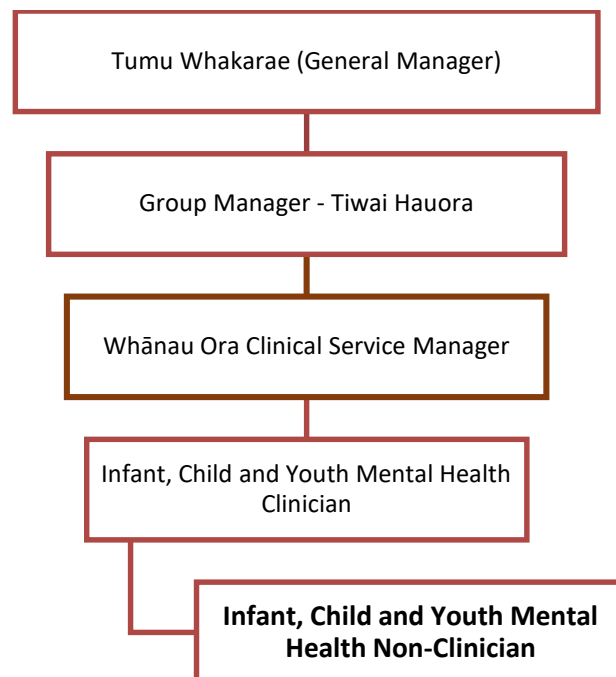


RAUKAWA CHARITABLE TRUST (RCT)

Position Description

POSITION TITLE	Infant, Child and Youth Mental Health Non-Clinician Family/Whanau Support Worker
LOCATION	Tokoroa, Putaruru, and Te Awamutu.
REPORTS TO	Whanau Ora Clinical Service Manager
PURPOSE OF POSITION	To provide support to the clinician to improve the mental health status of clients within a kaupapa Maori model.
VISION	Raukawa kia mau, kia ora - A thriving Raukawa iwi.
RCT MISSION	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
VALUES	Tika – working with integrity Pono – working toward the vision/genuine intent Aroha – compassion and regard for others

REPORTING STRUCTURE



DIRECT REPORTS

- None

RELATIONSHIPS

Internal

- Tumu Whakarae
- Group Manager – Tiwai Hauora
- Whanau Ora Clinical Service Manager
- RCT Staff
- Infant, Child & Youth Mental Health Clinician

External

- Clients
- Whānau
- DHB Southern Cluster
- Other mental health providers
- Other Māori providers
- Local government agencies

AUTHORITIES

None

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
Service Delivery	<ul style="list-style-type: none"> • Assists clinicians in providing appropriate family therapy, counselling services, and other treatments as required. • Provides the required support and assistance to clients and whānau to follow their set care plan. • Monitors and reviews care plan on an ongoing basis and provides feedback to the Clinician. • Provides assistance with the transportation of clients. • Works with clinician to assist management of a caseload of clients. • Provides a service that is flexible in hours to meet the needs of whānau. • Assists in crisis interventions as required.
Education	<ul style="list-style-type: none"> • Provides information regarding mental health illnesses, the mental health system, mental health professionals, community resources and support networks for both clients and whānau.
Tikanga Māori	<ul style="list-style-type: none"> • Provides kaupapa Māori models of practise that meets the cultural needs of the client.
Liaison with external agencies	<ul style="list-style-type: none"> • Liaises with mental health service providers or support agencies to ensure the client receives relevant advocacy support. • Ensures agencies are well informed of relevant information to assist in the care of the client with the parameters of the Privacy Act 1993 and the Health and Disability Code of Rights 1994. • Creates linkages with tangata whenua and key Māori organisations when required to ensure the client receives a kaupapa Māori service.
Administration	<ul style="list-style-type: none"> • Documents all communication pertaining to the client's care in their progress notes • Files and maintains all information pertaining to clients

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> • Ensures all records are up to date • Ensures confidentiality of information • Collects, collates and maintains copies of resources for clients and whānau. • Ensures client’s database is maintained and current • Records and maintains a list of contact agencies.
Reporting	<ul style="list-style-type: none"> • Submits weekly timesheets to the service manager • Enters all client and whanau documentation into client management system. • Collects and collates quarterly reports for the Mental Health team and submits to service manager
Health & Safety	<ul style="list-style-type: none"> • Comply with Raukawa Charitable Trust Health & Safety policies, procedures and systems. • Ensure that he/she works safely at all times and encourages others to do the same. • Report hazards and accidents. • Take initiative to fix hazards. • Promote a positive Health & Safety culture in the workplace.
Team Support	<ul style="list-style-type: none"> • Attend monthly board staff hui, and health hui • Attends MDT hui if required. • Actively contribute to the development of the Whanau Ora Clinical Services Team. • Undertakes other duties necessary to support the effective operation of the Southern Cluster. • Contributes to projects and initiatives as required. • Provide coverage for team members as and when required. • Support and empower team members and celebrate team success to create and foster a harmonious team culture.
Training	<ul style="list-style-type: none"> • Participate in training including that related to Health & Safety. • Take initiative to identify training and development opportunities for self and include in performance appraisal process
Additional Tasks	<ul style="list-style-type: none"> • Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent.

POSITION REQUIREMENTS

TEAMWORK

- Demonstrates an ability to support the team to complete the outcomes set by WDHB and the RCT
- Leads by example taking personal accountability for actions
- Can follow direction within the team

INTERPERSONAL STYLE

- Is thoughtful, resilient, calm and stable in challenging situations
- Shows initiative, decisiveness and openness
- Has excellent oral communication skills
- Is open, honest and approachable

RELATIONSHIP MANAGEMENT

- Ability to develop and maintain a good working relationship at all levels.
- Keeps information confidential.
- Is discreet and able to deal with sensitive issues.

TIKANGA MAORI

- Understands the importance and values of the Treaty of Waitangi and cultural values
- Understands and is able to apply Māori models of health to the service

OTHER ATTRIBUTES

- Is very well organised, with the ability to plan and prioritise work demands
- Self motivated – an achiever
- Empathy and patience
- Can demonstrate a research-based background or experience

QUALIFICATIONS AND EXPERIENCE

- Minimum of a Certificate in Health Services Level 4 or Certificate in Health Care Assistance Level 4 or similar
- Has an understanding of the tikanga of Raukawa
- Respects, values and works in partnership with stakeholders in a manner consistent with the Treaty of Waitangi.
- Has a basic understanding of Te Reo Maori
- Familiar with and demonstrated adherence to Health & Safety policies and procedures.
- Valid and Full Class 1 drivers' license
- Experience working with Iwi/Maori organisations is desirable.

JOB DESCRIPTION UPDATED

Updated: February 2018

SIGNATURES

On behalf of Raukawa Charitable Trust:

(Signature)

_____/_____/_____
(Date)

Employee:

(Signature)

_____/_____/_____
(Date)