

## Position Description

Employment Agreement:	DHB's Multi-Employer Collective Agreement
Position Title:	Kaioranga Hauora Māori (Cultural worker)
Service & Directorate:	Te Oranga Tonu Tanga Southern DHB Mental Health Addictions & Intellectual Disability Services (MHAID)
Location:	Dunedin
Reports to:	Charge Nurse/Unit Manager
Number of direct reports:	nil
Date:	1 April 2022

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing

We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and

changes to the provision of services.

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and

environmental responsibility.

## PURPOSE OF ROLE

To provide cultural knowledge, advocacy, support and expertise for tangata whaiora and their whānau who experience moderate to severe mental illness within the Mental Health, Addictions and Intellectual Disability services. The position will increase and strengthen resilience of Māori in their identity and knowledge of Tikanga Māori using a Kaupapa Māori framework, promoting wellness and recovery to ensure the best health outcomes are achieved for those in mental health services.

The Kaioranga Hauora Māori will work within the clinical team environment and the community, be part of the multidisciplinary team to meet the needs of tangata whaiora and their whānau.

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

### Organisational Competencies

<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers. gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

### KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"><li>Southern DHB Mental Health, Addictions &amp; Intellectual Disability Services</li></ul>	<ul style="list-style-type: none"><li>Tangata Whaiora (patient) and whānau</li></ul>
<ul style="list-style-type: none"><li>Southern DHB Māori Health team</li></ul>	<ul style="list-style-type: none"><li>Local Rūnaka</li></ul>
<ul style="list-style-type: none"><li>Clinical staff</li></ul>	<ul style="list-style-type: none"><li>Māori communities</li></ul>
<ul style="list-style-type: none"><li>Southern DHB Kaumātua</li></ul>	<ul style="list-style-type: none"><li>Community NGO Providers and others</li></ul>
<ul style="list-style-type: none"><li>Managers at all levels of the organisation</li></ul>	<ul style="list-style-type: none"><li>Primary Care, General Practice &amp; Pharmacy Services</li></ul>
<ul style="list-style-type: none"><li>All Southern DHB Staff</li></ul>	<ul style="list-style-type: none"><li>WellSouth Primary Health Network</li></ul>

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications (or equivalent level of learning)</b>	Knowledge of Tikanga Māori with proficiency/learning in Te Reo Māori and Māori world view – whakapapa, whānau, hapu, iwi.	<ul style="list-style-type: none"> <li>• Experience within Māori Health and communities.</li> </ul>
<b>Experience</b>	<p>Strong links and experience within Māori communities.</p> <p>Interest in influencing the practice of others, motivating individuals and managing cultural conflict.</p> <p>Demonstrated skills in supporting cultural competency</p> <p>Skill and experience in identifying and responding to the needs of tangata whaiora affected by mental health, Addictions or intellectual disabilities</p>	<ul style="list-style-type: none"> <li>• A strong customer/patient centred focus.</li> </ul>
<b>Knowledge and Skills</b>	<p>Knowledge of the Health and Disability Sector standards.</p> <p>Excellent reading and writing skills and computer literacy.</p> <p>Ability to document reports that reflect Tikanga Maori and present these in the multidisciplinary team</p> <p>Works well within a team environment and able to foster good interpersonal relationships.</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to communicate effectively at all levels of within the health sector and key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good interpersonal skills, including ability to work effectively with people at all levels of the organisation.</li> </ul>
<b>Personal Qualities</b>	<p>Maintains an exceptionally high level of confidentiality.</p> <p>Self-motivated, independent and able with a high level of initiative.</p> <p>Professional demeanour and a high level of personal integrity.</p> <p>Ability to manage changing and unpredictable workloads.</p> <p>Is dependable, honest and ethical; shows a high level of personal judgment</p> <p>Acts with discretion, sensitivity and integrity at all times.</p> <p>Is adaptable and flexible – open to change (positive or negative).</p> <p>Is focused on providing exceptional levels of customer service Tangata Whaiora</p> <p>Is independent – able to prioritise work effectively, develops one’s own ways of doing things; able to guide oneself with little or no supervision.</p>	

**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Demonstrates professional responsibility, complying with the Southern DHB Vision, Values, and Policies &amp; Procedures.</b>	
<p>Accepts responsibility for ensuring that his/her care and conduct meet the standards of the professional, ethical and relevant legislated requirements.</p> <p>Has an understanding of the principles of the Treaty of Waitangi and is respectful of patient/whānau personal beliefs, values and goals.</p> <p>Reads and adheres to DHB vision, values, policies and procedures while representing the organisation in a committed manner and projects a positive image of Southern DHB.</p>	<ul style="list-style-type: none"> <li>• You meet and maintain organisational mandatory requirements.</li> <li>• You meet and maintains organisational mandatory requirements while adheres to policies and procedures.</li> <li>• Presents self in a tidy and professional manner and adheres to policy – ID badge citing designation worn on person.</li> </ul>
<b>Demonstrates conduct to meet the standards of the professional, ethical and relevant legislated requirements.</b>	
<p>Maintains privacy and confidentiality in accordance with HDC Code, DHB policies and procedures etc.</p> <p>Demonstrates responsibility with clinical and non-clinical activities within the youth forensic service with an understanding of the Code of Health and Disability Services Consumer Rights and HIP Code and HDC.</p> <p>Practices in a manner that promotes an environment that enables cultural competency/cultural safety, independence, quality of life and health.</p> <p>Demonstrates accountability for directing, monitoring and evaluating cultural interventions that are provided.</p>	<ul style="list-style-type: none"> <li>• Attains and maintains area specific mandatory requirements and key accountabilities.</li> <li>• Partakes in regular team meetings engaging in discussion.</li> <li>• Promotes health utilising teachable moments.</li> <li>• Privacy Act, Informed Consent and Code of Consumer Rights adhered to.</li> </ul>
<b>Demonstrates effective interpersonal communication and relationship skills</b>	
<p>Establishes and maintains relationships with Southern DHB Mental Health Addictions Intellectual Disability Directorate.</p> <p>Communicates effectively in an appropriate and professional manner with patients and family/whānau and members of the clinical team that reflects the cultural needs of whānau.</p> <p>Behaves respectfully towards tangata whaiora, colleagues and members of the wider health care teams.</p> <p>Recognises and values the roles and skills of all members of the health care teams in the delivery of care</p>	<ul style="list-style-type: none"> <li>• Participates as a team member and promotes a collaborative environment.</li> <li>• Demonstrates flexibility within a constantly changing environment.</li> <li>• Forms productive working relationships with team members.</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> </ul>

Act as a role model for the Southern DHB Organisational Values.	<ul style="list-style-type: none"> <li>You produce work that complies with Southern DHB processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the DHB values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <li><i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</li> <li><i>Equity</i>: Being committed to achieving equitable health outcomes for Māori.</li> <li><i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> <li><i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</li> <li><i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>	<ul style="list-style-type: none"> <li>You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025.</li> <li>You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau.</li> <li>You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori.</li> <li>You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues.</li> <li>Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.</li> </ul>

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date