

## SCHEDULE 2

### POSITION DESCRIPTION

#### Pou Ārahi Neehi Clinical Coordinator – Piringa

Reports to: Piringa Operations Manager (Jean Batt)

Number of direct reports: nil

#### VISION

**Ko toiora te whāinga taiooreore, mō ngā whānau, me te hāpori whānui,  
mā te toiora, ka tō te mauri ora ki a tātou  
Whāia te toiora, kia ora ai te katoa**

Ultimate Wellbeing is the goal for families and wider communities through ultimate wellbeing, our people will flourish. Pursue ultimate wellbeing for the vitality of all people.

| Pono  | Manaakitanga  | Rangatiratanga   | Whanaungatanga  |
|---|---|--|---|
| <ul style="list-style-type: none"> <li>✓ Role model toiora; walk the talk</li> <li>✓ Integrity and accountability; follow through everytime</li> <li>✓ Drive for positive change</li> </ul> | <ul style="list-style-type: none"> <li>✓ Aki, uplift the mana of others</li> <li>✓ Acts of service, we take care of whānau</li> <li>✓ Hand up not hand out</li> <li>✓ Respect uniqueness &amp; unity</li> </ul> | <ul style="list-style-type: none"> <li>✓ Te Reo Māori me ōna Tikanga</li> <li>✓ People before profit</li> <li>✓ Kaupapa Māori is living best practice</li> <li>✓ Mana ki te mana practice</li> </ul> | <ul style="list-style-type: none"> <li>✓ Weaving together for best outcomes</li> <li>✓ Strengths based</li> <li>✓ Continuous, genuine relationships</li> <li>✓ Toiora available for all whānau</li> </ul> |

#### PURPOSE

Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.

From 1 July 2024, Poutiri will uphold the Kaupapa of Piringa in Rotorua. Piringa is a warm, welcoming, safe and nurturing papakāinga where aroha, kotahitanga and manaakitanga underpins what we do, where whānau and staff are encouraged to their full potential, and where whānau ora and whanau-centered programs thrive. In serving Whānau and in supporting them to reach their full potential, we will be **passionate** about our mahi (work), **proactive** in assisting whānau ora and self-reliance, and **resourceful** in our approach. We seek excellence through a culture of mana to mana practice, learning, service and caring. The Pou Awhina role is essential to this.

Pou Ārahi is responsible for:

- Provides weekly access operationally to Koeke Korowai to manaaki Whānau (Whaiora) and their Whānau
- Works in a way that empowers Whaiora and Whānau in self-advocacy and self-management
- Supports ngā Pou Awhina (Support Workers) in their practice and Kaupapa Piringa model of care based on Te Pae Mahutonga, through supervision
- Demonstrates the practical application of Te Tiriti of Waitangi in everyday work and uses an equity lens to ensure it contributes to improved health outcomes for Māori and other priority populations.

After-hours on call is a requirement of this role.

