

Kairaranga-a-Whanau

Position Description

Full time, 1 year Fixed Term, Northland Based

About Ngāpuhi Iwi Social Services

Established in 1997, NISS has a qualified and registered workforce and over 30 years of experience working alongside mokopuna and whanau within Ngāpuhi rohe. Niss has an intergenerational focus and strategy for Tamariki and whanau to be safe, secure, healthy and connected to whakapapa. They are an accredited (S396) Iwi Care Provider with care and youth justice services, family violence services, tamariki and youth services including programmes in schools, whakapapa reconnection and many others.

Ngāpuhi Iwi Social Services (NISS) offer universal services for all mokopuna and whanau, a large proportion who have high or complex needs. Ngāpuhi Iwi Social Services Limited is a Subsidiary of Te Runanga A Iwi O Ngāpuhi. NISS is a Limited Liability Company with Charitable Trust status and our own Governance Board.

NISS is one of the largest Iwi Social Service Providers in Aotearoa and access to their advice and services is free and confidential to all.

Purpose of the Position

The purpose of the Kairaranga a-Whānau is to promote and support tamariki and rangatahi to be well connected to their whānau, hapū and iwi to build positive identity and strengthen enduring whakapapa relationships that are protective.

This role will also work in collaboration with whānau and other stakeholders to enable good decision making for the safety and well-being of tamariki and taitamariki by identifying key people in the wider whānau/hapū/iwi who will actively contribute to the decision making. Where appropriate, Kairaranga a-Whānau will support whānau to identify and hui with their whānau, hapū or iwi who may be able to offer care to tamariki and rangatahi.

Liaison and work with Oranga Tamariki is required for this role.

Terms of Work

Responsible to: Pou Whiria/ Project Lead Tatai Whakapapa.

Direct Reports

NIL

FTE and Duration

1-year, fixed term

Location

This role is based in Northland (Kaikohe)

Key Working Relationships

Internal

- Pou Oranga Social Work (Iwi Practitioner) Team Lead
- Tātai whakapapa team
- Advisory/subject matter/steering groups (if required)
- Other Kaimahi

External

- Whānau/hapū/Iwi
 - Oranga Tamariki
 - Relevant Stakeholders
 - Iwi/social services, health, education and other relevant organisations
 - Associated Government agencies
 - Contractors/Consultant Groups
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Key Responsibilities and Outcomes:

Whānau Search and Whakapapa Research

1. Engaging and liaising with extended whānau networks to identify other person(s) of significance to tamariki or rangatahi Māori.
2. Working alongside whānau, hapū, iwi and kaumatua to undertake and support whānau search or research whakapapa for tamariki and rangatahi Maori who may be at risk of placement outside of cultural and family groups.
3. Supporting tamariki and whānau to record record three generations of lineage, tatai, including heke tika and karanga lines
4. Supporting tamariki and whānau in their development, building and strengthening of their whakapapa knowledge.
5. Assisting with identification of potential links or herenga that may be important to the wider whānau, hapū and iwi. (Obligations or connections)

Whānau Hui and Support

6. Engaging with mātua, whānau and caregivers using cultural trauma-informed practices and Ngāpuhi tikanga.
7. Working in partnership with ngā mātua, whānau and caregivers to maintain whānau responsibilities and obligations.

8. Valuing whakapapa and understanding the role mātua, whānau and caregivers have in the decision-making for their tamariki.
9. Practising Manaaki and encouraging whānau to participate in whānau decision making processes.
10. Practising Manaaki and promoting understanding of the process, rights and responsibilities of whānau in whānau decision making processes.
11. Practising Manaaki in relation to Tamariki Māori to express and voice what they are experiencing, feeling and to describe their world.
12. Practising Manaaki in relation to Tamariki Māori in a manner that promotes their rights and respects their dignity and support them to have a voice in whānau decision making processes.
13. Recognising the right of ngā mātua, whānau and caregivers to information about their tamariki, unless it is not in the best interests of te tamaiti.

Relationship Management and Stakeholder Engagement

14. Building and maintaining strong relationships with whānau, hapū and iwi ō Ngāpuhi.
15. Understanding the services and support within their hapori, and how to help tamariki Māori and their mātua, whānau and caregivers to access them.
16. Networking with other social sector colleagues to grow knowledge and enhance practice especially when working with whānau.
17. Liaising with whānau, extended whānau and other appropriate professional support specialists to support and ensure whānau are well informed in discussions concerning the wellbeing and oranga of tamariki or Taitamariki Māori
18. Practising Manaaki in relation to whānau, hapū and iwi to build supportive and effective relationships that will provide a korowai (a cloak) of safety and security and connection around tamariki or rangatahi.

