

Kaiāwhina | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Kaiāwhina		
Reports to	Clinical Manager		
Location	Hawkes Bay		
Department	Te Ara Manapou- Maternal Mental Health		
Direct Reports	Nil	Total FTE	.8
Date	May 2025		
Job band (indicative)	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated for hours worked		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Kaiāwhina play a key role in progressing Te Ara Manapou' pro-equity vision. The Primary purpose of the Kaiāwhina role is to support the connection between clinical service delivery and cultural needs of whānau Maori.

Kaiāwhina are connected to communities at a deep level and work collaboratively with the clinical team and other service providers to support our māmā aspirations during pregnancy and/or up to twelve months postnatally. Kaiāwhina are meeting the Maternal mental health needs of māmā and their whānau in a culturally relevant way.

In this role, Kaiāwhina will focus particularly on supporting and promoting mama-pēpi relationships. Kaiāwhina will support whānau to understand the world from the pēpi's perspective. They will support mama to overcome challenges in pēpi care which may result from their own mental health challenges.

This may include: practical support on pēpi's care and development, support and promotion of the mama's social connections, delivery of groups such as massage or buggy walks, support and signposting to problem- solve common issues and other interventions to promote bonding.

- To facilitate engagement and whakawhanaungatanga, and provide support, for whāiaora and their whānau who are supported by the Maternal Mental Health service.
- To support the delivery of care under the direction and delegation of health care professionals working within the multidisciplinary team.

- To establish and map relationships with community services in order to help whaiora and their whānau navigate and engage with the health and social service systems as well as services to support pēpi care and development.
- As an active Maternal mental health team member, to support the cultural responsiveness of the service delivery, with a practical focus on upholding equity day to day for women with moderate to severe mental illnesses perinatally.
- To prioritise a focus on patient safety and quality of care within the Te Ara Manapou, Maternal Mental Health team for whaiora and their whānau, including cultural safety.
- To recognise, support and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours.
- Willingness to explore, with the rest of the Maternal mental health team, creative and 'out of the box' ways of supporting mama/ whānau and a passion to make these reality.
- Ability to be with māma and their tamariki in their own whare, or another arranged space to awhi/encourage māma
- to explore and recognise their tamariki developmental and emotional needs.
- To foster māma ability to use this new knowledge in a way that grows her confidence as a parent, benefiting not only the bond with her tamariki but also her own taha hinengaro.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> • Engages with women and whānau, including delivery of individualised intervention as per registered health practitioners (allied health professional/ nurse) treatment plan and clinical advice. To deliver interventions focussed on promoting mama-pēpi relationships.
	<ul style="list-style-type: none"> • Utilises information available to prioritise our māma and their whānau, and the wider team
	<ul style="list-style-type: none"> • Utilises information available to prioritise whaiora and their whānau to enable appropriate approach to workload. Demonstrates ability to organise workload and accept responsibilities for outcomes and outputs.
	<ul style="list-style-type: none"> • Completes health record documentation consistent with legal, professional and organisational requirements within the working day.
	<ul style="list-style-type: none"> • Work in partnership to identify unmet needs of māma and their tamariki and identify potential solutions to address these needs on a practical, emotional and cultural level.
	<ul style="list-style-type: none"> • Demonstrates an understanding of the roles and contributions of the members of the wider health teams, collaborating with the Te Ara Manapou, Maternal Mental Health service.
	<ul style="list-style-type: none"> • Demonstrates an awareness of health inequities, with evidence of implementing actions towards reducing these for whaiora and their whānau.

	<ul style="list-style-type: none"> • Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.
	<ul style="list-style-type: none"> • Ensures the whaiora and whānau understanding of intervention and goals and gain informed consent from appropriate person for intervention, taking into account those who lack capacity (e.g., those with cognitive difficulties).
	<ul style="list-style-type: none"> • Regularly considers and reports on whaiora progress (as appropriate) against identified goals and liaises with the registered health practitioner as situations change.
	<ul style="list-style-type: none"> • Has a strong understanding of task delegation, and shows ability to liaise with a registered health practitioner.
	<ul style="list-style-type: none"> • Demonstrate ability to identify safety issues or risk and immediately liaise with a registered health practitioner.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Culture and People Leadership	<ul style="list-style-type: none"> • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.

	<ul style="list-style-type: none"> Models an agile approach –tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Relationships

External	Internal
<ul style="list-style-type: none"> Family / Whānau / Aiga Emergency Services (Police, Ambulance) General Practitioners Primary Care Providers Non-Governmental organisations Primary health providers Health agencies Education/training facilities Lead Maternity Care Midwives NGO service providers Community organisations Government agencies Other mental health services Oranga Tamariki Wellchild Providers 	<ul style="list-style-type: none"> Te Ara Manapou team Patients/Consumer/Tangata Whaiora Clinical Manager Clinical Teams (Wairoa, NHC Hastings, CHB) DHB Community Midwives Maternity services/ Ata Rangi, Waioha Primary Birthing Centre Kaitakawaenga/Māori Health Services Wider organisational mental health and addictions teams Director of Allied Health and other members of Group Leadership Team Administration staff Mental Health and Addiction services Te Wāhanga Hauora Māori Health Services Central Coordination Service

About you – to succeed in this role

You will have

Essential:

- New Zealand Certificate in Health and Wellbeing (Level 4)
OR
- Actively on this qualification pathway **OR** commitment to commence this qualification within a year of employment

Desired:

- Strong interpersonal skills, with an ability to develop rapport with whāiaora and their whānau
- Strong cultural awareness and understanding of diverse cultural and socio-economic groups, particularly Māori and Pacifica.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.
- Experience in supporting mama and

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.