

Position Description

Position title	Kaupapa Māori Care Coordinator
Clinically Responsible to	Whānau Support Team Coordinator
Professionally accountable to	Director of Nursing and Clinical Services
Purpose of the position	<p>The purpose of this role is to coordinate care and provide cultural support for tūroro Māori, Pacific peoples, and whānau accessing hospice services. This is achieved through:</p> <ul style="list-style-type: none"> • Providing guidance and advice in a way that reflects <i>Te Ao Māori</i> and the tikanga of Ngāi Tahu. • Incorporating <i>Te Ao Māori</i>, tikanga Māori, and Pacific cultural principles, beliefs, and values into the delivery of hospice care. • Applying professional knowledge and skill to meet the specialist palliative care needs of tūroro and whānau. • Undertaking holistic assessments and collaboratively developing care plans that align with the goals and values of tūroro and whānau. • Participating as an active and integral member of the interdisciplinary hospice team. • Providing education and support on <i>Te Ao Māori</i> and tikanga to OCH staff and wider health networks
Functional relationships	<ul style="list-style-type: none"> • Tūroro and whānau • Iwi and hāpori • Relevant Māori Providers • OCH Staff • Primary Palliative Care providers • Relevant Health Authorities • Relevant Community Organisations

1. Kaupapa Māori Care Coordination

- Conduct culturally appropriate assessments for Māori and Pacific tūroto and whānau referred to the hospice service.
- Provide support and guidance to teams working with Māori and Pacific clients.
- Engage with tūroto and whānau admitted to the Inpatient Unit (IPU), identifying and supporting their goals of care.
- Ensure emerging needs are identified and addressed, referring to managers for complex or high-risk situations.
- Maintain accurate, timely documentation in the patient's electronic record (VIP), including care plans.
- Develop and maintain strong, culturally grounded relationships with hospice staff and external Māori and Pacific health services.
- Deliver care that respects personal, cultural, and spiritual identity, aligning with Te Tiriti o Waitangi and principles of cultural safety.

2. Education and Service Development

- Collaborate with the OCH Education Team to enhance staff cultural competency, specifically in *Te Ao Māori*, tikanga Māori, and Pacific cultural knowledge.
- Support continuous improvement in service delivery to better meet the needs of tūroto and whānau.
- Educate tūroto and whānau about palliative care in a culturally meaningful and respectful way.
- Contribute to the development and review of OCH policies, procedures, and service initiatives.
- Participate in research and quality improvement projects related to kaupapa Māori and palliative care.

3. Self-management

- Maintain professional registration and meet any associated requirements.
- Identify personal learning and development needs and actively seek opportunities for growth.
- Participate fully in the OCH performance appraisal process.
- Prioritise workload effectively and apply self-care strategies
- Attend regular professional supervision (and cultural supervision as required).
- Complete all mandatory training and education as required by OCH.
- Demonstrate self-awareness and manage personal risks to self, others, and the organisation.

4. Compliance / Quality / Audit / Risk

- Adhere to all relevant professional standards, codes of conduct, and scope of practice requirements.
- Deliver care in accordance with OCH policies and procedures, and seek guidance if conflicts arise.
- Promote and comply with OCH quality systems, health and safety, and infection prevention and control policies.
- Actively participate in the Māori Advisory Group and contribute to cultural safety initiatives.
- Support and participate in audits, service evaluations, and data collection.
- Report and manage risks appropriately, including incidents, accidents, near misses, and security events.

5. Communication and team work

- Collaborate effectively with internal and external interdisciplinary teams.
- Demonstrate OCH values in all interactions, and model effective, culturally responsive communication.
- Participate in planning sessions, team meetings, and service development discussions.
- Provide clear, concise, and culturally appropriate communication in written and verbal formats.

Person specification	
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Bachelor's or Master's degree in a relevant health, social service, or kaupapa Māori discipline. • Current registration and practising certificate with a recognised health professional body. • Proven experience in a health or social services role working with Māori and/or Pacific communities. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in palliative care or hospice settings. • Previous experience working within Māori health services or kaupapa Māori frameworks. • In-depth knowledge of tikanga Māori and fluency or strong proficiency in <i>Te Reo Māori</i> and <i>Te Ao Māori</i>
Attributes and Skills	<p>Essential:</p> <ul style="list-style-type: none"> • Strong interpersonal and communication skills (both verbal and written). • Excellent time management, organisation, and prioritisation skills. • Demonstrated ability to assess needs, coordinate care, and support whānau holistically. • Ability to work both independently and collaboratively within a multidisciplinary environment. • High degree of self-motivation, flexibility, empathy, and cultural humility. • Commitment to equity, quality improvement, and culturally safe practice. • Cultural competence and ability to uphold and enact the principles of Te Tiriti o Waitangi in daily work. <p>Desirable:</p> <ul style="list-style-type: none"> • Demonstrated leadership in Māori health or palliative care development. • Experienced in delivering education and cultural training to individuals or groups.
Other	<p>Essential</p> <ul style="list-style-type: none"> • Hold an unrestricted and clean driver's licence • Willingness to travel across the region as required. • Computer literacy e.g. Word, Excel, electronic patient records etc.

Note: All Otago Community Hospice job descriptions are subject to review and may therefore be revised after consultation with the employee to suit changing service and/or professional requirements.

I have read and understood this position description.

Signed:

Date: