

Position Description

Position Title: Kaiāwhina
Location: Heretaunga Street
Reporting To: Equity and Partnership Manager
Date: 18 June 2024
Hours: 1FTE

Position Purpose

A focus on service development to grow Arohanui Hospice Māori Cultural Support to ensure staff and the organisation meet the need for Tūrora Māori (patient / patient's) and whānau.

To provide cultural support, advocacy and awahi to Tūrora Māori and their whānau who come into the care of Arohanui Hospice.

To deliver education on tikanga and develop Arohanui Hospice guidelines and practice.

To establish, grow and strengthen connections with local Hapū and Iwi, Kaupapa Māori Services, Think Hauora and with Te Whatu Ora partners.

To support and advocate for Pacific peoples and their communities in the care of Arohanui Hospice.

Key Accountabilities:

Key Areas of Responsibility	Tasks
To demonstrate acceptance and understanding of Te Tiriti o Waitangi and its principles	Integrate the principles of the Te Tiriti o Waitangi into practice and support staff to integrate the principles into palliative care service delivery. These principles include: Tino rangatiratanga: The Kaiāwhina space is committed to respecting and protecting Māori self-determination and enhancing mana through service development and delivery of these services. Equity: Being committed to achieving equitable health outcomes for Māori. Active protection: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes communication with SLMT and the Arohanui Hospice Governance Board regarding the extent and nature, of Māori Tūrora experiences of Arohanui Hospice Care, health outcomes, inequities identified and efforts to achieve Māori health equity.

	<p>Options: Providing for and properly resourcing kaupapa Māori cultural support at Arohanui Hospice. Palliative care is provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</p> <p>Partnership: Working in partnership with the Arohanui Hospice Māori Health Committee in the governance, delivery and monitoring of the health of Māori Tūrora and whānau. Kaiāwhina is committed to growing partnerships with Mana Whenua.</p>
<p>Service Development:</p>	<p>To actively engage in and contribute to Te Roopu Taumata Rau, Māori Health Committee.</p> <p>To review and oversee the implementation of the Arohanui Hospice Māori Health Plan alongside the Equity and Partnership Manager and Te Roopu Taumata Rau, Māori Health Committee. Monitor and report on progress against AH Māori Health Plan.</p> <p>To review and oversee the implementation of Mauri Mate alongside the Equity and Partnership Manager and Te Roopu Taumata Rau, Māori Health Committee.</p> <p>To review and update all relevant Arohanui Hospice Māori Health policies and procedures each year alongside Equity and Partnership Manager and Te Roopu Taumata Rau.</p> <p>Review Kaiāwhina access criteria, referral pathways, service documentation and make required adjustments to ensure these processes meet current need and are fit for the future. This review includes contact with other National Hospice Services to gain insight into Kaiāwhina supports provided nationally.</p> <p>Focus on innovative support and practice development to best meet Tūrora and whānau need which includes one-to-one, family / whānau, group based and community initiatives.</p> <p>Completes continuous service evaluation and quality improvements which then informs future service development.</p> <p>Complete annual audit which focuses on key performance indicators such as number of Tūrora and whānau connections; contacts with Hapū / Iwi and Kaupapa Māori services; inequities identified and a summary of service development and education initiatives.</p>
<p>Tūrora and Whānau Care:</p>	<p>Timely access to professional, culturally appropriate and holistic Kaiāwhina support which includes one-to-one, family / whānau, group based and community initiatives. This includes an introductory telephone call to all new Tūrora following their new assessment appointment who identify as Māori.</p> <p>Ensure that care provided to Tūrora and whānau aligns with Te Whare Tapa Whā, by addressing the four pillars of health: Taha Tinana (physical health), Taha Hinengaro (mental health), Taha Wairua (spiritual health), and Taha Whānau (family health).</p>

