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**Pā Tūwatawata**

A living and thriving ecology of care that heals, restores and transforms.

**Position Description**

**Pou Hononga**

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| **Kaimahi Ingoa** |  |
| **Status** | Full time |
| **Reporting to** | GM Business Development |
| **Delegated Authority** | Nil |

# Organisation Overview:

Te Pā is a Kaupapa Māori organisation that responds to community needs and vulnerable whānau. Te Pā ecology of care have key focus areas that include reintegration, whānau resilience/manawaroa, mental health/hauora hinengaro, emotional health/hauora kare ā-roto, addictions/ngā piringa wara and whānau whai ora responses.

Te Pā has a substantial history working successfully in the space of reintegration and social services. Te Pā prides itself in operating with a whānau and tangata centric service operating model and is reinforced by kaupapa Māori values; manaakitanga, whakapapa, wairuatanga, aroha, whanaungatanga and rangatiratanga.

Te Pā also use the principles of social justice to eliminate inequity, provide equal opportunities and empower individuals and whānau.

# Position Purpose

The Pou Hononga is responsible for the advancement of tikanga Māori within Te Pā service and programme delivery to tangata ensuring that Te Pā is enhancing the mana of our people by connecting tangata to one’s whānau, hapū, iwi, marae and waka.

This position supports tangata being deported primarily from Australia and tangata either entering or exiting the justice pipeline to connect back to whānau, hapū and iwi. The role also has a strong mentoring and coaching of staff to develop cultural capability and capacity in their practice.

