

Job Description

Whānau Ora Navigator (2 Year Fixed Term Role)



Position Details

Role	Whānau Ora Navigator	Position Type	1.0 FTE (2 Year Fixed Term Role)
Reports to	Kaiwhakahaere Matua (General Manager)	Direct Reports	Nil
Location	Wairau (Blenheim)	Date	June 2022

Rangitāne Overview

About Rangitāne

Te Rūnanga a Rangitāne o Wairau exists to protect and enhance the benefits derived from the settlement of our treaty claims, for future generations.

The Rūnanga is the mandated iwi authority for the South Island section of Rangitāne iwi providing management services and advocacy for our people, our environment, our commercial and customary fisheries, our claims settlements and discrete social services.

Fundamentally, we are here to uphold the mana of Rangitāne o Wairau.

Ngā Uaratanga (Our Values)

RANGATIRATANGA Chiefly Behaviour	KOTAHITANGA Unity	KAITIAKITANGA Guardianship	MANAAKITANGA Care	WHANAUNGATANGA Relationships
Kia pono, kia ngākau māhaki, kia mana-ā-kī Leading with honour, humility and integrity	Kia mahi tahi, kia kauuananu tētahi ki tētahi Working together, respectfully, as one	Tiakina ā tātou taonga kei ngaro Embracing our responsibility to protect, preserve and enhance our taonga	Kia tangata marae, kia manaaki tētahi i tētahi Upholding mana with hospitality, generosity and service	Kia renarena te taukaea tangata, tātou, tātou! Valuing our relationships and ensuring a shared sense of belonging

Purpose of the Position

Te Rūnanga a Rangitāne o Wairau Trust is contracted by Te Pūtahitanga o Te Waipounamu, the Whānau Ora Commissioning Agency for Te Waipounamu, to employ a Whānau Ora Navigator.

All work is aligned to the Whānau Ora Pou outcomes:

- Pou Tahī Self managing leaders and empowered
- Pou Rua Leading healthy lifestyles
- Pou Toru Confidently participating in Tē Ao Māori
- Pou Wha Participating fully in society
- Pou Rima Economically secure and successfully involved in wealth creation
- Pou Ono Cohesive, resilient, and nurturing
- Pou Whitu Responsible stewards of their living and natural environments

Progress and achievement of these outcomes are monitored.

The Whānau Ora Navigator will develop and implement whānau aspirational plans and will provide a whānau centred service working towards whānau self-management. The position is required to promote a proactive approach to self-determination and wellbeing and provide support to whānau to bring about better whānau outcomes.

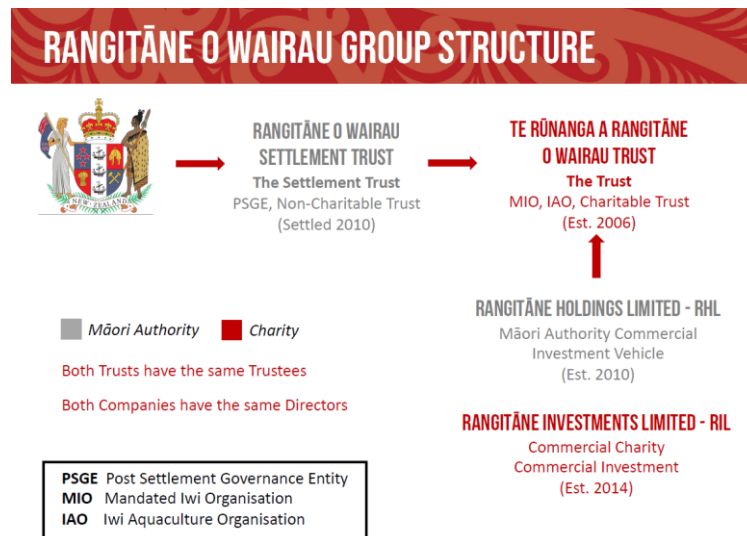
Fundamentally, the purpose of this role is to empower whānau to achieve whānau ora.

