



Me aro koe ki te ha o Hineahuone
"Pay heed to the dignity of women"

**Te Puawaitanga
ki Ōtautahi Trust**

Mō tātou a mō ngā uri a muri ake nei
"For us and for those who will come after us"

Position Description

Role Title: Tamaiti Healthy Homes – Kaiarotake
Reporting to: Tamaiti Healthy Homes Service Lead

About Tamaiti Healthy Homes (THH)

This service is a collaboration, combining Kaupapa Māori and Tangata Pacific services approaches to support Māori and Pacific communities improve health outcomes by creating healthier homes. The service primarily focuses on education and facilitating understanding around the correlation between whānau health and home performance. A significant amount of hospital admissions from Māori and Pacific communities are attributed to respiratory illness/complications, particularly in infants, elderly, and those with pre-existing health conditions, illnesses which are preventable through the correct intervention. As well as education, THH assists with providing practical measures such as smaller scale fixtures or appliance installation where appropriate to improve home performance for whānau clients within the wider Ōtautahi community.

Purpose of the role

The primary purpose of this role is to create and nurture relationships with whānau clients to pave the way for quality outcomes addressing health inequities as they pertain to housing quality within Māori and Pacific communities. This role will ensure whānau clients are provided with education and support in understanding the relationship between home performance and their health/wellbeing. The THH Kaiarotake will foster relationship, whanaungatanga and trust with individuals and whānau, connecting whānau with necessary supports when appropriate. The THH Kaiarotake is also responsible for undertaking accurate home performance assessments, with appropriate follow-on recommendations for home fixtures and/or on-referrals based on assessment.

Organisation Vision

Safe, healthy, stable, and connected whānau securing positive futures for all generations

Whakatauki

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Organisation Mission

We enhance the health and wellbeing of Māori/women and their whānau to achieve their aspirations

Organisation Values

RAPUORA - in search of excellence in health

MANAAKITANGA - support, nurture and take care of

WHANAUNGATANGA - *belonging, respectful relationships and whakapapa*

WAIKUATANGA - *spirituality, mental wellbeing, cultural identity and balance*

KOTAHITANGA - *unity, common purpose and cohesiveness*

RANGATIRATANGA - *leadership, cultural identity, responsibility and accountability*

PUAWAITANGA - *nurturing, empowerment and development of oneself and one's whānau;*

AROHA- *love, compassion and empathy*

Key Tasks and Accountabilities

1. Engagement with client whānau.

- i. Receive referrals and engage with whānau in a timely manner.
- ii. Support whānau, where necessary to develop a plan to deliver on their goals and aspirations for better home performance.
- iii. Where appropriate, support whānau to access opportunities, services and community initiatives that might support the wider context of their immediate situation of need.
- iv. Undertake comprehensive housing assessments of client whānau homes.
- v. Ensure assessments are completed accurately and understood by all partners involved on the ground level, i.e., whānau clients and other providers involved.
- vi. Collaborative housing plans are developed in partnership with whānau.
- vii. Collaboration and involvement with family in identifying educative requirements and planning options.
- viii. An empowering partnership is established with client whānau.
- ix. Demonstrate an awareness of health inequities, with evidence of implementing actions towards reducing inequities for clients and their whānau.
- x. Demonstrate provision of culturally safe service and a confident approach supporting whānau clients to achieve rangatiratanga in their health aspirations.
- xi. Provide all relevant information to clients as necessary along the journey of achieving outcomes.
- xii. Maintain a whānau centric service approach, keeping whānau at the centre of everything, demonstrating manaakitanga, whanaungatanga and aroha.

2. Case Management

- i. Ensure a professional standard is upheld throughout the entire intervention process with whānau
- ii. Ensure all plans are reviewed and monitored in case management sessions with Service Lead.
- iii. Ensure all home assessments reviewed are accurate in accordance with the commissioning agency requirements.
- iv. Advise Service Lead of any significant event or change in circumstances for client whānau.

