

Cultural Support Advisor

Your contribution

As our Cultural Support Advisor, you will strengthen the Nurse Practitioners (NP) Training Support Scheme by providing expert cultural advice on embedding Te Ao Māori and Mātauranga Māori principles into all facets of our support scheme and fostering cultural competency across the NP candidate cohort. You will lead the implementation of a Māori Capabilities Framework aimed at ensuring equity and improved outcomes for Māori Nurse Practitioners within the training programme.

You'll be primarily responsible for building and maintaining authentic relationships with Māori communities and key stakeholders and champion whānau ora approaches that acknowledge the NP candidate's cultural, spiritual and community contexts.

Our Cultural Support Advisor roles are designed to be adaptable so that each PHO region may tailor responsibilities in alignment with local tikanga, kawa, and iwi expectations, while maintaining consistency with the national scheme's equity, and workforce development goals.

This is grounded in cultural values that can be expressed differently across regions, but consistently upholds:

- Manaakitanga – respect, care, and generosity
- Whanaungatanga – meaningful relationships and belonging
- Rangatiratanga – self-determination, and Māori leadership
- Kaitiakitanga – guardianship of cultural knowledge and wellbeing

Your key focus

Cultural support for NP candidates

- Provide cultural mentorship and pastoral support, ensuring their training journey is mana-enhancing and culturally safe.
- Champion whānau ora approaches that acknowledge trainees' cultural, spiritual and community contexts.
- Advise and support ways to positively engage with whānau and communities, providing culturally appropriate training and support for both trainees and employers involved in the scheme.
- Coordinate access to individually appropriate cultural support as required.

Regional and national collaboration

- Work collaboratively with Regional Programme Coordinators, the NP Lead and the PHO consortium to ensure cultural safety is consistently prioritised and embedded in all our efforts.
- Share knowledge and contribute to cross-regional learning while respecting local tikanga and kawa.
- Represent cultural perspectives within governance or advisory forums as appropriate.

Whānau, iwi and community connections

- Strengthen connections between NP candidates, their whānau, hapū, iwi, Pacific communities, and local health providers.

- Ensure the NP Training Support Scheme aligns with and responds to community aspirations as best as possible.
- Uphold Te Tiriti o Waitangi obligations by advocating for Māori health equity within the programme.

Workforce development

- Support the development of a culturally competent NP workforce pipeline that reflects Aotearoa's diversity.
- Provide input into training, supervision, and recruitment strategies to ensure cultural responsiveness.
- Participate in strategic discussions to contribute to the development of innovative initiatives and projects that address the needs of Māori and underserved communities.

Your key skills and experience

Education / training

- A tertiary qualification in a relevant field such as Māori Health, Indigenous Studies, Public Health.
- Current full drivers' licence.

Experience

- Proven experience in cultural supervision, advisory roles, preferably within health, education, or social services.
- Experience providing mentorship or cultural support, pastoral care, or cultural supervision within the health or education sectors.
- Proven experience in collaborating across a diverse portfolio and managing relationships with numerous stakeholders.
- Experience working in or alongside primary care, PHOs, or health development programmes.

Knowledge / skills

- Demonstrated deep understanding in tīkanga Māori, kawa, and mātauranga with recognition by local iwi/hapū.
- Uphold the principles of Te Tiriti o Waitangi by ensuring the scheme supports Māori self-determination in design and delivery, improves equity of outcomes for Māori through active participation and culturally grounded care models and fosters partnerships with Hauora Māori providers.
- Ability to build trusted relationships with whānau, hapū, iwi and Pacific communities.
- Strong communication and advocacy skills across diverse cultural and professional settings, and ability to foster meaningful stakeholder relationships and partnerships
- Commitment to equity and hauora approaches that support workforce sustainability.
- Flexibility to work across both local and national settings, adapting to regional and local tikanga.
- The ability to work independently when required, and with excellent time management and ability to meet deadlines.
- Resilient, flexible and adaptive.
- Proficiency with Office 365 products and competency using video conferencing (e.g. Microsoft Sound analytical and problem-solving skills, Teams, Zoom).

