

SCHEDULE 2

POSITION DESCRIPTION

TITLE	
Job Title	Pou Whakahaere Rongoā– Community Services Manager
Service Location	Poutiri Trust
Reports to	CEO

PURPOSE
<p>Poutiri Charitable Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirangiora ā Papa, a collective of kaumātua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.</p> <p>Poutiri operates a suite of services and programmes including:</p> <ul style="list-style-type: none"> • A new integrated Wellness Centre that began in January 2021. • A mobile hauora service in the Western Bay of Plenty, prioritising Māori communities. • Community services covering Kaupapa Māori mental health and addictions service, Whānau Ora, Lactation service, Koroua and kuia programmes, rongoā, social support and other programmes. <p>Poutiri has a model of care that applies to all functions and staff within the organisation.</p> <p>The Pou Whakahaere Rongoa role is a new role responsible for:</p> <ul style="list-style-type: none"> • the effective delivery of a quality, accessible whānau-centred services through the management of the day to day running of Poutiri community services • professional leadership, guidance and management of staff • management of resources in line with the policies and principles of Poutiri

KEY TASKS	EXPECTED OUTCOMES
<p>Mahi rangatira Leadership, support and guidance to support staff</p>	<ul style="list-style-type: none"> • Lead and manage Community Services staff within the principles of Poutiri • Ensure services are delivering toiora outcomes that are meaningful for Whānau, as identified by Whānau • Effectively manage the integrated services pathway of engagement for Whānau; wayfinding, referrals, entry, progression, internal transfer and exit • Apply the principles of Te Tiriti of Waitangi by: <ul style="list-style-type: none"> - Demonstrating the practical application of Te Tiriti of Waitangi in everyday work - Using Te Reo Māori appropriately, and adheres to tikanga - Demonstrating a commitment to improving Māori health equity - Demonstrating a commitment to improving equity of health outcomes for Pasifika and other priority populations - Actively seek out opportunities to empower Whānau to draw on existing capabilities and strengths to resolve health and wellbeing issues, with coordinated support from a range of providers - Recognise the importance of communication and engage across internal systems and processes to ensure what and how we do things honours Mana to Mana Practice

	<ul style="list-style-type: none"> - Committing to support future workforce development opportunities with the workplace • Maintaining respect, a positive attitude and professionalism in all actions • Participating as part of the team • Provide knowledge, experience and advice to staff • Effectively coach staff towards positive results • Encourage growth and development opportunities to enable quality Whānau-centred services and career progression • Support all staff to operate in line with the vision and values of Poutiri • Set clear expectations for staff • Adapt management style to suit situations • Arrange leave cover.
Mahi hauora	<ul style="list-style-type: none"> • Improve outcomes with a specific focus on Māori • Assist in improving Māori health and reducing health inequalities between Māori and non-Māori • Advance whānau ora and affirm positive Māori approaches that improve Māori health outcomes • Promote Māori services delivery systems that value health and social service integration as well as employing whānau centred interventions • Recognise service models that address the needs of whānau, hapū, iwi and Māori communities • Enhance physical, spiritual, mental and emotional health, giving whānau control over their own destinies.
Mahi haumanu	<ul style="list-style-type: none"> • Practice in accordance with relevant ethical and professional codes • Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate) • Actively uphold the human rights of whānau including the right to be free from coercion, the right to be treated in a non-discriminatory way and the right to receive care and support that responds to their physical, psychological, spiritual, intellectual, and cultural needs. • Application of explicit ethical decision-making processes to ethically complex situations • Knowledge of best practice guidelines in area of practice.
Mahi o te ao hangarau	<ul style="list-style-type: none"> • Proficiency in the use of personal computers and related software applications required for the role (including Recordbase, Microsoft Word, Excel, Power Point) • Gather and compile data, information and prepare reports • General administrative planning skills, particularly in filing and systems management • Strong understanding of time management and presentation skills; • Ability to monitor, review and/or maintain quality improvement processes and standards • Skill in organising resources and establishing priorities.
Mahi haumarū	<ul style="list-style-type: none"> • Take responsibility for ensuring all staff follow safe work practices and operating procedures and comply with relevant legislation and policies and procedures • Effectively managing risk • Consistently look at ways to improve the quality of our service • Manage resources (financial, property and staffing) • Understand and implement safe work practices and operating procedures. • Take appropriate action to ensure a safe healthy working environment for self and others. • Receives monthly Clinical Supervision.

Mahi hiranga	<ul style="list-style-type: none"> • Contribute to an environment that nourishes the wairua of our people. • Staff are familiar with and practice appropriate cultural tikanga for different forms of care. • Familiarise and apply Toiora in practice. • Proactively contributes to the realisation of organisation's vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> - Commitment to health, wellness and fitness. - A repertoire of waiata for pōwhiri and other occasions is known by staff - Te Reo is freely used throughout the organisation - Cultural occasions are practiced appropriately.
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KNOWLEDGE, SKILLS AND ABILITIES

<ul style="list-style-type: none"> • A relevant tertiary level vocational or technical training or qualification • A minimum of 5 years management experience in delivery of hauora services • Experience and knowledge in te reo Māori me ōna tikanga • An in-depth understanding of Te Tiriti o Waitangi and how it relates to health well-being and equity • An understanding of the impact of colonisation on health and wellbeing • Knowledge of indigenous methodologies and health models • Experience of working with people presenting with acute and complex health issues • Effective facilitation and negotiation skills in an individual or group setting • Knowledge of the National Health Sector Standards • Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people • Exhibit well-developed communication skills that enable clear, relevant, and appropriate presentation of ideas, opinions, views and recommendations • Produce written communication that is clear, concise, and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau • Apply knowledge of policies and procedures and practical experience when developing solutions to field problems • Know when to seek guidance from others on matters of operational policy and procedure • Recognise and appropriately escalates issues for wider consideration • Produce and record accurate reports, in particular risk formulation and assessment • Self-Management/ Planning Skills • Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.
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KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Poutiri clinic and community staff • Poipoiā te Pāharakeke
Community	<ul style="list-style-type: none"> • Ngā hapū o Tapuika • Waitaha • Ngā Kura • Ngā Kohanga Reo • Whānau
External	<ul style="list-style-type: none"> • Te Tomika • Rau o te Huia • Te Puna Hauora • BOPDHB • Ministry of Health • WBOPDHB • Poutiri provider network • Tauranga Women's Refuge • Pacific Island Community Tauranga Trust