

Te Whakatūranga ō Mahi | Position Description

Kaikōkiri - Champion of Wellness

Title	Kaiarahi – Healthy Homes (HHI)		
Reports to	Kaiwhakahaere Community Services Operationally - Kaiarataki		
Team	Whānau Services		
Direct Reports	NIL	Total FTE	1.0

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1995 at a hui at Papawai Marae, Greytown. Ngāti Moe hapu, led by Dr Janice Wenn and Kim Workman, structured a proposal for a 'by Māori for Māori' community-based health service for the Wairarapa. Initially Whaiora Whanui was developed under the umbrella of the Ngāti Kahungunu Māori Executive, Taiwhenua (NKMET). With the mandate from Wairarapa hapū, Whaiora Whanui became an autonomous entity and was established as a Charitable Trust on 13 December 2000.

Whaiora provides a range of community health and social services to the Wairarapa community, our boundaries are Pukaha Mt Bruce to Remutaka Summit – we also work with whānau in Eketahuna.

Our services also include a Very Low Cost Access Medical Centre for Masterton residents.

VISION
Wairarapa He Waiora / Wairarapa A Place of Wellness

MISSION
He rarapa I nga ahuatanga e u ai te ha o te ora / To pursue and participate in ways of bringing about wellness

Tēnei tūranga | About the role

You will deliver and maintain a HHI service that operates effectively in the Wairarapa.

You will systematically identify and refer eligible families/whānau/aiga to the HHI service and engage with eligible families/whānau/aiga, coordinating interventions to ensure they live in warmer, drier, and healthier homes

The kaikōkiri will build and facilitate the supply of interventions ensuring greater understanding among families/whānau/aiga about the relationship between living in cold, damp, and unhealthy homes and preventable illness, such as infectious respiratory conditions, rheumatic fever, and meningitis and tips for a warmer, drier, and healthier home.

Essential Functions

You will be expected to lead and coordinate the wider Healthy Homes System (the System) to reduce cold, damp, and crowded homes for eligible families/whānau/aiga as set out below.

Systems and processes:

- Develop and maintain systems and processes to collect, collate, analyse, and maintain up-to-date information on families/whānau/aiga (to capture referral status, engagement, assessment, interventions, and outcomes).

- Collect and maintain information outlined in the Minimum Dataset.
- Have systems in place to ensure all potentially eligible families/whānau/aiga are referred including links to hospital discharges, primary care, Māori/iwi and Pacific community groups and service providers, Well Child Tamariki Ora providers, Family Start providers, NGOs, and community groups.
- Develop, maintain, and report on collaborative partnerships with local Māori/iwi and Pacific organisations and community groups to support whānau/aiga outcomes.
- Engage with eligible families/whānau/aiga and coordinate services to reduce cold, damp, and crowded homes.
- Ensure eligible families/whānau/aiga are engaged with and receive a housing assessment to identify the interventions needed, including coordinating home safety devices and education as required.
- Ensure all eligible families/whānau/aiga understand the relationship between living in cold, damp, and crowded homes and preventable illness, sore throats, and rheumatic fever, and have received the tips for a warmer, drier, and healthier home.
- Work with eligible families/whānau/aiga to develop an intervention plan, detailing agreed steps to create warm, dry, safe, uncrowded homes for families/whānau/aiga.
- Identify and refer eligible families/whānau/aiga based on eligibility criteria to identified services such as Ministry of Social Development (MSD), Kāinga Ora – Homes and Communities, curtain banks and other community service providers.
- Coordinate interventions required and offer support/advocacy to and for families/whānau/aiga where needed. Ensure intervention funding is specifically tagged to interventions.
- Facilitate and grow the supply of interventions to reduce crowded, cold, and damp homes.
- Work in partnership with local intervention suppliers, such as curtain banks and minor repair services.
- If required, directly purchase interventions such as heaters, curtains.
- Ensure intervention plans are closed once all interventions have been coordinated.
- Follow up with eligible families/whānau/aiga 9-12 months after the referral was received to determine the impact of the service/interventions and whether any further interventions are required (any new interventions identified through this process would qualify as a new referral) and complete reporting.
- Develop a feedback loop with referrers and complete the feedback loop with referrers as mutually agreed.
- Ensure your HHI team, frontline staff, hub, leadership, partners, and contract holders have confidence and competency to deliver HHI services to families/whānau/aiga, by supporting their attendance at appropriate training and coaching opportunities.
- Develop a training and coaching action plan for your workforce that includes regular competency assessment of existing and new staff.

