
JOB TITLE	He Kaiārataki Wāhine
DATE	March 2023
REPORTS TO	General Manager, Te Whāriki Manawāhine o Hauraki

POSITION DESCRIPTION

Position purpose

Umbrella statement of the major functions of the job.

The primary purpose of the Kaiārataki Wāhine role is to support wāhine and their whānau to heal from their experiences of whānau violence and to provide clinical leadership to whānau practitioners employed by Te Whāriki.

This is a senior whānau practitioner role. You will bring experience in managing staff and the necessary qualifications in clinical supervision from an indigenous perspective. Counselling skills and experience are a bonus.

Work Complexity Main tasks

What are the most challenging duties typically undertaken?

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

- working with whānau, including tāne Māori who may be traumatised by the affects of whānau violence
- working in a small team
- working with and across a diverse range of health, education and social service settings.

Core objectives include :

Methods of Operating

- operate in accordance with the Service Specification/Operating Guidelines for Te Whāriki Manawāhine o Hauraki
- undertake all required reporting and record keeping
- operate as clinical team leader and provide management oversight of staff
- participate in clinical supervision
- carry a minimal case load
- undertake training as required

- undertake liaison with other agencies, community groups networks and relevant individuals

Risk & Needs Assessment & Safety Planning

- supervise comprehensive Risk & Needs Assessment undertaken by staff who report to you
- decide, in consultation with the General Manager the level of service provision, to be offered to whānau Māori
- support whānau Māori to have in place achievable & realistic goal-based safety plans using the organisation's Outcome Rating Scale to address their risks & needs

Working with Whānau

- support staff to support whānau Māori to implement their plans (not to do the plan for whānau)
- facilitate access to health, social, education and other support services that will assist staff to support whānau achieve their goals
- actively monitor the achievement of whānau plans
- undertake crisis management should the need arise

Evaluation of Services Provided

- actively monitor that staff have conducted with whānau who are exiting our services an outcome evaluation using the organisations Session Rating Scale prior to whānau exiting services to assist with gauging if their needs and goals have been met

Team Performance & Leadership

- supports staff by giving feedback and co-facilitating case consults.
- contributes to a tangata whenua employment environment that fosters and develops effective internal working relationships and high performance.
- self-directed and seeks advice from peers.
- self-monitors performance and workloads to ensure that objectives are met.

The above list is not exhaustive and the role may change to meet the overall objectives of Te Whāriki that change from time-to-time in response to changes in the external environment.

Other Duties

- fulfil other duties as required by management

Key internal contacts

- management, all employees of Te Whāriki Manawāhine o Hauraki and Volunteers

Key external contacts

- Police, WINZ, Oranga Tamariki, Other Refuges, Thames A&E, GP's, Marae, hapū and iwi, Te Korowai

Hauora o Hauraki, Hauraki Māori Trust Board, other health and social services

- Required skills & qualities**
- professional approach.
 - ability to work under pressure.
 - staff, organisational and time management skills.
 - excellent attention to detail.
 - assessment skills.
 - basic counselling skills.
 - ability to work effectively cross-culturally.
 - negotiation and conflict resolution skills.
 - exceptional communication and interpersonal skills.
 - advocacy skills and skill in assessing resources.
 - boundary setting – differentiating between working and personal life.
 - positive approach to change.

PERSON SPECIFICATION

- Qualifications**
- tertiary qualification in either social work, nursing, health promotion, community development, counselling or aligning qualifications (desirable). However, experience in a tangata whenua NGO setting managing staff and providing clinical leadership to whānau violence practitioners who support wāhine Māori and their whānau attain their potential will be seriously considered.
 - current full driver's licence

- Experience working with**
- wāhine Māori in the context of healing and recovering from whānau violence (essential)
 - whānau advocate or support person (essential)
 - a tangata whenua perspective (essential)
 - other services in partnerships to improve outcomes for whānau (essential)
 - whānau in the context of service delivery from Te Tiriti o Waitangi and decolonisation perspective (essential)
 - providing clinical leadership and staff oversight
 - microsoft applications and client data bases (essential)

- Knowledge**
- knowledge of whānau violence and the impact on whānau and individuals in the whānau including tāne Māori (essential)
 - knowledge of child abuse

- knowledge of mental health and alcohol and drug abuse
- knowledge and understanding of whānau, hapū, iwi and the dynamics of whanaungatanga.
- has some understanding of Pacific societal and familial structures.
- knowledge of safety issues including client safety and worker safety.
- well-developed networks in the community and experience in dealing with people from a range of cultural backgrounds.
- knowledge of, and networks with, other service provider agencies.
- ability to promote the work of Te Whāriki Manawāhine o Hauraki.
- sound knowledge of Te Tiriti o Waitangi and implementation in a service delivery environment

Skills & competencies

This position is Level 3 & support through performance management is given to assist an employee maintain Level 3.

Cultural – have 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 can reflect on own practice and seeking 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 - implies 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 the way 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 improvements that are sustainable and 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 terms of driving through positive change and the delivery of improvements which will enhance Te Whāriki's reputation. Is widely acknowledged as a 'big picture' thinker.

Professionalism/ Taking responsibility

Refers to 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 and 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 represents 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 of family violence sector, including how emerging trends might affect individuals, whānau and groups now and in the future.

- **Level 1:** Requires minimal knowledge of sector, how it functions and how it impacts on immediate area of concern.
- **Level 2:** Requires a good understanding of the 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, to organise the parts of a problem in a sequential, systematic way 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 breakdown an issue into a step-by-step, sequential process. Should be able to explain the rationale behind any decision they have made and anticipate any obstacles in their way. Good questioning skills.
- **Level 3:** Requires logical reasoning skills and the ability to deal with complex, inter-related 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 as well as those of the organisation.
- **Level 2:** Commitment to checking 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, 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 with regards to organisational planning and time management. It demands proven ability to manage a complex range of activities of different priority and urgency. Supports/organises others - people and resources.

Leadership

Implies 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 in which everyone has a shared sense of where they are going. May not be a formal position held.

- **Level 1:** Leadership is demonstrated by keeping others informed about relevant and useful information. 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. Focus is on communicating the vision and doing things in such a way that generates commitment from others.

Personal attributes

- Professional approach (essential).
- Confident manner (essential).
- Positive approach to change (essential).

Other

- Willing to be criminal checked and police vetted
- Take and follow direction

This job description serves to illustrate the scope and responsibilities of the post 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 the development of this role and the development of the business.

ACKNOWLEDGEMENT

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

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date

Te Whāriki Manawāhine O Hauraki
Hauraki Women's Refuge