

## POSITION DESCRIPTION

### Position Details:

**Title:** Community Support Worker

**Department:** Manawanui Oranga Hinengaro Kaupapa Maori Service

**Reports to:** Team Leader

**Location:** Whatua Kaimarie Marae Complex (Manawanui) – Sutherland Rd, Pt Chevalier

**Date:** July 2011

**Review Date:** July 2013

### Purpose of Position:

This role works specifically with Maori tangata whai ite ora (service users) referred to the Community Mental Health service, with a specific focus on Manawanui Oranga Hinengaro Kaupapa Maori Service. This role promotes models of health that incorporate, Maori dimensions and world views, e.g. Whanau (family), Wairua (spirituality), Tinana (body) and Hinengaro (mind), in order to promote recovery and assist and enhance clinical team members practice when providing effective and tikanga (culturally) appropriate care for tangata whai ite ora and their whanau.

The focus for the position works closely with the clinical teams using a kaupapa Maori team approach, promoting recovery and timely discharge from mental health services.

### Key Accountabilities:

#### Client Support

- To work in partnership with tangata whai ite ora, their Whanau and the wider community to ensure that, via the delivery of tikanga appropriate services, those using the service are better able to meet their own needs through the development of a recovery support plan that reflects an accurate assessment of needs, goals and aspirations.
- To network effectively to ensure the cultural needs of tangata whai ite ora, together with their whanau are met and integrated when appropriate, into the CMH services within the ADHB rohe (catchment).
- Ensure timely and effective communication both verbal and written, through the observation and accurate reporting on the ongoing well-being of tangata whai ite ora as part of the multi disciplinary team.

#### Accessibility

- To be accessible within the team approach, i.e. in terms of physical location, hours of availability, length of involvement of service, language and flexibility in timing of support, including ongoing support for tangata whai ite ora, and their whanau in the rohe of Te Toka Tumai (Auckland District Health Board catchment area).

### **Acceptability**

- Services are delivered in such a way that tangata whai ite ora, their whanau and significant others feel in control, informed and cared for throughout contact with the service.
- Ensure tikanga, age and gender appropriateness objectives are identified and achieved for delivery of the service.
- Mechanisms for whanau involvement and consumer consultation are maintained and regularly used and reported on.

### **Quality of Service**

- To work collaboratively with clinical staff / multi-disciplinary team members to enhance practice and provide a consistent and coherent approach to a kaupapa Maori service delivery.
- To contribute to the continuous quality improvement or service development initiatives as defined and agreed by the Clinical Team Leader and/or the Level 3 partnership for Manawanui Oranga Hinengaro.
- Participate in regular performance reviews to measure effectiveness of support delivery to tangata whai ite ora and their whanau, and make changes where and when appropriate to ensure ongoing continuous improvement is routine.
- Effective mechanisms are developed and maintained to ensure that feedback is received and acted upon where appropriate, from those accessing the services.
- Appropriate records and documentation are maintained in line with relevant DHB policy and legislation.

### **Safety**

- Develop appropriate skills and knowledge to deliver services that promote the physical, social, tikanga and emotional well being of tangata whai ite ora and their whanau.
- Comply with specific DHB policies and standards of practice.

### **Team Membership & Professional Development**

- To work collaboratively with other kaupapa Maori team members eg; Kaumatua, Nurses, Social Workers, Occupational Therapists, Kai Atawhai, Psychiatrists, Psychologists, as well as clinical staff in CMHC's, to provide safe, effective, and appropriate support for tangata whai ite ora and their Whanau that ensures tikanga assessment are in place for all tangata whai ite ora when referred.
- To maintain regular participation in team meetings, planning groups and regular staff supervision, where joint responsibility for decisions are considered and agreed through these processes.
- Undertake training and participate in personal/professional development based on regular performance appraisal with the Clinical Team Leader.

### **Treaty of Waitangi**

- To provide tikanga safe practice that is consistent with the principles of Te Tiriti o Waitangi, acknowledges the Mana Whenua relationship of Ngati Whatua with ADHB, and has as its basis the principles of Participation, Protection and Partnership as outlined in the Tikanga Best Practice Policy

<b>Relationships:</b>		
<b>External</b>	<b>Internal</b>	<b>Committees/Groups</b>
<ul style="list-style-type: none"> <li>• Whanau, whanau whanui, Hapu &amp; Iwi</li> <li>• NGOs, including kaupapa Maori service providers.</li> <li>• Other DHB and NGO Mental Health Services</li> <li>• Consumer services</li> <li>• Community Health and Social Service providers, including primary care providers.</li> <li>• Accommodation Providers</li> <li>• Government Agencies eg; WINZ, Housing NZ</li> </ul>	<ul style="list-style-type: none"> <li>• ADHB Mental Health Services</li> <li>• Kaumatua at Te Whetu Tawera, Manawanui and BRC</li> <li>• Clinical Team Leader and other kaupapa Maori team members at Manawanui</li> <li>• Staff in Te Whetu Tawera</li> <li>• Other ADHB Mental Health Service staff, e.g. CMHCs, BRC.</li> <li>• He Kamaka Oranga Provider Team, including Manager/Advisor, kaiatawhai, kaimanaki</li> <li>• Consumer and Whanau / Family Advisors</li> </ul>	<ul style="list-style-type: none"> <li>• Internal staff meeting</li> <li>• Relevant community and professional group meetings</li> <li>• Other groups as agreed with line manager.</li> </ul>