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| **Key Area** | **Key Responsibilities** | **Outcomes** |
| **Manage the advancement of tikanga Māori support for tangata** | Committed to:   * Responding at the earliest possible time to assist tangata with all areas of cultural needs identified in their assessment. * Utilizing tikanga Māori informed practice to address intergenerational trauma. * Providing Kaiarahi support and guidance when working with tangata based on a tangata ora plan. * Role modelling pro social decision-making skills for tangata. * Engaging in whakawhanaungatanga with our tangata to build meaningful therapeutic relationships. | * All tangata Māori have a cultural assessment that is communicated to the Kaiarahi and informs the Tangata Ora Plan. * Tangata are engaged holistically with wrap around supports that consider the whole person. * Evidence of tikanga Māori and interventions as appropriate. * Tangata feels safe to actively engage with their Te Pā support network. * Tangata are connected to whānau, hapu , iwi , marae and waka * Tangata are connected to whenua, wai, and tāonga tuku iho within these realms * Positive feedback from our tangata. |
| **Role model and support kaimahi to achieve best practice** | * Sharing knowledge with kaimahi to help develop and maintain best practice across the Pā. * Demonstrating leadership in influencing key decisions that impact on tangata health and wellbeing. * Encouraging creativity and learning opportunities. * Role modeling and support culturally appropriate practice | * Evidence of learning opportunities. * Culturally appropriate practices are evident. * Individual and team training needs identified, and coaching delivered. * Positive feedback from Kaimahi. * Positive feedback from Management. |
| **Advancement of Āhuatanga and tikanga Māori** | * Work in collaboration with the Mātauranga Māori Advisor to co-lead the advancement of Āhuatanga and Tikanga Māori across Te Pā * Ensure cultural philosophies and values are upheld across the Pā in service and programme delivery. * Esnure a cultural learning climate is established and maintained. * As appropriate provide support at formal powhiri, mihi whakatau, weekly karakia and other forums. | * Evidence that Ahuatanga Māori and Tikanga Māori are successfully incorporated into tangata assessment and tangata ora plan. * Evidence of cultural philosophies and values being upheld across the Pā in service and programme delivery * Evidence of a positive cultural learning environment * Positive feedback from key stakeholders around the embracing of Āhuatanga and Tikanga Māori * Positive feedback from ELT around support across various forums |
| **Case Management** | * Ensure a professional standard is upheld throughout the entire intervention process with tangata/whānau. * Ensure all plans are reviewed and monitored in case management sessions with Manager * Advise Manager of any significant event or change in circumstances for tangata/whānau. * Interact with tangata/whānau in a way that is mana enhancing and upholds the values of Te Pā. | * Clear, consistent, efficient, and safe procedures and practices evident. * All Tangata and stakeholder engagements are recorded in Te Pā’s client management system Noted, to a high-quality standard. * Mahi continually reviewed and enhanced, via regular monitoring and supervision. * Contractual reporting completed to a high standard in a timely manner. * Tangata goals and outcomes are pro-active, measurable and met in a timely manner. * Smooth coordination of processes and activities between teams evident. |
| **Reporting, Monitoring and Accountability** | * Keep all client information up to date in systems required by Te Pā. * Utilise the Noted reporting tool reflecting all relevant tangata/whānau engagement/activity. * Meet reporting requirements on or prior to scheduled deadlines, including milestone and narrative reporting. * Contribute to communications as relevant. | * Quality audits, service reviews and investigations identify that Pou Hononga is delivering a high standard of practice in a timely manner. * Performance monitored, reviewed and reported to a high standard using approved templates. |
| **Build, maintain and enhance strong relationships** | * Cultural integrity reflected in all stakeholder liaisons. Consistent, constructive and effective liaison with staff, tangata, iwi and hapū groups. * Develop and enhance networks with community, iwi, hapu, and organisations * Represent Te Pā and our model of practice in the sector. | * Strong, effective and continuing relationships are developed and maintained with key networks. * Te Pā recognized as a Kaupapa Māori leader in the sector. |
| **Health & Safety** | * Contribute to a safe working environment which includes adherence to health & safety procedures. * Ensure prompt reporting of accidents, incidents, hazards and near misses. | * Demonstrated commitment to Te Pā health and safety rules and procedures. * Accidents, incidents, hazards and near misses are reported in a timely manner. * All risks effectively managed and no compliance issues. * Evidence of adherence to all Te Pā policies, procedures, guidelines and standards of integrity and conduct. |
| **Personal Development** | * A planned approach to personal development is negotiated with management and aligns with the objectives of Te Pā integrated quality framework, vision & mission, and Kaupapa Māori approach. | * Evidence of taking personal responsibility for personal development that aligns with Te Pā strategic approach. |
| **Contributing member of Te Pā** | * Attend Te Pā meetings, events, activities and/or training. * Maintain effective communication with management and other Te Pā staff as required. | * Evidence of attending Te Pā meetings, events, activities and/or training. * Positive feedback from internal and external stakeholders on communication style. |
| **Te Tiriti O Waitangi** | Reflect the principles of the Te Tiriti O Waitangi – Partnership, Participation and Protection, through your interaction with others on a day-to-day basis.   * + *Partnership –* You interact in good faith and in a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.   + *Participation –* You work in partnership with our treaty partners to enable our organization to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to Te Pā services.   + *Protection –* You work proactively to protect the rights and interest of Māori, including the need to proactively build the capacity and capability of Māori. | * Daily interactions are reflective of the principles of Te Tiriti O Waitangi. * Demonstrates behaviour that recognises and is consistent with equity principles and practices. |
| **Te Pā vision, mission, and values** | Familiarize yourself with the Te Pā strategic vision, mission and values and ensure these are visible in your mahi. | * Understanding of the Te Pā strategic vision, mission and values are evident in daily work and communications. |

**General Accountabilities**

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**Code of Conduct:**

* Familiarity and compliance with Te Pā code of conduct policy and related documents; and with Te Pā policy and procedures relating to the functions of the position held.

**Health and Safety:**

* Adhere to health and safety policy and procedures as outlined in the Te Pā health and safety handbook.
* Help maintain a safe working environment.

**Other Duties & Responsibilities:**

* All employess are expected to perform other such duties as can reasonably be regarded as incidental to their job description, and other such duties that fall reasonably within their experience and capabilities as may be assigned from time to time to meet business requirements.