3. Working within the wider community

- i. Develop knowledge of resources that are available currently within the community.
- ii. Work in collaboration with other services of Te Puawaitanga ki Ōtautahi and Tangata Atumotu Trust supporting ongoing internal referrals pathways.
- iii. Work across the wider community networking with NGO's, health sector, government agencies, Rūnanga and iwi providers to reach whānau needing support and or education in the area of home performance.

4. Reporting, monitoring and accountability

- i. Keep all records of client information, whānau plans, and home assessments up to date within the designated case management system
- ii. Meet any reporting/data provision requirements into the THH administrator role and Service Lead by prescribed deadlines.
- iii. Ensure all case notes are maintained and kept up to date in a professional manner in the appropriate client management system.

5. Professional Development

- i. Participate in relevant professional development activities as agreed with Service Lead.
- ii. Attend and participate in team and staff hui contributing to the health of the team and of the wider agency.
- iii. Attend all training and hui as required with THH requirements.

6. Team and Organisation Player

- i. Work within the wider Hauora Team to be a high functioning team player.
- ii. Assist the Team Leader where required to support team initiatives.
- iii. Engage in improving systems to add to a high functioning THH team and wider organisation.
- iv. Be a positive team player, proactive and energetic in mahi.
- v. Participate constructively in team and organisation hui, which are held on a regular cycle.
- vi. Demonstrate manaakitanga, whanaungatanga and kotahitanga working together with fellow kaimahi within the organisation, supporting team collegiality, and contributing to a healthy workplace culture.

7. Health and Safety

All kaimahi have individual responsibility for health and safety practices and will:

- i. Be personally responsible for their own and others health and safety at work.
- ii. Promote and participate in health and safety procedures, maintain a safe workplace, and ensure that all equipment is used correctly.
- iii. Be familiar with agency health and safety policy and procedures including those which relate to home visits.
- iv. Always establish and insist upon safe methods and safe practices for instance, ensure all home visits are entered into the Outlook Calendar.
- v. Continue to hold a full and unrestricted driver's licence.

8. Information Technology

- i. Utilise agency Microsoft Office software e.g. Word, Outlook, Excel, TEAMS, and Client Management System.
- ii. Undertake the required reporting procedures and utilisation of client database.

Other Duties

The key tasks of the role may change from time to time to meet the needs of client whānau and so that Te Puawaitanga ki Ōtautahi is able to adapt to changes required of it. The employee will:

- Undertake any additional tasks where needed to support the wider Te Puawaitanga ki Ōtautahi kaupapa.
 - Support the special nature of Te Puawaitanga ki Ōtautahi as a kaupapa Māori organisation.
 - Support special activities that Te Puawaitanga ki Ōtautahi undertakes or participates in.
 - Actively participate in te reo, tikanga and cultural development as set within kaupapa Māori.
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Desired skills, experience, and qualifications

- Experience working with Māori within a kaupapa Māori environment
- Knowledge, understanding, and experience working with those whānau who most need support.
- Qualifications and experience in Te Ao Māori, social work, teaching, Whānau Ora or similar are preferred.
- Training/experience in the facilitation of whānau plans.
- Sound and practical understanding and applications of Te Tiriti o Waitangi.
- Knowledge and skills for supporting the identity, language, and cultural needs of Māori whānau.
- Credibility within the community.
- Current unrestricted driver's licence.

Core competencies

- Whānau focus – ability and desire to focus attention on meeting the needs of whānau
- Communication - able to communicate professionally, effectively, and honestly to a wide range of people
- Results focused - can plan and organise workload to ensure role requirements are fulfilled
- Relationships - is committed to collegial relationships recognising and respecting difference
- Professionalism – represents the organisation favourably and delivers a high standard of work
- Flexibility – the ability to adapt approach to fit with changing conditions, tasks and responsibilities.
- Commitment to the kaupapa of Te Puawaitanga ki Ōtautahi Trust and work according to organisation policies and procedures
- Respect - understand and value differences, treat every person with dignity, self-aware and able to manage one's own reactions, thoughts, and feelings
- Integrity, reliability, and a genuine “can do” approach to challenges.
- Quality Focus – Committed to achieving and maintaining quality standards which are relevant and positive for the organisation.

Signed by:

(Name of position holder)

Date: