



Ka Puta Ka Ora
Emerge Aotearoa

Position Description

Support Worker

He Kōrero Mō Mātou - About Us

Ka Puta Ka Ora Emerge Aotearoa is about supporting the oranga (holistic wellbeing) of tāngata whaiora and whānau across Aotearoa. Our support services meet the diverse health and wellbeing needs of the communities we serve, including mental health, addiction, disability, employment, offender rehabilitation and wellbeing options. We also meet a broad range of housing needs, from emergency and transitional housing through to social and affordable homes.

Over the past decade we have become one of Aotearoa's largest and most trusted for-purpose organisations. The Ka Puta Ka Ora Emerge Aotearoa's name represents our strong ties to tāngata whenua and our commitment to be an honourable Tāngata Tiriti organisation. Our name carries the spirit of Tāwhiao's tongikura: It is an invitation for people, whānau and their communities to come forth and thrive - ka puta ka ora. Our name inspires our vision - 'Tautokohia te mana tāngata, kia puta kia ora' - which speaks to the role we play in supporting the dignity and mana of people so that they can be well and healthy.

Our three Pou - Māori succeeding as Māori, Lived Experience and Diversity are privileged and Thriving Pacific Peoples - guide our mahi and are the lens through which we measure our success. Our values - Whakawhanaunga (connecting with purpose), Ako (walking and learning together), Manaaki (engaging with respect) and Whakamana (acting with integrity) - are embedded in the way we work.

Learn more about us at emergeaotearoa.org.nz.

Ō Mātou Uara - Our Values



Whakawhanaunga
Connecting with
purpose



Ako
Walking and learning
together



Whakamana
Acting with integrity



Manaaki
Engaging with
respect



He Kōrero Mō Te Tūranga – About your role

Te Arotahi Matua – Purpose

To support clients/tāngata whaiora by assisting them to develop and maintain living skills, relationships and daily activities so they may be active participants in their communities.

Entity	Ka Puta Ka Ora Emerge Aotearoa
Service/Team/Business Unit	Health and Disability
Reports to	Service Manager
Direct Reports	Nil
Delegated Authority	Nil
Financial Responsibilities	Nil

Ngā Hononga Matua – Key Relationships

Internal

- Service Delivery Manager
- Health professionals
- Colleagues
- Quality team
- Service User Leads

External

- Clients and their family/whānau
- DHB employees
- Community groups

Ngā Haepapa Matua – Key Accountabilities

Client Support	• Establish rapport with clients/tāngata whaiora and their whānau • Provide day to day support in alignment with client/ tāngata whaiora goals and support plans including risk management plans and Safety Plans • Work with clients/ tāngata whaiora to identify significant goals. Provide encouragement and support clients to achieve their goals • Participate in the planning and review process • Key work with clients/ tāngata whaiora where required • Monitor levels of wellbeing ensuring that any concerns/incidents or accidents are reported and documented appropriately • Coach and support clients/ tāngata whaiora with daily living skills as needed • Celebrate the successes of people achieving their recovery and wellbeing • Ensuring an integrated approach by working closely with colleagues, community providers, clinical teams and other external teams to encourage community participation
Communicating effectively and keeping others informed	• Attend and contribute to team meetings, bringing ideas and updating others on their activities • Notify their Line Manager about any issues that may impact on their performance of duties • Provide information to clients and their whānau in a way that they can understand • All incidents are documented appropriately • Written documentation and client notes are clear, concise and easy for others to understand • Use Client Management systems effectively
Quality Improvement	• Practice within Ka Puta Ka Ora Emerge Aotearoa's Service Delivery framework including following policies, procedures, frameworks (such as the cultural framework) • Participate in Quality Improvement activities and teams including review, audit, best practice and/or improvement initiatives
Relationship management	• Build trusting and engaging relationships with clients/ tāngata whaiora • Assist colleagues and offer assistance when required • Following through on commitments made to colleagues • Maintain positive working relationships with colleagues • Find common solutions to problems



Valuing diversity and differences	• Learn and follow the Kia Rite Kia Mau framework • Ensure that the principals of Te Tiriti o Waitangi are incorporated into daily practice • Ensure that the support provided to clients is culturally appropriate • Show a genuine interest and understanding of the diversity of the clients in their service
Personal Development	• Have an active development plan in place • Attend orientation and all core training • Inform line manager of development requirements
Health, Safety and Wellbeing	Promote and engage in a culture of Health and Wellbeing by implementing supportive practices, actively contributing to a positive work environment, and ensuring all reasonably practicable steps are taken to reduce and prevent harm in the workplace.
Te Tiriti o Waitangi	Actively participate in bringing life to our commitment to be an honourable Tāngata Tiriti organisation and demonstrating our values to enhance the overall wellbeing of individuals and whānau who access our services.

He Kōrero Mōu – About you

Ngā Pūkenga me ngā Āheinga – Skills and capabilities

It is essential that the person in the role operate in a manner which displays:

- Dedication to personal and collective growth that enhances their own development and supports others to thrive.
- Willingness to embrace diversity, be inclusive and contribute to a culture of belonging.
- Genuine dedication to our values and commitment to our three Pou - Māori succeeding as Māori, Lived Experience and Diversity are privileged and Thriving Pacific Peoples

Essential

- An understanding and genuine interest in working with the relevant client group (i.e. Pasifika and Māori cultures)
- Strong English language communication skills - written and verbal
- Basic level of computer literacy e.g. email, Client Management systems, internal intranet
- The ability to use a variety of skills to engage people in a wide range of situations to achieve quality client outcomes

Preferred

- Knowledge of community resources and support networks
- Knowledge of legislation applicable to this role e.g. the Privacy Act, Mental Health Act

Ngā Tohu Mātauranga – Qualifications

Essential

- NZ Certificate in Health & Wellbeing Level 4 (or equivalent)
- If the above qualification is not completed at time of hire, the person in the role must make a commitment towards obtaining the relevant minimum qualification within the required timeframe (generally 2 years)
- Full clean NZ driver license

Preferred

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- Must hold and maintain First Aid certification including CPR (or be willing and able to complete this)

Ngā Wheako Whaiaro - Experience

Essential

- Experience working with Pasifika and Māori communities

Preferred

- Experience working in Mental Health/Addiction/Intellectual Disability or relevant social services sector
- Competence and experience in effective engagement with community agencies and networks

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.