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## JOB DESCRIPTION

### KAIARAHI - ORANGA HINENGARO

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<b>Position Title:</b>	Kaiarahi – Oranga Hinengaro
<b>Location:</b>	65 Queen Street and 130 Queen Street Kahungunu Executive ki Te Wairoa Charitable Trust (“Kahungunu Executive”)
<b>Reports To:</b>	Team Coordinator Oranga Hinengaro
<b>Internal Relationships:</b>	General Manager Oranga Hinengaro Team Health Team He Korowai Aroha Team Whakaora Whanau Team Health Promotion Team Social Services Team Family Start Team Business and Innovation Team
<b>External Relationships:</b>	Community Mental Health – Wairoa Hospital Secondary Mental Health and Addiction services General Practice and Practice Nurses Te Whare Maire o Tapuwae (Whanau Ora) Te Taiwhenua o Heretaunga Ministry of Justice and Corrections Ministry of Social Development Education and Training Providers Other Health, Mental Health and Social Service Providers Marae, Hapū and Iwi Whānau Members and Representatives

#### **Kahungunu Executive’s Vision Statement:**

Te Oranganui o Nga Whānau o Te Wairoa

#### **Kahungunu Executive Mission Statement:**

Delivering health, social services, mental health and housing services that achieve whānau aspirations.

#### **Kahungunu Executive Values:**

**Tika, pono, aroha** – true, honest and compassion. This relates to being fair and honest when dealing with whānau and being respectful of their views and needs.

**Manaakitanga** – hospitality, kindness and support. This relates to showing respect, generosity and care for whānau.

**Raranga** – weave. This relates to collaboration with whānau, agencies and funders.

**Rangatiratanga** – ownership and autonomy. This relates to acknowledging the mana and autonomy of clients and that they stand independently.

**Hiranga** – excellence, importance and significance. This relates to providing the best quality support and assistance to whānau.

**PRIMARY PURPOSE OF THE POSITION**

The Kahungunu Executive Oranga Hinengaro team provides holistic kaupapa Māori mental health and addiction services to Tangata Whaiora and whanau throughout the Wairoa District.

The purpose of the Kaiarahi Oranga Hinengaro position is to work in a multi-disciplinary team to deliver holistic mental health and addiction services to Tangata Whaiora over the age of 18 years. The Kaiarahi will work in partnership with Tangata Whaiora and their whanau to provide advocacy, support and guidance to improve their coping skills and their ability to self-manage and live healthier lifestyles.

**SPECIFIC TASKS**

<b>ACHIEVEMENT AREA</b>	<b>KEY TASKS</b>	<b>EXPECTED OUTCOMES</b>	<b>PERFORMANCE OUTPUT</b>
Service Delivery	Establish trusting and respectful relationships and connections with Tangata Whaiora and their whanau.	A strong rapport and connection is developed which is built on a foundation of whanaungatanga and Manaakitanga.	#/% who report they are highly satisfied with the service received.
	Engage with Tangata Whaiora at locations that are safe and accessible for them while ensuring their privacy, security and confidentiality is respected and always upheld.	Provide accessible and timely support and deliver the service in a space and in a way, which is comfortable and appropriate for them.	# of contacts
	Deliver practical and empathetic support and work in partnership with Tangata Whaiora and their whanau to support in their treatment and recovery.	The support/awhi provided enhances self-development, resilience and ability to self-manage.	#/% who completed surveys and showed improved outcomes.
	Participate in regular Oranga	Regularly attends Team hui	

	<p>Hinengaro Team hui to discuss new referrals received, allocation to team members, caseload reviews and progress updates and referral pathways to secondary Mental Health and Addiction services.</p> <p>Participate with the enrolment/intake and informed consent processes for new referrals. Encourage the participation of whānau (with consent).</p> <p>Work in partnership with Tangata Whaiora to complete a holistic strength-based assessment.</p> <p>Using the needs identified in the assessment, work in partnership with Tangata Whaiora to develop a Hauora plan that will support them to achieve their goals.</p> <p>Identify when there is a mental health risk: escalation in distress, risk to self or risk to others and immediately involve the appropriate clinical input. Discussion to be held with Team</p>	<p>and actively contributes.</p> <p>The client intake and consent process is completed as per the Client Service Provision policy and procedure.</p> <p>A strength based model is used to identify the strengths and needs of Tangata Whaiora and their whanau.</p> <p>Hauora plans have clear goals that are measurable and achievable. Plans are monitored and reviewed in collaboration with Tangata Whaiora and their whanau.</p> <p>Referrals are actioned immediately in collaboration with the Team Coordinator Oranga Hinengaro. A 'warm handover' of Tangata Whaiora to secondary mental health services occurs.</p>	<p># of Team hui attended.</p> <p># of new enrolments</p> <p># of assessments completed.</p> <p># of Hauora plans completed.</p> <p># of escalations</p>
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	<p>Coordinator Oranga Hinengaro for guidance and appropriate crisis intervention to be provided.</p> <p>Provide culturally responsive and respectful care and treatment to Tangata Whaiora and whānau.</p> <p>Navigate access to and coordination of other self-management support, culturally specific interventions, peer support and access to other internal and external health, mental health and social services support.</p> <p>Collaborate and network with other community groups, services and agencies.</p> <p>Participate in the transition or exit of Tangata Whaiora from the service and complete referrals to other services if required.</p> <p>Update databases/client management system and complete all</p>	<p>Communicate and engage respectfully, and approach situations in a manner that is non-judgmental, meaningful and relevant to them.</p> <p>Tangata Whaiora are offered a range of support options and are seamlessly connected to other relevant NGO, cultural, health and social support services to provide wrap around support.</p> <p>A coordinated and integrated approach to service delivery is taken to ensure optimal outcomes for Tangata Whaiora and whanau.</p> <p>Complete the discharge process and submit to Team Coordinator for sign off</p> <p>Document case notes and any other contact or communication on the appropriate client management system within</p>	<p>#/% who report they are highly satisfied with the service received.</p> <p># of referrals out to other services</p> <p># of networks established and maintained. # of referrals to other services or agencies</p> <p># of exits/discharges</p> <p># of Client files that pass internal audit.</p>
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	<p>documentation and administration relating to clients as required by the service.</p> <p>Be familiar with and work to the relevant programme service specifications as outlined in the relevant Service Delivery Manual</p>	<p>24 hours of contact. Administration tasks are completed efficiently and accurately.</p> <p>The service is delivered as outlined in the Service Delivery Manual (e.g. NOOTR, Hiwa-i-te-rangi)</p>	
<p>Staff Induction and Professional Development and Conduct</p>	<p>Complete the KE Induction programme as well as the Oranga Hinengaro service induction in collaboration with the Oranga Hinengaro service team.</p> <p>Familiarize self with relevant service delivery policies, procedures, protocols, practice guidelines and practice standards relevant to position.</p> <p>Identify training needs (in collaboration with the Team Coordinator) through the coaching process which are relevant to the position and staff needs.</p>	<p>New staff to complete the KE induction programme to build knowledge and awareness of KE staff, services, organizational policies and procedures as well as network with other services and agencies.</p> <p>Ensure all policies, procedures, protocols, practice guidelines and practice standards relevant to your work are upheld</p> <p>Staff attends relevant training to support them in delivering the service and building their knowledge and capacity.</p>	<p>Induction booklet completed within 3 months of employment.</p> <p># of trainings attended</p>