Leadership and Guidance

19. Recognising the importance of Ngāpuhi tikanga and applying appropriate practices that represent and reflect Ngāpuhi Iwi Social Services (NISS) values.

Risk Management

20. Identifying any organisational risks and taking action to minimise their impact.
21. Escalating risks and proposing appropriate action where necessary.
22. Ensuring that there are appropriate systems and processes in place to manage serious issues and risks.
23. Personally contributing regularly and appropriately to the development of a forward-facing, positive and clearly Ngāpuhi workplace culture at NISS.
24. Undertaking other such duties as may be assigned by the Tumu Whakahaere (COO).

Responsibilities and Deliverables:

Whānau Search and Whakapapa Research		
Responsibility	Tasks	Evidenced by:
1. Engaging and liaising with extended whānau networks to identify other person(s) of significance to tamariki or taitamariki Māori.	- Meet with whānau members then extend search wider from there.	- Presence of a written record in database of date/time/place of hui. - Evidence of a record of outcomes of hui.
2. Working alongside whānau, hapū, iwi and kaumatua to undertake and support whānau search or research whakapapa for tamariki and taitamariki Maori who may be at risk of placement outside of cultural and family groups.	- Develop whanaungatanga/ relationships with hapū/hāpori & kaumatua.	- Presence of an applied contact list of hapū, community and kaumatua networks which is recorded in a central place for easy access.
3. Supporting tamariki and whānau to record three generations of tātai of the mokopuna concerned including heke tika and karanga lines.	- Ensuring Tamariki and whanau have a record of their whakapapa.	- Written record of whakapapa tātai whakapapa including heke tika and karanga lines.
4. Supporting tamariki and whānau in their development, building and strengthening of their whakapapa knowledge.	- Meet with COMZ to begin forming a range of different platforms for whānau and tamariki to interact with people, places and events	- Whānau have connected with the overall process with at least three ways that strengthen tamariki - Information is regularly and accurately recorded in Excess.
5. Assisting with identification of potential links or herenga that may be important to the wider whānau, hapū and iwi.	- Provide information on what services or providers could assist whānau hapū and Iwi with.	- Clear evidence of information gathering via record in Excess.
Hui a-Whānau Facilitation and Family Group Conference Support		
Responsibility	Tasks	Evidenced by:

6. Engaging with mātua, whānau and caregivers using cultural trauma-informed practices and Ngāpuhi tikanga.	- Arrange hui (a kanohi) taking the lead from whānau and always maintaining the mana of whānau.	- Presence of a detailed record in Excess.
7. Working in partnership with mātua, whānau and caregivers to maintain whānau responsibilities and obligations.	- Support whānau to lead the discussions, provide relevant information, explore all options with whānau while always maintaining the mana of whānau. - Ensure te reo me ona tikanga is the foundation during hui with whānau.	- Presence of a detailed outcomes record in Excess.
8. Valuing whakapapa and understanding the role that ngā mātua, whānau and caregivers have in the decision-making for their tamariki.	- Continually develop and apply a knowledge base of the Heke Tika & Karanga lines. - Continually develop and apply a knowledge base of the kaikokiri, kaitautoko and kaiwhakatara roles used in whānau decision making. - Provide information to whānau regarding the role players in whānau decision making processes.	- Record made of Heke Tika & Karanga lines in Excess. - Clear evidence of understanding and application of whakapapa based aspects. - Positive survey results from participants.
9. Practising Manaaki and encouraging whānau to participate in whānau decision making processes.	- On initial contact with whānau talk about whānau decision making processes. - Encourage whānau to participate from the outset of the kaupapa. - Explore the concepts of whānau-decision making processes inclusive of tuakana, teina and karanga lines.	- Presence of a record of whānau-decision making process as discussed with whānau.
10. Practising Manaaki and promoting understanding of the process, rights and responsibilities of whānau in	- Explore and provide legal and whakapapa responsibilities.	- Presence of a record in Excess. - Evidence of the provision of a list to whānau.

whānau decision making processes.		- Expressed positive opinion from service participants.
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11. Practising Manaaki in relation to Tamariki Māori to express and voice what they are experiencing, feeling and to describe their world.	- Hear (and utilise) the voices of mokopuna from their point of view. - Set up opportunities for mokopuna voices to be heard. - Ensure the mana of mokopuna is always protected.	- Presence of a record of the aspirations and desires of mokopuna. - Opinions (positive) expressed by mokopuna themselves.
12. Practising Manaaki in relation to Tamariki Māori in a manner that promotes their rights and respects their dignity and support them to have a voice in whānau decision making processes.	- Speak with mokopuna to find ways to enhance their mana to build confidence to share thoughts in the whānau-decision making process.	- Presence of a record of the voices of the mokopuna (with consent) in Excess.
13. Recognising the right of ngā mātua, whānau and caregivers to information about their tamariki, unless it is not in the best interests of te tamaiti.	- Ensure that information that can be released is released.	- Care-giver reports of “being appropriately informed”