	<p>Supports Tūrora and whānau use of traditional Te Ao Māori healing, including but not limited to, Rongoā Māori and Mirimiri.</p> <p>Establishes effective therapeutic relationships with Tūrora, whānau and in group work ensuring a culturally competent therapeutic environment.</p> <p>Participates in Raranga Kē IDT, community clinical meetings and Inpatient PU ward rounds and works closely with Arohanui Hospice IDT, community and Inpatient Unit colleagues, to identify support needs for Māori Tūrora and whānau.</p> <p>Takes professional responsibility for managing own case load including end-stage disease complexity, working independently alongside IDT colleagues, as the sole Kaiāwhina at Arohanui Hospice.</p> <p>Maintains accurate records as part of integrated Tūrora record (Palcare) meeting professional standards, organisational and legal requirements.</p>
<p>Partnerships:</p>	<p>Partnerships with local Hapū, Iwi, Kaupapa Māori Services, THINK Hauora and with our Te Whatu Ora partners are critical.</p> <p>Kaiāwhina recognises and values these partnerships and prioritises establishing, growing and strengthening these connections.</p> <p>Such connections will raise the profile of Arohanui Hospice. Through partnership it is hoped that the Arohanui Hospice Māori workforce will grow.</p> <p>Kaiāwhina recognises, values and provides an informal space that is available to support, grow and encourage internal connections for Arohanui Hospice staff who identify as Māori.</p>
<p>Staff education and tikanga:</p>	<p>Acts as a resource person to the community and IPU staff in regards to Māori Tūrora and whānau cultural needs.</p> <p>Develop and implement training to support the cultural awareness and competence of all Arohanui Hospice teams.</p> <p>Leads bi-annual education about Te Tiriti o Waitangi which includes individual and organisation responsibility as an outcome of this founding document.</p> <p>Grow staff knowledge of Tikanga in line with Arohanui Hospice Tikanga Rua; Best Practice Guidelines.</p> <p>Grow staff knowledge and understanding of Mauri Mate: A Māori Palliative Care Framework.</p> <p>Facilitates weekly wānanga for staff and volunteers.</p>

	<p>Contributes to Arohanui Hospice’s internal and external education programme. Shares knowledge with others in the context of their work or as part of formal presentations.</p> <p>Contributes to support programmes / education sessions as required which includes but is not limited to Caregiver’s Toolbox and the Palliative Care Partnership.</p> <p>Leads the service in respect of and celebration of key Te Ao Māori celebrations – Te Wiki o Te Reo Māori, Matariki. These celebrations provide opportunities for all staff to engage and learn about Te Ao Māori.</p> <p>Contributes to regular Whakawātea and quarterly Mihi Whakatau.</p> <p>Contributes to Arohanui Hospice new staff orientation programme.</p>
<p>Volunteer Community:</p>	<p>Where able, opportunities are created for the community to support our organisation in ways that are meaningful to them.</p> <p>Identifies opportunities for new volunteer roles and works with the Volunteer Coordinator to establish, support and grow these roles to assist in the organisation and delivery of Māori cultural support and activities.</p> <p>Volunteer team are trained appropriately and provide effective and sensitive support within the Kaiāwhina space.</p> <p>Organises and facilitates an annual volunteer training and social gathering to consolidate current skills and upskill.</p> <p>Volunteers feel valued and their time is managed effectively.</p>
<p>Maintains own professional responsibility and development:</p>	<p>Demonstrates compliance with standards of practice, relevant policies, legal and ethical requirements.</p> <p>Palliative Care knowledge as it relates to Te Ao Māori is maintained through a commitment to ongoing learning.</p> <p>Participate in training and professional development opportunities to enhance knowledge and skills related to Māori health and wellbeing.</p> <p>Engage in training and professional development opportunities to improve understanding of Pacific health and cultural practices</p> <p>Engages in regular Cultural Supervision.</p>
<p>Health & Safety</p>	<p>Take responsibility for the health and safety of yourself and others, in partnership with the organisation</p> <p>Ensure all hazards are identified and reported.</p>

