
JOB TITLE	He Kaiārataki Wāhine (<i>Mahi a Niwareka</i>)
DATE	July 2024
REPORTS TO	Kaiarataki Tangata Whenua Services
ORGANISATION	Te Whāriki Manawāhine o Hauraki

Position Description

This position description illustrates the post's scope and responsibilities and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by this role's development and the business's development.

Person Specification

This position will suit a tangata whenua professional who can address the challenging issues that arise when supporting whānau work through sexual violence and family violence. You are professionally confident in applying mātauranga Māori practices, with a positive approach to change and transformation. You can and do own and learn from your mistakes, and you can take and follow instructions and are willing to be criminal-checked, and police vetted,

Position Purpose

This is a senior whānau practitioner role. The primary purpose of the Kaiārataki Wāhine role (*Mahi a Niwareka*) is to support wāhine and their whānau to heal from their experiences of sexual violence and whānau violence. You will bring practical experience in counselling and or social work. You understand the complexities of and effects of sexual violence, and your first port of call is supporting whānau from a mātauranga Māori worldview. A relevant qualification and registration or willingness to be registered with the relevant Board and/or Association are bonuses.

Work Complexity: *The Must-Do and Must-Have*

This position requires you to have excellent verbal and written communication skills and to be a reflective listener while also having the willingness and aptitude for applying responsive and receptive transformative solutions that address the demands and complexities of:

- working with whānau, including tāne Māori, who may be traumatised by the effects of current or historical sexual violence and whānau violence.
- working in a small team.
- applying mātaunga Māori approaches within tangata whenua service delivery.
- working with and across various health, education and social service settings.

Must Do Essentials

- supporting wāhine Māori and whānau in the context of healing and recovering from whānau and sexual violence.
- be a whānau advocate and support person when interacting with the Police, Health and Social Services and the Justice system.
- work from a tangata whenua perspective.
- work with other services to improve outcomes for whānau.
- work with Te Whāriki Kai Mahi and whānau in the context of tangata whenua service delivery.
- use Microsoft applications and client databases

Must Do Methods of Operating

- to work within the Service Specification/Operating Guidelines and Policies for Te Whāriki Manawāhine o Hauraki
- to undertake all required reporting and record-keeping
- to participate in case consult/peer and clinical supervision,
- undertake professional development and training as required
- undertake liaison with other agencies, community groups, networks and influential individuals.

Must Do Risk & Needs Assessment & Safety Planning

- to conduct Risk & Needs Assessments
- support whānau to have in place achievable & realistic goal-based safety plans using the organisation's Outcome Rating Scale to address their risks & needs
- can use Microsoft applications and is familiar with using client databases.

Must Do Working with Whānau

- facilitate access to health, social, education and other support services that will assist whānau achieve their healing goals.
- actively monitor the progress of whānau safety plans.
- facilitate wānanga to support whānau progress in their healing journey.

Must Do Evaluation of Services Provided

- support whānau complete the Session Rating Scale to assist with gauging if their needs and goals have been met.
- to participate in fortnightly case-consult/peer supervision.

Must Do Performance & Leadership

- actively participate in performance management
- actively contributes to a tangata whenua employment environment that fosters and develops effective internal working relationships and high performance.
- self-directed and seeks advice from Practice Lead and peers.
- self-monitors performance and workloads to ensure that objectives are met.

Other Must-Do Duties

- fulfil other duties as required by management and tautoko other Kai Mahi when you see the need arise or when working on a whānau project together.

Must-Have Knowledge

- sexual violence and whānau violence and the effects on tamariki mokopuna, whānau and individuals, including tāne Māori.
- child abuse.
- mental health and alcohol and drug abuse.
- whānau, hapū, Iwi and the dynamics of whanaungatanga.
- Pacific societal and familial structures.
- health and safety in the service delivery context.
- community and service provider networks.
- applying Te Tiriti o Waitangi in a service delivery environment

Level 2 Competency Position

This is a competency-based position. The following section outlines the three competency levels that Te Whāriki aims to grow and support. **Level 2** is the baseline competency for this position. Support to maintain this level or progress to Level 3 is through performance management.

Cultural: having a strong awareness of your own culture and the whānau, hapū and iwi of Hauraki or a willingness to learn. Able to understand, communicate, and effectively interact with people from all cultures

- **Level 1:** Has a basic understanding of the iwi and hapū of Hauraki.
- **Level 2:** Has a good understanding of the iwi and hapū of Hauraki
- **Level 3:** is a role model for others with a high-level understanding of cultural practices in order to teach others about the whānau, hapū and iwi of Hauraki Māori

Working with Others: the ability and desire to work with others to produce results and, reflect on one's own practice and seek to improve practice.

- **Level 1:** Co-operation with other team members and external people.
- **Level 2:** Will conduct self openly, honestly, and consistently applies professional standards.
- **Level 3:** Provides professional leadership and resilience. Takes a lead role in ensuring professional standards are maintained within the organisation. Maintains two-way, open communication with everyone.