Relationship Management and Stakeholder Engagement

Responsibility	Tasks	Evidenced by:
14. Building and maintaining strong relationships with whānau, hapū and iwi (mana whenua)	- Ensure that there is ongoing effort put into the building of strong and positive relationships of importance to service delivery.	- Clear reports of the building and maintenance of positive relationships.
15. Understanding the services and support within their hapori, and how to help tamariki Māori and their ngā mātua, whānau and caregivers to access them.	- Work with various agencies to gather a portfolio of information that can be appropriately shared.	- Presence of a portfolio of information that is regularly grown as information becomes available
16. Networking with other social sector colleagues to grow knowledge and enhance practice especially when working with whānau.	- Work with the various agencies to provide back-up and primary services as needed.	- Report from agencies of successful and regular interactions.

17. Liaising with whānau, extended whānau and other appropriate professional support specialists to support and ensure whānau are well informed in discussions concerning the wellbeing and ora of tamariki o taitamariki Māori	- Provide a range of information as described in terms of services available and general information.	- Positive reports from people receiving relevant information.
18. Practising Manaaki in relation to whānau, hapū and iwi to build supportive and effective relationships that will provide a korowai (a cloak) of safety and security and connection around tamariki or taitamariki Maori.	- Specifically include and work on safety and security aspects in the work that is undertaken with young people	- No reported incidents that relate to a failure in safety and security provision.
Leadership and Guidance		
Responsibility	Tasks	Evidenced by:
19. Recognising the importance of Ngāpuhi tikanga and applying appropriate practices that represent and reflect Ngāpuhi Iwi Social Services (NISS) values.	- Ensure that the te ao Māori aspect is given prominence.	- Positive reports in relation to a te ao Māori perspective
Risk Management		
Responsibility	Tasks	Evidenced by:
20. Identifying any organisational risks and taking action to minimise their impact.	- Along with safety and security provision ensure that all risks are identified and minimized as far as is feasible.	- Presence of a risk register. - No unnecessary risks occurring.
21. Escalating risks and proposing appropriate action where necessary.	- Ensure that identified risks are reported and minimized as soon as they are identified.	- Presence of a risk register with escalations as necessary.

22. Ensuring that there are appropriate systems and processes in place to manage serious issues and risks.	- Ensure that perceived risks can be managed according to a pre-determined process.	- Presence of a risk management plan and evidence of adherence and active use.
23. Personally, contributing regularly and appropriately to the development of a forward-facing, positive and clearly Ngāpuhi workplace culture at NISS.	- Take part in regular initiatives to help build a positive work-place culture. - Take part in relevant surveys and other data-gathering.	- Evidence of striving to be personally involved. - Evidence of active participation.
24. Undertaking other such duties as may be assigned by the Tumu Whakahaere (COO).	- Take on a range of new and different tasks when necessary.	- Evidence of adaptability and readiness to go the extra mile.

Person Specification:

Essential Skills, Abilities and Experience

- A qualification relevant to the work of the post.
- Specific and sustained experience in a like role and understanding of process and working with a range of people and different demographics.
- Understanding of relevant legislation
- Ability to systematically develop, plan and report on initiatives.
- Understanding of Excess and its recording functions.
- Understanding of health, safety and welfare of people served and people assisting.
- Excellent interpersonal and relationship building skills.
- Positive communication skills.
- Understanding of application of Ngāpuhi Reo and Tikanga.
- Understanding of the importance of whakapapa and tikanga as foundational concepts to the work undertaken.
- The ability to record three generations of lineage, tātai of the mokopuna concerned including heke tika and karanga lines.
- Deep understanding of the concept of manaaki and ability to work with whānau, hapū and Iwi on a regular basis using an inclusive model.

- Clearly developed local networks and an active and regular participant at marae and also at hapu and iwi level.
- Professional approach which demonstrates humility and integrity, inspires trust and resolves conflict.

Desirable Aspects

- Understanding of working with an internal client model.

Personal Attributes:

- Logical and measured approach to work.
- Good emotional intelligence.
- Strong and positive relationship-building skills.
- Ability to work in a collegiate and team-driven way.
- Ability to inspire confidence.
- Mana-enhancing behaviours.