Key Relationships and Stakeholders

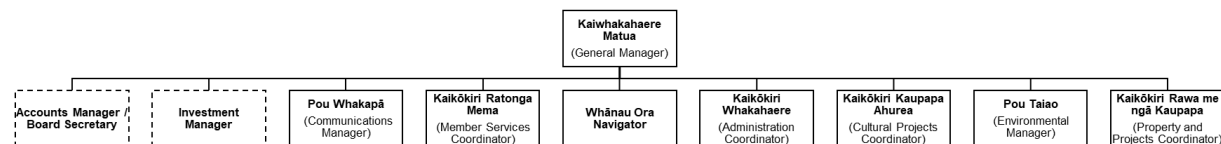
Internal	Nature of Relationship
General Manager	Reporting, Approvals and Support
Member Services Coordinator	Reporting, Approvals and Support
Ngā Rōpū Kaikōkiri Mana Tangata	Support, Advice
External	Nature of Relationship
Whānau	Provision of support and services
Te Pūtahitanga o Te Waipounamu	Reporting, Collaboration, Relationship Building
Social and community agencies	Relationship Building

Organisational Structure

Te Rūnanga a Rangitāne o Wairau Trust is the employing body for all staff.



Intra-organisational relationships



Key Accountabilities

Whānau / Client Engagement

- Receive referrals and engage with whānau in a timely manner
- Provide support to those who enquire by phone and/or drop-in
- Undertake visits, virtual or physical, with whānau to establish their needs
- Support whānau to develop a plan to deliver on their goals and aspirations
- Support whānau to access opportunities, services and community initiatives that will help them respond to their immediate situation of need
- Work with whānau to review and monitor progress according to their identified needs and plans
- Utilise the Te Taura Tautoko fund, the purpose of which is to support whānau to meet their needs/achieve their goals

Case Management

- Ensure a professional standard is upheld and maintained throughout all engagements and processes with whānau
- Ensure all plans are reviewed and monitored
- Advise and report to the General Manager/Member Services Coordinator as to any significant event or change in circumstances for client whānau.
- Interact with whānau in a way that is mana enhancing and upholds the values of Rangitāne

Community and Stakeholder Relationships

- Develop knowledge of resources that are available currently
- Work in collaboration with other services, adhering to the relevant agency policy regarding informed consent and safety
- Build a network and relationships with key community partners who share an aspiration to work in partnership with Rangitāne and the Whānau Ora Navigator role

Reporting, monitoring and accountability

- Keep all client information up to date in systems required by Te Pūtahitanga o Te Waipounamu
- Utilize the Whānau Ora Navigator reporting tool (Tini Whetū) reflecting all relevant client engagement/activity
- Meet reporting requirements on or prior to scheduled deadlines, including milestone and narrative reporting
- Contribute to Whānau Ora and internal Rangitāne communications as relevant
- Provide timely and regular reporting to the General Manager on progress and accountability measure of the Rangitāne Whānau Ora Navigator role

Professional Development

- Participate in Whānau Ora Navigator training and engagements as required by Te Pūtahitanga o Te Waipounamu and Rangitāne. This includes Te Taura Tautoko workshops.
- Participate in any other relevant professional development activities
- Attend and participate in team and staff hui

Health and Safety

- Support a culture of safety, health and wellbeing within the Group.
- Ensure compliance with the Health and Safety Management Plan, policies and procedures.

Other

- Support the Trust and General Manager in the delivery of special projects related to Whānau Ora and whānau wellbeing, including supporting the Member Services Coordinator with whānau wellbeing initiatives and projects
- Attending events, wānanga and programmes that engage with Rangitāne whānau
- Respond to the changing needs of the Rangitāne Group, by performing other tasks as reasonably required

Experience	
Experience	<ul style="list-style-type: none"> • Full New Zealand Drivers Licence • Basic understanding of tikanga Māori • Basic pronunciation of Te Reo Māori or willingness to learn • Experience in working with computer packages including Word, Excel, PowerPoint and Outlook • Experience in working with SharePoint or aptitude to learn
Other Role Requirements	<ul style="list-style-type: none"> • Planning, organising, coordinating and communication skills • Ability to establish and maintain effective working relationships • Proactive approach to continuous improvement • Approachable, flexible and adaptable personal skills • Ability to work independently in a supportive team environment • Ability to work flexibly (including location and hours), including outside of usual business hours, to meet the needs of whānau and clients • Ability to develop credibility within the community in which Rangitāne operate • Commitment to Whānau Ora

Core Competencies	
Ethics and Values	Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; practices what he/she preaches
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results
Self-Development	Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits

Individual Contributor Competencies	
Member Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand information and uses it for improvements in services; acts with members in mind; establishes and maintains effective relationships with members gaining their trust and respect
Informing	Providing the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or organisation; provides individuals with information so they can make accurate decisions; is timely with information
Interpersonal Savvy	Relates well to all kinds of people – up, down and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into effective work flows; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answer
Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results