regular surveys and evaluation sessions.
To always address stressful situations with integrity, patience, tolerance, and an open mind toward resolution.	Internal case management attended weekly. Attend Te Oriori staff meetings
To recognise and appreciate cultural and religious differences and ethnic divides and to respond in a responsible and empathetic manner.	Cultural supervision is attended, where applicable.
To actively gather resources and information relevant to quality delivery of outcomes for Whānau and colleagues of Purapura Whetū.	Resources are delivered to Whānau through group work, hardcopy and utilizing social media platforms
Liaise with relevant Maori and other community organisations to identify community resources appropriate to the requirements of Whānau.	Develop and maintain community relationships and networks for the benefits of whanau.
Facilitate one's own appropriate pathway of learning in consultation with the management of Purapura Whetū to forge a career pathway appropriate to the position.	Active participation in all training, teaching or placement that Purapura Whetū considers appropriate. Professional Development Plan in place.



<p>Always keep current: Driver's License Car Registration and Warrant of Fitness First Aid Certificate Professional associations/memberships Police check</p>	<p>Copies of all certificates held in personnel file by the Business Quality Manager.</p>
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Key Tasks

	Task	Expected Outcomes
Client Management	Contacts	<p>Follow the database processes to enter and exit clients including any outcomes requirements. Case notes, assessments, screenings, reports, correspondence, and evaluations must be completed within 48 hours of consultation or request.</p> <ul style="list-style-type: none"> • Complete any relevant forms • Attend internal case management weekly with clinical input • Attend group supervision monthly
	Supervision Group and individual	<p>Successfully maintain and support clients using ethical practices as set out by the professional/peak body of a recognized discipline and the kawa of PW.</p>
	Meeting Contract Targets	<p>Volumes are monitored monthly Client face to face contacted hours and outcomes are recorded</p>
	Meeting time constraints	<p>Appointments are kept on time. Lateness will not be tolerated. Outlook calendar/time sheet and mileage log correspond with database entries.</p>
Database Entry and Record Keeping	Contacts	<ul style="list-style-type: none"> • All contacts and notes are recorded in the database weekly. All notes are accurate and describe the current situation and any areas of focus i.e. risks, goals, resources, outcomes. • Write summaries of successes for groups.
Budget	Travel	<ul style="list-style-type: none"> • Travel claims are recorded accurately. • Reimbursement claims are made promptly when receipts/logs are provided.
	Client/Group Expenditure	<ul style="list-style-type: none"> • Within budget and aligns to Te Oriori planning. • All budgeted expenditure is checked by Team Leader.



Qualifications, Training and Experience

- National Certificate in Mental Health Support Work/Health and Wellbeing (level 4).
- Midwifery, early childhood education, Child, and Family psychology.
- Play Centre or Kohanga Reo Supervisor.
- Social work or Counselling.
- Recent experience working in Health, social services, or education.
- Knowledge of and experience working with the Maori community.
- Knowledge of Te Reo, Tikanga and Kawa.
- Knowledge of and experience working with Government and community agencies.
- Current driver's license and if applicable a current registration and current Warrant of Fitness.
- Current First Aid Certificate.
- Knowledge of and experience working with Microsoft products.

Personal Attributes

- Strong and committed work ethic.
- Uphold moral and ethical standards and boundaries of practice.
- Ability to make ethical decisions.
- Ability to work with colleagues in a respectful and mana enhancing manner.
- Willingness to comply with the organisation's processes.
- Willingly approaches Whānau with a respectful and non-judgmental attitude.
- A commitment to build a career with Purapura Whetū.
- Willingness and desire to upskill in Te Reo, Tikanga and Kawa.
- A commitment to the philosophy and practices of Purapura Whetū.
- A commitment to the Purapura Whetū Clinical framework.
- Willingness to accept responsibility for his/her actions.
- Willingness to accept feedback and guidance from colleagues.
- Ability to work autonomously and as part of a team.





Tasks and areas for attention that are considered during service delivery include:

Recognise	<ul style="list-style-type: none"> • Environmental factors including natural environment: water, air, and waste management. • The domestic environment: homes, roads, streets, cars. • The social environment: schools, clubs, workplaces, and leisure centres. • The religion, beliefs, ethnicity, and cultural divides of whānau.
Strengthen	<ul style="list-style-type: none"> • Access to Te Ao Maori – Te Reo, Marae, Ukaipo, Whānau, Rongoa. • Access to society, education, employment, and technology. • Access to whānau support, parenting skills, and arrangements for care.
Support	<p>Those at risk of:</p> <ul style="list-style-type: none"> • Suicide • Poverty • Chronic illness • Disability • Violence and abuse • Addictions • Grief and loss
Sustain	<ul style="list-style-type: none"> • By arranging care and treatment for individuals and their whānau: Dr/hospital, tangihanga, respite, foster care, and holidays. • By assisting the client with personal growth and self-mastery; through counselling, learning new skills and education. • By utilising gifts and talents that are currently accessible and encouraging those that are under-developed in whānau. • By encouraging self-management of co-morbid conditions. • By monitoring disorders, disabilities, diseases, and medication.
Negotiate Access to	<ul style="list-style-type: none"> • Health and Disability Services • Housing and Accommodation • Primary Health care • Specialist Health care • Disability Support Services • Iwi/Maori Services • Social Services • Legal Services • Community Services • Social agencies, e.g. CYF • Justice – Restorative Justice, Courts and Police • Financial Services
Promote	<ul style="list-style-type: none"> • Healthy lifestyles including education, employment, medication, hygiene, nutrition, sexuality, exercise, leisure, and recreation. • Education about the contra indications of alcohol and drug use, smoking and gambling.