| RESPONSIBILITIES  | KPIs   |
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| <p><b>Mahi toiora - Improve whānau engagement, dreams, goal setting and achievement by:</b></p> <ul style="list-style-type: none"> <li>• Work in unison with the Pou Whakahaere Rongoā (Piringa Operations Manager) to lift cultural fluency and: <ul style="list-style-type: none"> <li>○ enhance Piringa as a culturally safe haven for Whaiora to heal and transform</li> <li>○ support Pou Awhina to maximise their potential within their scope of practice, through supervision</li> </ul> </li> <li>• Supports manaaki of Whaiora and transport of Whaiora to programmes and appointments, advocates for Whaiora in clinical appointments</li> <li>• Actively supports a no blame, no shame continuous learning and improvement culture</li> <li>• Work within existing Piringa policies and procedures</li> <li>• Participate in the reporting and review of service provision through continuous improvement activities including providing feedback and participating in service audits, external reviews and new initiatives</li> <li>• Assist in the development of internal systems to monitor the delivery of services in line with service objectives and specifications.</li> <li>• While developing a rapport with Whaiora based on respect and honesty, the Pou Whakahaere Rongoā will work within clear professional boundaries and the Poutiri Code of Conduct</li> <li>• Ensure compliance with the Trusts policies, procedures, and guidelines including taking all reasonable steps to manage and promote a healthy and non-discriminatory working environment</li> <li>• Be an active member of a network of mental health and Māori mental health support workers and should attend and participate in relevant forums and trainings</li> <li>• Committed to delivering an excellent service for all Whaiora through partnerships at all levels and phases of service delivery; providing choice of services that meets the identified needs and aspirations of Whaiora and Whānau.</li> </ul> | <ul style="list-style-type: none"> <li>• Takes full responsibility to ensure Kaupapa, Whānau and staff are thriving in Piringa, with full Whānau input.</li> <li>• Engaging out of office with Whānau, supporting them to meet their goals 50% of the time (not in the office on the computer).</li> <li>• Records accurately and administers medication accurately 100% of time.</li> <li>• Checks medication records daily and follows up with any anomalies.</li> <li>• Attends 90% of Systems Hui, Whānau reviews and staff hui.</li> <li>• Provides monthly supervision for Pou Awhina.</li> <li>• Provides monthly report by the 5<sup>th</sup> of each month.</li> <li>• Conducts internal audits monthly by 5<sup>th</sup> of each month.</li> <li>• Records accurately activities and casenotes daily.</li> <li>• Records accurately incidents in Recordbase on day of incident.</li> <li>• Records health and safety issues in Safe 365 on day of incident.</li> <li>• Delivers all clinical aspects of Orientation to new staff.</li> <li>• Responds to allocated incidents within one business day and investigates within 5 business days.</li> <li>• Responds to 90% of on-call matters within 15 minutes of call.</li> <li>• Has a positive, professional outlook, does not entertain others gossip, or negative undermining of kaupapa 100% time.</li> <li>• Demonstrates being passionate about our mahi (work), proactive in assisting whānau ora and self-reliance, and resourceful in our approach 100% time.</li> <li>• Work as a functional work whānau/team.</li> </ul> |

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| <p><b>Mahi Whaunaungatanga</b><br/>Reliability and Trust</p>  | <p><b>Mahi whanaungatanga - Maintain trust by:</b></p> <ul style="list-style-type: none"> <li>• Apply the principles of Te Tiriti of Waitangi by: <ul style="list-style-type: none"> <li>○ Demonstrating the practical application of Te Tiriti of Waitangi in everyday work</li> <li>○ Using Te Reo Māori appropriately, and adheres to tikanga</li> <li>○ Demonstrating a commitment to improving Māori health equity</li> <li>○ Demonstrating a commitment to improving equity of health outcomes for Pacifica and other priority populations</li> <li>○ Actively seek out opportunities to empower whānau to draw on existing capabilities and strengths to resolve health and wellbeing issues, with coordinated support from a range of providers.</li> </ul> </li> <li>• Recognise the importance of communication and engage across internal systems and processes to ensure what and how we do things honours Mana to Mana Practice</li> <li>• Understanding the impact of colonisation, privilege and power on health outcomes and engagement</li> <li>• Welcome and manaaki whānau tautoko as natural and normal</li> <li>• Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code.</li> </ul> |
| <p><b>Mahi Tahī</b><br/>Collaboration</p>                     | <p><b>Mahi tahī - working collaboratively by:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates knowledge of Toiora philosophy and model to accelerate equity of Māori health outcomes</li> <li>• Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau</li> <li>• Responding openly to complaints or feedback.</li> <li>• Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care</li> <li>• Committing to support future workforce development opportunities</li> <li>• Develop collaborative working relationships within the team and providers</li> </ul>  |
| <p><b>Mahi Manukura</b><br/>Compliance with best practice</p> | <ul style="list-style-type: none"> <li>• Practice in accordance with relevant ethical codes</li> <li>• Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate)</li> <li>• Application of explicit ethical decision-making processes to ethically complex situations</li> <li>• Knowledge of best practice guidelines in area of practice</li> <li>• Have a working understanding of: Te Tiriti o Waitangi; The Privacy Code 2020; The Code of Health and Disability Services Consumer's Rights 1996; Accident Rehabilitation and Compensation Insurance Act 1992; Occupational Health and Safety Act 1992</li> </ul>   |
| <p><b>Mahi Manukura</b><br/>Technical skills</p>              | <ul style="list-style-type: none"> <li>• Proficiency in the use of personal computers and related software applications required for the role (including Recordbase/Excess, Microsoft Word, Excel, Power Point, Word)</li> <li>• Gather and compile data, information and prepare reports</li> <li>• Ability to monitor, review and/or maintain quality improvement processes and</li> </ul>  |

