

Job Title	Whānau Ora Navigator	
Programme	Family Start	
Reports to	Tamariki Services Manager	
Direct Reports	Nil	
Key Relationships	Internal	External
	Whaiora GP Service	Whanau/Hapu/Iwi/ Marae
	All other Outreach Services	PHO, DHB, NGOs,
	All Staff	Primary Care Development Ltd
		Ministry for Vulnerable Children Oranga Tamariki

Vision Statement

*Wairarapa - He Waiora
Wairarapa - A Place of Wellness*

Mission Statement

*He rarapa i ngā āhuatanga e ū ai te hā o te ora
To pursue and participate in ways of bringing about wellness*

Role Purpose

To provide a high standard of case management in service provision that meets the service specifications of Family Start.

Key Accountabilities

To provide quality, competent care that enhances the wellbeing of clients
Participate in case management process to ensure the client is integral to the health, education and welfare planning process and ensure outcomes are monitored, measured and reported efficiently and effectively. Model

excellence in quality case management which includes: the creation, implementation, monitoring and evaluation of individual family plans. Work with the Te Kāhui Tātaki as required to respond effectively to complaints in accordance with policy and procedure and help ensure legislative requirements are met (e.g.: Privacy Act/Official Information Act etc.).

Maintain a positive and caring environment for clients and whanau, appropriate to individual need. Utilise effective communication with individuals and whanau demonstrating cultural awareness and sensitivity that facilitates the best outcome for individuals and whanau.

Learning and development

This includes taking responsibility for personal continuing professional development ensuring the demands of

the role can be met. Promoting an environment that encourages learning and supporting the wider team to access and undertake regular learning to support ongoing competence and growth. Leading education for the practice team in a variety of modalities.

Other Duties

This is not an exhaustive list, and it is expected that you will follow any other lawful and reasonable request.

Personal Attributes

Experience

Essential

- Minimum of Diploma in Social Work or Bachelor of Social Work / Early Childhood Educator
- Proven communication skills working as part of a team focused on client care
- A working knowledge of te reo me ōna tikanga / or willingness to learn

Desirable

- Experience in primary health care

- Experience in business, supporting clients and/or administrative practice
- Competent user of computers – expert in Microsoft Office 365, particularly document formatting
- A friendly and approachable manner with good people skills.
- The ability to communicate and interact with the public discreetly and sensitively, recognising their needs for alternative methods and styles of communication.
- Willingness to work under pressure.
- Time management skills necessary to prioritise effectively and maintain client safety
- Excellent oral and written communication skills with the ability to plan, implement and follow projects through to completion.

Skills & Attributes