Outcomes Focused: is committed to the success of Te Whāriki and the desire to set professionally challenging yet achievable goals.

- **Level 1:** Achieves goals set with guidance by the supervisor, manager, or organisation.
- **Level 2:** Achieves the outcomes expected without being reminded and demonstrates a genuine commitment to persevere when obstacles emerge. Frequently shows initiative and willingness to take on extra responsibility and 'make a difference'.
- **Level 3:** Exhibits total commitment to achieving business outcomes and key performance goals despite obstacles. Is willing to support others to achieve outcomes.

Continuous growth and improvement: the ability and willingness to try new and different methods to improve performance and grow Te Whāriki services. It suggests a willingness to question and challenge how things are done and an awareness that there may be more than one correct answer.

Level 1: Can identify improvements needed based on 'gut feel', customer feedback, education, or a low level of experience.

Level 2: Is required to demonstrate the ability and willingness to make sustainable improvements consistent with Te Whāriki's overall direction. Has a track record of making positive change and has a measurable impact on their immediate area of work.

Level 3: Is a role model in driving through positive change and delivering improvements which will enhance Te Whāriki's reputation. Is widely acknowledged as a 'big picture' thinker

Professionalism/ Taking responsibility: the willingness to present oneself, the team, and the wider organisation in positive terms to the very best of one's ability. Models a high standard of work, continually reflecting on own practice and seeking to improve.

Level 1: Can demonstrate the key elements of quality practice. Works carefully, perseveres, and conducts oneself openly and honestly.

Level 2: Takes the initiative to reflect on practice and works towards goals. Will deliver on promises and represent the organisation positively when dealing with internal and external people. Will strive to conduct self openly, honestly and is consistently professional.

Level 3: Provides professional leadership and resilience. Takes a lead role in ensuring professional standards are maintained within the organisation. Maintains two-way, open communication with everyone.

Sector Knowledge: Understanding the sexual and family violence sector, including how emerging trends might affect individuals, whānau and groups now and in the future.

Level 1: Requires minimal knowledge of the sector, how it functions and how it impacts on the immediate area of concern.

Level 2: Requires a good understanding of the sexual and family violence sector, its make-up, families, and role. A sound understanding of how market forces might affect the immediate future is desirable.

Level 3: Working at a wider sector level, this role requires a mature understanding of the sector with the ability to recognise (and address) the reason for underlying trends, opportunities or political forces affecting the organisation.

Analytical skills: The ability to break a problem down into smaller pieces, organise the parts of a problem sequentially and systematically, and make meaningful comparisons between data.

Level 1: Requires the ability to recognise common relationships and identify the immediate problems or possibilities in a situation.

Level 2: Must demonstrate the ability to think logically through a problem and break down an issue into a step-by-step, sequential process. The Kai Mahi should be able to explain the rationale behind any decision and anticipate any obstacles in their way. Good questioning skills.

Level 3: Requires logical reasoning skills and the ability to deal with complex, interrelated issues which have wide-ranging implications. A mature ability to draw out the information needed when evaluating a project or issue.

Customer Services orientation: An underlying commitment to accomplish a task (no matter how small) to a high standard and with a concern for all areas involved. Includes concern to monitor and check work output.

Level 1: Monitor own work quality.

Level 2: Commitment to checking the quality work of others to ensure procedures are followed.

Level 3: Takes a lead role in establishing customer service and quality enhancements to improve the service provided to the organisation.

Organisation and Time Management: Requires a commitment to organise work efficiently and effectively to meet deadlines. It implies the ability to work faster and smarter and prioritise, plan and delegate when required.

Level 1: Recognises important tasks and will take steps to ensure work is done accordingly.

Level 2: Aptitude for planning and effective time management and has in place systems to support multiple task completion. Deadlines are met according to time priority.

Level 3: An expert regarding organisational planning and time management. It demands a proven ability to manage complex activities with different priorities and urgency. Supports/organises others - people and resources.

Leadership: a desire to lead others to act to deliver business goals. It is about generating excitement, enthusiasm and commitment from the group and creating an environment where everyone has a shared sense of where they are going. May not be a formal position held.

Level 1: By informing others about relevant and useful information, leadership is demonstrated. Tends more to implement the goals and directives set by others.

Level 2: Must demonstrate effective leadership and be able to identify new business opportunities and set a credible example. Works for others to move forward.

Level 3: A genuine charisma as a leader and a track record of making things happen. The focus is on communicating the vision and doing things in such a way that generates commitment from others.

ACKNOWLEDGEMENT

I certify that I have read, understood, and accept my position's duties, responsibilities, and obligations with Te Whāriki Manawāhine o Hauraki.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

.....
General Manager

.....
Date

Te Whāriki Manawāhine O Hauraki
Hauraki Women's Refuge