	<p>Prepare for regular coaching with the Team Coordinator and actively contribute to the process.</p> <p>Participate in the annual performance appraisal process.</p> <p>Participate in regular peer and professional supervision</p>	<p>Coaching is carried out on a regular (two monthly) basis with the Team Coordinator. Coaching is based on evidence and outputs/outcomes achieved and also identifies highlights and challenges.</p> <p>Performance Appraisal completed annually in partnership between staff member and Team Coordinator and signed off by General Manager.</p> <p>Reflects upon, and evaluates with colleagues the effectiveness of and standard of care delivered.</p>	<p># of coaching sessions</p> <p>Annual PA completed, signed and on file</p> <p># of supervision sessions attended</p>
Health and Safety	<p>To be aware of and abide by the Health and Safety policies and procedures of Kahungunu Executive</p> <p>To identify and develop strategies to maintain wellness</p>	<p>Staff will have an awareness of Health and Safety processes including (but not limited to) Infection Prevention and Control practices, Emergency Evacuation procedures, staff safety, reporting of incidents and near misses.</p> <p>Staff member will actively contribute and participate with KE staff wellness initiatives and the development of an individual staff wellness plan.</p>	<p>Health and Safety induction completed.</p> <p>Staff wellness plan will be developed through the coaching and appraisal</p>
Outcomes (RBA)	<p>Actively participate in the gathering of service user feedback to support service improvement.</p>	<p>Appropriate methods to collect data are actioned to capture subjective and objective data to measure client/whānau outcomes. Staff is provided with feedback regarding evaluation of outcomes.</p>	<p>Evaluations show an increase in skills and knowledge, a change in attitude/opinion, behavior and circumstance as evidenced by subjective and objective data captured.</p>

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## **Kahungunu Executive ki Te Wairoa Charitable Trust Person Specifications**

**Position:** Kaiarahi – Oranga Hinengaro

### ***Essential Qualifications***

- Hold (or be willing to work towards) a Level 4 qualification in Mental Health and Addictions and/or;
- Knowledge and experience working in the education, health, mental health or social services sectors
- Hold a clean, current and valid Full Driver's License
- Children's Worker Safety Check (including Police Vetting) with no history that would require exemption

### ***Essential Skills, Knowledge and Experience***

- Be able to build rapport and trust, and establish meaningful relationships with Tangata Whaiora and whanau
- An ability to build strong connections to empower, motivate, educate and encourage whanau to build upon their strengths.
- Awareness and a commitment to understanding the implications for Maori health that are implicit in Te Tiriti o Waitangi
- Understanding of Tikanga and Te Reo Maori
- Knowledge and experience working with whanau to identify their goals and achieve them
- Able to relate to a wide range of people, motivate them that will enhance their personal skills and attributes
- Able to work well as part of a team – Kotahitanga
- Excellent interpersonal skills with the ability to relate to a wide range of people and cultures in a respectful and professional manner
- Sound written and verbal communication skills
- Excellent organisation and time management skills
- Excellent skills with Microsoft Office packages
- A willingness to undertake professional development/training relevant to the position and be able to work across the range of Kahungunu Executive Oranga Hinengaro Services as/when required.

### ***Desirable Knowledge and Experience***

- Knowledge and understanding of the Whanau Ora model of care
- Established relationships with other relevant health, mental health and social services
- Knowledge of Maori Models and Frameworks
- An understanding of the statutory requirements of the Vulnerable Children's Act 2014, Privacy Act 2020 and the Health and Disability Service Standards, Mental Health Act 1994

### ***Personal Attributes***

- A passion to tautoko whanau to achieve wellness
- Empathetic and compassionate
- Non-judgemental
- Excellent communicator
- Self-motivated with the ability to inspire and motivate others
- A problem solver with a high level of initiative
- Adaptable/flexible
- Strong work ethic