**Key working relationships**

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| **Internal** | **External** |
| * ELT * Matauranga Māori Advisor * Managers and Team Leaders within Te Pā * Kaimahi from other contracted services * Finance, HR, Health and Safety and Quality Assurance | * Clients and their families/whānau/significant others * Hapu, iwi and Hapori Māori * Community groups and Government agencies * Non-government organisation service providers |

**Person Specification**

## Experience and Qualifications

**ESSENTIAL:**

* This is a mid-senior level role for someone with a minimum of 3-5 years’s experience working in the Whānau Ora, Māori Development, Community Development, Justice or equivalent experiences that are transferrable.
* Hōhonu: A deep understanding and practical experience of Māori tikanga and a passion for preserving and revitalizing it.
* Matatau: Experience in cultural and spiritual leadership, especially in conducting traditional ceremonies such as karakia, pure, whaikōrero, mihi whakatau, whakawātea whare etc.
* Ngākau Mahaki: Empathy, compassion, and a genuine desire to help others reconnect with their cultural identity and a deep respect for all cultures and ethnicities.
* Māramatanga: A knowledge of our nation’s history and how to apply it to bring healing, connection and transformation.
* High level of fluency in Te reo Māori and and Tikanga Māori in a variety of situations.
* A track record of excellent relationships with whānau, hapu and iwi and stakeholder managment
* Experience working within Māori models of health and wellbeing.
* Experience working with organisations to improve tikanga practices.
* Previous experience working with tangata who have been incarcerated is an advantage.
* A pro-social approach to actively motivate and encourage others.
* Experience of working with people from diverse cultural and socio-economic backgrounds.
* Exceptional communication and interpersonal skills.
* Strong ethical boundaries.
* High level of planning and organisational skills coupled with the ability to adapt and be flexible.
* Capacity to problem solve and work independently, organize own time and resources, and work well within a team environment.
* Intermediate to advanced computer literacy.
* Evidence of links with Iwi, Māori and community groups and statutory organisations.
* Must be able to travel away from home on a weekly basis

## Qualifications required

* Formal qualification in Level 5 or above in Mātauranga Māori , Education and or Community Development
* A clean, current full NZ driver’s license

**Competencies**

**Bi-cultural Practice:**

Demonstrates a commitment to Te Tiriti O Waitangi, Tikanga Māori, and sensitivity to cultural difference and protocols

**Trauma Informed Practice:**

An understanding of trauma-informed care and the impact of intergenerational trauma and of colonization within Aotearoa

**Communication:**

Clearly conveys information and ideas to audiences verbally, written and through demonstration of active listening skills.

**Service Excellence:**

Commitment to a service ethic to clients, external stakeholders, community groups and the wider community

**Balanced Focus:**

Considers all aspects of their actions and the impact on all parties; maintains a respectful and non-judgmental attitude towards people and can challenge others in a mutually agreeable manner.

**Teamwork:**

Actively participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams to drive for better results and enhanced performance.

**Strong Emotional Intelligence:**

The ability, capacity, or skill to perceive, assess, and manage the emotions of one’s self, of others and of groups and the ability to rationalise emotive issues and separate truth from fiction

**Collaboration:**

Works effectively and cooperatively with others; establishing and maintaining good working relationships and actively participating as a member of a team

**Adaptability:**

Maintains effectiveness when experiencing major changes in work tasks or the work environment; adjusts to working within new work structures, processes, requirements or culture.

**Integrity:**

Is accountable for own actions and maintains transparency and honesty throughout.

**Self-Awareness:**

The ability to manage stress effectively and be cognizant of oneself within their environment.

**Self Confidence:**

Asserts own point of view, even when it differs from others; shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self-and/or staff to work effectively.

**Ability to Work Under Pressure:**

Ability to keep calm and remain focused when experiencing pressure at work

**Resilience:**

The ability to persevere through periods of heavy workloads or difficult situations

**Assertiveness:**

Uses appropriate techniques to move others to action or to gain agreement

**Flexibility:**

Willingness to work flexible hours to cover requirements of contracts

**Safety Awareness:**

Upholds safety standards of society

**Technical Expertise:**

Competently masters the organisations data base

**Time Management:**

Ability to effectively plan, organize and prioritize tasks and activities to meet agreed deadlines.

**Initiative:**

Identifies needs and generates alternatives and positions to reach outcomes that gain support and acceptance.

## Location

The position will be based in Auckland.

**Pou Hononga**

**Signature :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**GM Business Development**

**Signature :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_