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|                                      | <p>standards</p> <ul style="list-style-type: none"> <li>• Skill in organising resources and establishing priorities.</li> </ul>   |
| <b>Mahi Manukura Compliance</b>      | <ul style="list-style-type: none"> <li>• Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures</li> <li>• Being aware of, and taking action if occupational hazards are identified</li> <li>• Follow company policy to report untoward events/incidents/errors</li> <li>• Understand and implement safe work practices and operating procedures</li> <li>• Take appropriate action to ensure a safe healthy working environment for self and others</li> <li>• Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice</li> <li>• Completing event/incident forms as per Poutiri policy</li> <li>• Completing tasks in a timely fashion, or delegating if absent.</li> </ul>   |
| <b>Mahi Manukura Professionalism</b> | <ul style="list-style-type: none"> <li>• Engage in ongoing professional development</li> <li>• Contribute to an environment that nourishes the wairua of people</li> <li>• Staff are familiar with and practice appropriate cultural tikanga for different forms of care</li> <li>• Familiarise and apply Te Pae Mahutonga in practice</li> <li>• Proactively contributes to the realisation of Poutiri Trust’s vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> <li>- Commitment to health, wellness and fitness</li> <li>- A repertoire of waiata for pōwhiri and other occasions is known by staff</li> <li>- Te Reo is freely used throughout the organisation</li> <li>- Cultural occasions are practiced appropriately</li> </ul> </li> <li>• The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of Piringa and Poutiri.</li> </ul> |

### QUALIFICATIONS AND SKILLS

#### **Qualifications**

- Full and clean driver’s license
- Tohu in supervision
- Current APC, and relevant clinical qualification
- Knowledge of Tikanga Māori with proficiency/learning in Te Reo Māori and Māori models of practice
- Proven extensive experience working in Mental Health services
- Te Reo me ōna tikanga is an advantage.
- Knowledge of the Health and Disability Sector standards
- Experience of working with people who experience mental illness and addictions
- Works well within a team environment and able to foster good interpersonal relationships
- Flexible, adaptable and resilient
- Ability to build and maintain credible relationships internally and externally

- Produce written communication that is clear, concise and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau
- Comfortable with computerised client/patient management systems
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people
- Exhibit well-developed communication skills that enable clear, relevant and appropriate presentation of ideas, opinions, views and recommendations
- Apply knowledge of policies and procedures and practical experience when developing solutions to field problems
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalates issues for wider consideration
- Report writing skills, in particular risk assessment
- Self-Management/ Planning Skills
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.
- Is understanding of and committed to Best Practice within an integrated service delivery model

### KEY RELATIONSHIPS

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|-----------|---|
| Internal  | <ul style="list-style-type: none"> <li>• Poutiri Services</li> </ul>  |
| Community | <ul style="list-style-type: none"> <li>• Te Arawa</li> <li>• Ngā Kura</li> <li>• Ngā Kohanga Reo</li> <li>• Whānau</li> <li>• Women's refuge</li> <li>• Community organisations and agencies</li> </ul>   |
| External  | <ul style="list-style-type: none"> <li>• Health NZ</li> <li>• Link People</li> <li>• Whare Whakauae</li> <li>• ART (crisis team)</li> <li>• Te Ngako</li> <li>• Te Arawa Whānau Ora</li> <li>• Whānau Ora Commissioning Agency</li> <li>• Te Mana Hauora o Te Arawa</li> <li>• Community NGO Providers and others</li> <li>• Primary Care, General Practice &amp; Pharmacy Services</li> <li>• Beverly House</li> <li>• Te Atatū South</li> </ul> |