



Position Description

Position Title: Kaiatawhai – Cultural Liaison and Māori Engagement

Mercy Hospice is a non-profit organisation. Its mission is to ensure that those in our community facing life limiting illnesses are cared for with the utmost professional skill, aroha (compassion) and mahi rangatira (quality) of service. Our values of tapu o te tangata (dignity), aroha (compassion), whakanui (respect), quality, aroha ki te rawakore (advocacy) and kaitiakitanga (stewardship) are integral to the Mercy Hospice (MH) culture and we are committed to practising these core values individually and as an organisation.

Department: Family Support Team, Mercy Hospice

Direct Reports: Nil

Responsible to: Social and Community Services Manager

Position Purpose: To deliver and provide guidance and education on the delivery of culturally safe palliative care to Māori patients and their whānau. This role is also responsible for leading a greater awareness of the services Mercy Hospice provides to Māori communities, in accordance with the philosophy of care of Nga Whaea Atawhai o Tamaki Makaurau. Developing sound relationships with Māori health providers and social service agencies will enable this role to advocate for, and support, Māori patients and their whānau as they seek to access such services. The Kaiatawhai will also be a key player in promoting and upholding the integrity of Mercy Hospice and ensuring Mercy Hospice continues to be recognised as a professional, culturally responsive service provider of high quality, patient focused, palliative care.

Key Goals	Specific Objectives
To Build A High Performance Organisational Culture based on Mercy Values	<ul style="list-style-type: none"> - Assist, coach and role model Tikanga Māori with Mercy Hospice multi-disciplinary teams, patients and their whānau - Leading Te Waka Atawhai (Māori staff rōpu) - Represent oranga, tika, pono and aroha - demonstrating qualities aligned to the Health Care philosophy and the values of Ngā Whaea Atawhai o Tamaki Makaurau. - Have a sound knowledge of the kawa and protocol of Iwi in the region ensuring Māori have access to Hospice services - Participate in all MHA mandatory training - Model MHA Mission and Values as part of your daily work

<p>To Meet the Needs of Our Patients and Stakeholders</p>	<ul style="list-style-type: none"> - Proactively participating in the development and implementation of policies and protocols specific to the needs of Māori patients and their whānau - Working with Māori patients and their whānau to ensure they consistently receive culturally safe palliative care and support - Working alongside Mercy Hospice team members supporting the culturally responsive delivery of palliative care to Māori patients and their whānau - Assess the needs of the Māori patients and whānau through whakawhanaungatanga and korero Māori/using a Te Ao Māori lens - Proactively participating in MH MDT meetings ensuring the cultural needs of Māori patients and their whānau are presented, understood, and considered - Working closely with primary health, social services and DHB, facilitating access to Mercy Hospice services for Māori patients and their whānau, on referral - Make referrals to nursing, medical and other members of the Family Support team as required - Provide input to kawa, rituals and ceremonies - Supply cultural knowledge to education initiatives and encourage others to learn about the Māori values and beliefs. - Attend Multi-Disciplinary Meetings and/or Team Briefings
<p>To Be Employer of Choice</p>	<ul style="list-style-type: none"> - Build and maintain strong working relationships with Mercy Hospice staff and volunteers, providing psychosocial/cultural support as required. - Be an integral part of the Mercy Hospice Interdisciplinary Team, actively participating in team meetings and making contributions relating to the provision of psychosocial support, care and needs - Participate in the Performance Management process, consisting of an annual performance plan, development plan and performance review - Access organisational wide communication channels to keep abreast of company issues; Mercy Matters, Team briefings and hui - At all times understand job requirements and have specific content knowledge where appropriate - Participate and contribute to team planning and development of the Family Support Team's services
<p>To be a Centre of Excellence & Innovation</p>	<ul style="list-style-type: none"> - Working alongside CEO, Strategic Medical Director, Social and Community Services Manager, and other relevant external and internal stakeholders in the development and implementation of the Māori Health Plan - Developing and implementing training to support the cultural awareness and competence of all MH teams - Work collaboratively with Team Leaders on the development and implementation of cultural initiatives in their areas, supporting knowledge growth and delivery of culturally safe and appropriate services - Proactively take the role of educator and mentor within Hospice ensuring the needs of Māori become a natural part of the culture and inform future service development - Developing an understanding of the current resources, skills and capability within communities to provide support and care for Māori patients and whānau

	<ul style="list-style-type: none"> - Developing and implementing training to support the further development of existing skills and capabilities within Māori at all times - Produce work that is accurate, consistent, and meets internal and external quality audit requirements - Produce statistical data pertaining to psychosocial care given to Māori patients, their whānau and staff as required - Engage in regular professional cultural supervision - Be an active member of the Family Support Team, contributing to the development and quality improvement initiatives of the service - Record relevant information, response to referrals and interventions in patient notes - Adhere to all Mercy Hospice Auckland policies and procedures - Undertake any other duties that are reasonably requested of you.
To ensure Future Financial Sustainability	<ul style="list-style-type: none"> - Uses resources judiciously and according to budget
To Build and Maintain Capable Infrastructure	<ul style="list-style-type: none"> - Utilises information systems and technology as appropriate. - Participate in initiatives for pandemic and disaster readiness. - Complete reportable event forms to identify risks related to role and areas of work. - Practices within organisational health and safety guidelines.
<p>This position description is not regarded as exclusive or exhaustive, it is intended as an outline indication of the intended areas of activity and may be subject to the change as the needs of the organisation change.</p>	

Person Specifications:

	Essential	Desired
Education and Qualifications	<ul style="list-style-type: none"> - Current NZ Drivers License - Hauora Māori Worker experience and/or relevant qualifications 	Post Graduate qualification or interest in future training in Social Work/Community Development/Public Health in Maori Health/Indigenous knowledge or similar
Experience and Knowledge	<ul style="list-style-type: none"> - Confident with Te Reo and Mātauranga Māori - An understanding of Te Ao Māori health perspectives, theories & models as well as those relating to grief and loss and end of life. - Demonstrated professional competence - Demonstrated experiences of communicating confidently and effectively with varied/relevant individuals and groups - Excellent computer skills including Word, PowerPoint, Outlook and Excel as well as typing and note taking 	<ul style="list-style-type: none"> - Not-for-profit work experience - Experience in a healthcare setting - Community development project experience activity experience
Attributes	<ul style="list-style-type: none"> - Self-motivated, consistent, and capable of working efficiently and effectively without supervision in pressurised, stressful and emotional situations 	

	<ul style="list-style-type: none"> - A proven communicator with a high level of interpersonal and negotiation skills - Confidence in own ability in the position and readily able to support clients - High personal and professional integrity - Ability to demonstrate skills in tact and diplomacy in more sensitive situations where there are difficult, complex and contentious issues - Ability to work with a variety of people and cultures - Well organised with the ability to manage a busy and varied workload - Professional, friendly, and aligned to MH's values
Physical	<ul style="list-style-type: none"> - Able to travel around Auckland City area - Current drivers licence