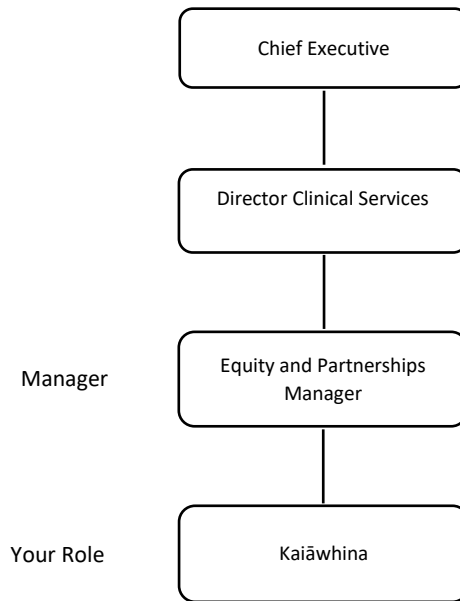
This job description is not regarded as exclusive or exhaustive, it is intended as an outline indication of the intended areas of activity and may be subject to change as the needs of the organisation change.

Person Profile:

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Tertiary qualification in Māori, Social Sciences, Health, Education or equivalent Maturanga Māori • Knowledge of tikanga Māori with proficiency in Te Reo Māori and Te Ao Māori. 	<ul style="list-style-type: none"> • Experience working within Māori health and communities.
Experience	<ul style="list-style-type: none"> • Working experience and knowledge of Te Tiriti o Waitangi. • Strong links and experience working within and alongside Māori communities. • Commitment and passion for supporting and growing Māori whānau and communities. • A strong whānau centred focus. • Knowledge of and proven ability to work in partnership with Māori including traditional Kaupapa Māori approaches to health care. • Demonstrated, strong professional identity and commitment to best practice service delivery. • Mentors and influences the practice of others, motivating individuals to grow their own cultural practice competencies. 	<ul style="list-style-type: none"> • Experience working in a health setting, palliative care setting and as part of an IDT. • Demonstrates and has experience in successful, innovative service development to meet service user and service need(s). • Experience in completing service reviews and quality improvement. • Is able to apply an equity lens to palliative care and has worked to reduce inequalities where identified.
Skills, Knowledge & Behaviour	<ul style="list-style-type: none"> • Sound knowledge of Te Tiriti o Waitangi, its principles and their application to the work within Arohanui Hospice. • Sound knowledge of tikanga Māori relevant to health settings and tūroro/patient outcomes 	<ul style="list-style-type: none"> • Exceptional, clear communicator • Is focused on providing high levels of service for Māori Tūroro and whānau. • Demonstrates a high level of personal integrity.

	<ul style="list-style-type: none"> • Sound knowledge of Kaupapa Māori Health providers and social services across the Manawatū, Rangitikei, Tararua, Horowhenua and Ōtaki regions • Ability to work in partnership with individuals, whānau, communities and Kaupapa Māori services to achieve best outcomes for Tūroro and whānau. • Demonstrated ability to manage multiple and at times competing priorities. • Able to teach and share skills. • Able to work autonomously and part of a team • Ability to foster and maintain relevant working relationships and networks • Demonstrates warm and compassionate relationships skills • Advanced written and verbal communication skills • Able to reflect and critically appraise own performance • Be able to set own priorities and demonstrate excellent time management • Clean, unrestricted vehicle driver’s license 	
<p>Personal attributes</p>	<ul style="list-style-type: none"> • Demonstrates empathy and compassion • Commitment to ongoing personal development and professional development • Professional attitude and appearance • Commitment to the IDT approach. • Inclusive and non-judgemental • High levels of self-awareness. 	

Reporting Line:



Important working relationships:

Internal	External
<ul style="list-style-type: none"> Te Roopu Taumata Rau, Māori Health Committee Senior Leadership and Management Team Allied Clinical & Family Support Lead Family Support Team Inpatient Unit Lead Community Nurse Lead Inter-disciplinary Team (IDT) Human Resources Arohanui Hospice Volunteers Other Arohanui Hospice Staff 	<ul style="list-style-type: none"> Te Whatu Ora Te Whatu Ora – Pae Ora Think Hauora Manawhenua; Rangitane, Ngati Raukawa, Ngati Kahungunu, Muaupoko. General Practices Teams Māori Cancer Coordinators Hospice Whanganui Mauri Mate Working Group Te Hononga, Māori Cancer Network, Te Whatu Ora o Ruahine o Tararua. Hospice Kaimahi Aotearoa

General Responsibilities of and employee of Arohanui Hospice

The following responsibilities are shared by all Arohanui Hospice staff. Please read this section carefully as it contains important information that applies to your role every day.