Key Result Area	Expected Outcomes / Performance Indicators
Work	• Initial assessment • Developing practical (non clinical) plans • Delivering client programmes • Collaboration with other professionals • Liaison with the community • Initial advocacy • Building and maintaining trust and collaborative relationships

Responsibility	- To develop, and implement appropriate plans with clients/whānau so they can thrive - To escalate and refer cases appropriately when complexity/risk is high - To engage with whānau, hapū, and iwi in service delivery - To keep accurate records and ensure confidentiality
Demands	- Deals with complex and demanding emotional situations which can vary throughout a workday and escalate quickly - Work requires high levels of concentration and observation - Work requires ability to regulate own emotion and maintain professional boundaries
Working Conditions	- Required to operate in multiple environments-clients homes/office and other locations in community - Kaimahi may be exposed to multiple environments which may include, unsafe conditions, erratic and traumatised behaviours and dangerous dogs on the property. Whaiora's policies and procedures need to be adhered to.

Key Result Area	Expected Outcomes / Performance Indicators (All Whaiora Kaimahi)
An Accountable System	- Champion connections with whānau, hapū and iwi Māori to promote whānau voice and improve whānau service experiences and outcomes - Promote development of a culturally safe workforce supporting others to better understand their own cultural perspectives to advance the work of the organisation across a range of social contexts - Demonstrate life-long learning in cultural safety, holding themselves accountable for providing culturally safe leadership, service design and delivery - Ensure the unique needs of priority populations including tāngata whaikaha are understood and kept at the forefront of service delivery
Collective Impact	- Support the pursuit of Māori health gain and achieving equitable health outcomes for Māori including tāngata whaikaha through the application of hauora models - Support the dismantling of policies, procedures and practices that cause inequity
Health and Safety	- Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by: - Observing Whaiora H and S procedures - Participating in health and safety initiatives and training - Providing suggestions for improvement of health and safety - Reporting all accidents/incidents, near misses and symptoms of discomfort - Identifying and reporting workplace hazards
Indigenous Health System	Influence the application of mātauranga Māori, te reo and tikanga Māori in in compelling and constructive ways of aligned with organisational vision

	- Promote wairuatanga as determinant of your own wellbeing and that of your team - Knowledge and application of kaupapa Māori methodologies and frameworks as it pertains to the role
Risk Management	- Identify any people related, reputational and/or organisational risks and take action to minimise their impact - Effectively manage and escalate risks with proposed appropriate mitigation where necessary
Sustainable and Equitable Resourcing	- Support the secure use of digital tools that foster organisational effectiveness - Maintain positive working relationships with colleagues within public and private sectors, related industry and community interest groups and the wider local, regional, national communities as required for the role
Te Tiriti o Waitangi	- Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way - Provide leadership to colleagues, supporting them to understand the organisation's Te Tiriti stance, and its application to their work in the workplace

Whānaungatanga | Relationships

Internal	External
- Kaihautū – General Manager - Kaiwhakahaere Community Services - Kaiaarataki – team Lead - Whaiora Kaimahi	- Whānau / Hapū / Iwi / Marae - Wairarapa Based Medical Centres - MSD - Kainga Ora - TE Whatu Ora - Safe Kids - SEEC - Power Co - Variety Beds Sustainability Trust

Ngā Āhuatanga | About you

You will have	Essential - Experience / qualification in a health-related field or willing to work towards one. - 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 - Smokefree / Vapefree
You will be able to	Skills Active listening

	• Ability to elicit and interpret information • Ability to communicate information clearly and effectively • Emotional dexterity (ability to manage complex emotional situations, deescalate where required and support clients to process and navigate emotional challenges) • Empathy • Strong knowledge of different cultures • Knowledge of Te Ao Māori frameworks and methodologies • Knowledge of Te Tiriti • Some knowledge of social work frameworks • Relationship building • Competent user of computers – expert in Microsoft Office 365. • High level of integrity and professionalism • Ability to maintain confidentiality and discretion • Strong organisational ability to optimise and prioritise • Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads. • Time management skills necessary to prioritise effectively and maintain client safety • A team player and considers the views of others
Other Duties	As this is not an exhaustive list of duties, and you may be required to follow other lawful and reasonable requests and instructions.

PLEASE SIGN TO ACKNOWLEDGE YOUR ACCEPTANCE OF THIS JOB DESCRIPTION.

_____	_____	_____
Employee Name	Signature	Date
_____	_____	_____
Employer Name	Signature	Date