Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

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.

Title	Kaiāwhina
Reports to	Clinical Manager
Location	Hastings
Department	Te Ara Manapou - Maternal Mental Health
Date	29-09-2026
Salary band (indicative)[i]	In accordance with Public, Allied and Technical Health Employee's Employer Collective Agreement according to qualifications and experience pro-rated for hours worked
Children's Worker role[ii]	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

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 māma aspirations during pregnancy and/or up to twelve months postnatally. Kaiāwhina are meeting the Maternal mental health needs of māma and their whānau in a culturally relevant way.

In this role, Kaiāwhina will focus particularly on supporting and promoting mama-pēpi relationships. Kaiawhina will support whānau to understand the world form 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 whaiora 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
Key responsibilities and competencies	• 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.
	• Utilises information available to prioritise our māma and their whānau, and the wider team
	• 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.
	• Completes health record documentation consistent with legal, professional and organisational requirements within the working day.
	• 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.
	• 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.

	• Demonstrates an awareness of health inequities, with evidence of implementing actions towards reducing these for whaiora and their whānau.
	• Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.
	• 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).
	• Regularly considers and reports on whaiora progress (as appropriate) against identified goals and liaises with the registered health practitioner as situations change.
	• Has a strong understanding of task delegation, and shows ability to liaise with a registered health practitioner.
	• Demonstrate ability to identify safety issues or risk and immediately liaise with a registered health practitioner.
Key Result Area	**Expected Outcomes / Performance Indicators**
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• 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	• 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.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• 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	• 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/Maori 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 whaiora 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:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.

- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

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[i] Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

[ii] The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.