Arohanui Hospice Professional Standards

- Seek to honour principles of the Te Tiriti o Waitangi both in spirit and in the letter of the law relating to the Tiriti by showing sensitivity to diversity and cultural complexity in the workforce, Tūroro and community population
- Display and promote the Kaupapa, moemoeā, vision and values of Arohanui Hospice in all dealings
- Be familiar with and adhere to the provision of all relevant acts and regulations, organisational policies, relevant procedure manuals and the code of conduct
- Maintain relevant qualifications, including registrations and practising certificates, required for legal and safe practice
- Comply with conditions and terms of your agreement
- Participate in annual performance review and in conjunction with your Manager, identify your own development needs and plan to meet these needs
- Manage your own time and prioritise your work effectively
- Participates in, actively promotes and reports continuous quality improvement activities within the role
- Ensure you carry out your work in a way that is customer focused and meets professional standards by acting with fairness, honesty, integrity and openness
- Do not comment or offer any public opinion, criticism or statement regarding Arohanui Hospice without the required approval

Confidentiality

- Adhere to the Privacy Act 2020 and the Health Information Privacy Code 2020 and subsequent amendments in regard to the non-disclosure of information
- Strict confidentiality of Tūroro, applicant and employee information is maintained at all times

As a member of the Arohanui Hospice team I will:

- Behave and work in a responsible and ethical manner that is consistent with your profession
- Be positive about what we can achieve, work to high standards and motivate others to achieve outcomes
- Be open, flexible and accepting of challenges
- Treat others as you would like to be treated
- Be honest with myself and with others
- Use resources thoughtfully and effectively
- Behave and work in a responsible and ethical manner that is consistent with my profession
- Understand that everyone has a voice and therefore I will listen, acknowledge and respond appropriately
- Recognise that each individual brings unique qualities that contribute to the team and organisation

Values	Behaviours
Rangatiratanga Know the way, show the way We each lead by example	<ul style="list-style-type: none"> • Wherever we are in the organisation we are each responsible for its success. • We strive for continuous improvement in every aspect of our work. • We create value and quality by setting high standards for ourselves, using our initiative and good judgement, respecting and supporting the roles of others.

<p>Whānaungatanga Together we are more</p> <p>We are connected by a powerful common purpose, enriched by each other, and bound by mutual respect for our cause</p>	<ul style="list-style-type: none"> • Understanding and valuing the part each person contributes is essential to our success. • We know the sum of our efforts is greater than the parts. So we stand together, shoulder to shoulder, never losing sight of our obligations to our families, our community, our stakeholders, our business partners and to each other
<p>Manaakitanga The power of human kindness</p> <p>We are thoughtful and responsive. We operate with integrity in our dealings with others</p>	<ul style="list-style-type: none"> • Thoughtfulness, warmth and kindness are central to our identity and enhance our mana. People are precious, we care about their safety and holistic wellbeing. We take pride in our services and in sharing them with others
<p>Kaitiakitanga We are all part of a legacy</p> <p>We have been entrusted with the wellbeing of our service and we are honour-bound to protect it and prepare it for the future</p>	<ul style="list-style-type: none"> • Our duty to our community is important to us. • Our services are precious (taonga), we protect and nurture them. • We are innovative and creative in working towards ensuring that all our operations are sustainable – economically, socially, environmentally and culturally.

Declaration

I have read and understand this position description. I understand that this position description does not specify every task to be undertaken and that I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position. This position description may evolve over time and may be amended by the employer following reasonable notice to me. I sign as confirmation of understanding and acceptance of the role and its key areas of accountability and expected outcomes, conduct and behaviours.

Employee's Signature: _____ **Date:** _____

Name: _____

Manager's Signature: _____ **Date:** _____

Name: _____