**PERSON SPECIFICATION**

<b>Education &amp; Qualifications</b>	<b>Essential</b>	<b>Desired</b>
<b>Tikanga/Cultural</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of te reo me ona tikanga Maori.</li> <li>• Experience of working with tangata whai ite ora with serious mental illness.</li> <li>• Has an understanding of Te Tiriti o Waitangi and its place in the delivery of mental health services for Maori</li> </ul>	<ul style="list-style-type: none"> <li>• Fluent in te reo me ona tikanga.</li> <li>• Communicate competently in te reo rangatira me te reo pakeha. Ki te whakatuhihi me whakakorero i te reo.</li> <li>• An in-depth knowledge and understanding of Te Tiriti o Waitangi, and able to incorporate it into their practice</li> </ul>
<b>Education / Achievements</b>	<ul style="list-style-type: none"> <li>• National Certificate in Mental Health (or demonstrated commitment to achieve)</li> <li>• Willing to undertake training and annual assessments for the Takarangi Maori Practitioners Framework.</li> <li>• Current, clean NZ full driver's licence</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in Social Work or other health related field.</li> <li>• Completed the essential learning module for Working with Maori – “Real Skills for People Working in Mental Health and Addictions” and/or</li> <li>• Completed 1st assessment for the Takarangi Maori Practitioner Competency Framework and</li> <li>• Registered on the national data base for Takarangi Maori Practitioner Competency Framework</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Relevant experience working with tangata whai ite ora and whanau</li> <li>• Strong communication skills</li> <li>• Able to build and maintain relationships with manawhenua and mataawaka, whanau, hapu, iwi and/or Maori and non Maori community groups, key stakeholders and other support services</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a kaupapa Maori mental health setting.</li> <li>• Demonstrated experience in providing evidenced / informed based advice to non Maori working with Maori and their whanau.</li> <li>• Has strong community networks in place</li> </ul>

<b>Education &amp; Qualifications Contd</b>	<b>Essential</b>	<b>Desired</b>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>• Mental Health work experience.</li> <li>• Strong communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Maturity under pressure.</li> <li>• Positive role model for tangata whai ite ora &amp; their whanau.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Able to conduct assessments, formulate goals and care plans in conjunction with other team members</li> <li>• Ability to work with tangata whai ite ora in the context of whanau and relevant support systems</li> <li>• Able to work with other team members to identify tangata whai ite ora health needs and translate this into care planning</li> <li>• Ability to develop sound relationships within the service</li> </ul>	<ul style="list-style-type: none"> <li>• Working with people who have coexisting mental health and addiction issues</li> <li>• Understands the recovery paradigm in mental health</li> </ul>

## CRITICAL COMPETENCES

<b>Competency</b>	<b>Description</b>
<b>1. Support Co-ordination</b>	<ul style="list-style-type: none"> <li>• Current knowledge of community resources / networks.</li> <li>• Ability to network effectively with other mental health professionals and services to ensure seamless provision of services.</li> </ul>
<b>2. Tikanga /Cultural Awareness</b>	<ul style="list-style-type: none"> <li>• Ability to lead on tikanga specific assessments as appropriate by service.</li> <li>• Interactions with tangata whai ite ora and their whanau are informed and appropriate tikanga is used.</li> <li>• Understands the significance of Te Tiriti o Waitangi in daily practice, and implements using best practice models.</li> <li>• Displays tikanga sensitivity and the ability to work with organisational strategies to improve opportunities for tangata whai ite ora</li> <li>• Understands and implements manawhenua/mataawaka status requirements under Te Tiriti o Waitangi.</li> </ul>

Competency	Description
<b>3. Teamwork &amp; Flexibility</b>	<ul style="list-style-type: none"> <li>• Practices whakawhanaungatanga and collaborates with other team members and work groups to achieve objectives for the good of the whole.</li> <li>• Takes on a leadership role when required, and actively contributes to, and accepts consensus decisions.</li> <li>• The ability to adapt to new tasks or roles as needed and seeks out opportunities to support others in achieving goals, while recognising and respecting individual differences.</li> </ul>
<b>4. Quality &amp; Service Development</b>	<ul style="list-style-type: none"> <li>• Ability to develop and follow policies, procedures and recommended best practice.</li> <li>• Proactive approach towards in service development initiatives to enhance service.</li> <li>• Commitment to continued training and skills base building.</li> <li>• Ability to evaluate, monitor and identify achievements and outcomes of interventions taking into account any changing priorities.</li> <li>• Can recognise and address barriers to achieving consistent quality and meeting objectives, and participates effectively in self and peer review.</li> </ul>
<b>5. Communication</b>	<ul style="list-style-type: none"> <li>• Expresses information effectively, both orally and in writing.</li> <li>• Ability to provide effective feedback, and can negotiate facilitate, and adjust language and style to tangata whai ite ora and their whanau considering their frame of reference.</li> <li>• Computer literate, i.e. Microsoft packages, and all documentations are timely, and comply with electronic client records</li> </ul>
<b>6 Self Management</b>	<ul style="list-style-type: none"> <li>• Sets high standards, displays drive and energy and persists in overcoming obstacles to achieve goals.</li> <li>• Is proactive and develops creative, effective solutions to improve outcomes.</li> <li>• Copes with stress, is resilient to change and understands personal limitations.</li> </ul>