Organisational citizenship responsibilities

Cultural responsiveness

- Inclusive of all cultures and respect diverse beliefs, protocols and practices.
- Commitment to the values, concepts, and principles of Tikanga Māori.
- Understanding and relevant knowledge of Te Tiriti o Waitangi.
- A commitment to achieving health equity.

Health, safety and wellbeing

- We all work together to make sure we have a safe and productive environment for all employees, contractors and visitors. As a Pinnacle employee, you are expected to:
 - immediately report any unsafe work conditions, accidents, injuries or near misses to your manager and liaise with admin to complete the corresponding documentation
 - be aware of and abide by all health and safety policies and emergency procedures
 - take reasonable care of your own health and safety and ensure that your actions don't cause harm to yourself or others
 - cooperate and encourage all employees to create and maintain a healthy and safety work environment.

Quality and continuous improvement

- Actively participate in continuous quality improvement and risk management, both at a professional and team level, by consistently seeking ways to continually improve processes and procedures and identifying opportunities to minimise risks.

Ko wai mātou

Who we are – Strong and growing

Kia hauora te katoa, kia puaawai te katoa - Everyone healthy, everyone thriving.

Pinnacle Incorporated is the parent in a group of not-for-profit primary care focused organisations. We're a network of forward-thinking general practices that manage the healthcare of nearly half a million people enrolled with 86 practices in Tairāwhiti, Taranaki, Rotorua, Taupō-Turangi, Thames-Coromandel and Waikato.

We are committed to becoming a bi-cultural organisation.

Pinnacle Midlands Health Network is the operational arm of the group, designed to deliver PHO functions and support all Pinnacle general practices to thrive.

Takohanga

Our responsibility – We are committed

E hara i te mea, he kotahi tangata nana i whataara te po - It is not for one person but for everyone to take responsibility.

Our strategy is aligned to international, national and local priorities including the United Nations Sustainable Development Goals, the New Zealand Health Strategy, Te Tiriti o Waitangi and Whakamaua: Māori Health Action Plan 2020-2025.

We have made an explicit commitment to Māori and our communities to improve equity of health and wellbeing, in accordance with Te Tiriti o Waitangi. We have also made an equity commitment to our Pasifika population.

The individual and whānau experience is of fundamental importance. People in our communities have different levels of privilege and therefore different levels of ability to access the health care they need. We recognise different approaches are needed to ensure equitable health outcomes for all.

We are powerful advocates for primary care services that support people and communities to thrive. We recognise the role of general practice as a hub and shelter within the community – a place to seek help, receive ongoing care from a team that knows you and take action to live well. We can't do this alone. We are committed to partnership, to collaboration, to integration and to walking alongside others for the collective good.



Kia hauora te katoa, kia puaawai te katoa - Everyone healthy, everyone thriving.

Our vision is to deliver primary care that supports all people to thrive by realising their health and wellbeing potential.

View our full strategy at strategy.pinnacle.co.nz

Pakiaka - Our roots

We believe in

Whakawhanaungatanga
Connection
Developing understanding through relationships.

Akoranga
Learning
Taking an evidence-based approach to everything we do.

Mahi tahi
Collaboration and partnership
Working together to achieve our goals.

Kawa whakaruruhau
Cultural responsiveness
Respecting the unique value and perspective people bring.

Kaitiakitanga
Stewardship
Caring for and protecting our resources.

Hauora
Health and wellbeing
Supporting our people to lead healthy lives.

Our shared commitment

At the time of commencing in the role, your manager will discuss this position description with you to help you better understand your place in the organisation. As part of this process you will also be set key objectives which align to our strategic goals. By accepting this role, you commit to delivering on our responsibility and demonstrating who we are and what we believe in.

We acknowledge that due to the nature of the work here, a position may change its focus from time to time. At times we need to adapt to our changing environment. Therefore, this position description is a living document and may be updated to reflect additional or different needs. Accordingly, you commit to undertaking any other duties you are able to do as agreed.

Signed

Date

Manager Signed

Date