

TE RŪNANGA O NGĀTI RĒHIA TRUST

JOB DESCRIPTION

JOB TITLE

Whānau Ora Navigator

PURPOSE

The Whānau Ora Navigator serves as a pivotal bridge between the whānau and the community, empowering families to achieve wellbeing and self-sufficiency. This role involves supporting whānau to implement long-term plans developed through Whānau Ora services, ensuring they are equipped to achieve their aspirations. The Navigator facilitates access to resources, provides tailored support and guidance, and upholds cultural values to enhance the holistic wellbeing of whānau.

SPECIFIC DUTIES & RESPONSIBILITIES

Plan Development and Implementation

- Collaborate with whānau to review, refine, and implement the goals and strategies outlined in Whānau Plans.
- Ensure whānau achieve their aspirations by aligning actions with the outcomes identified upon enrolment.
- Guide whānau to actively participate in the development of sustainable pathways that reflect their long-term goals and cultural values.

Outcome Monitoring and Reporting

- Track and document whānau progress toward achieving their plans' outcomes, identifying barriers and successes.
- Provide detailed updates to TRONR leadership, highlighting achievements and areas requiring additional support.
- Ensure plans are fully actioned within the contract period, focusing on measurable outcomes that align with Whānau Ora goals.

Connection to Resources

- Identify and facilitate connections to community resources, services, and networks that will support whānau in achieving their long-term plans.
- Build and maintain strong relationships with local providers to ensure seamless referrals and service delivery.
- Equip whānau with tools, knowledge, and resources to sustain their independence beyond the contract term.

Cultural Advocacy

- Uphold Te Ao Māori values in all interactions, ensuring cultural practices are central to the development and implementation of whānau plans.
- Advocate the whānau in accessing culturally appropriate services and resources that honour their identity and heritage.

Collaboration and Problem-Solving

- Work closely with TRONR colleagues, external partners, and whānau to address challenges and ensure successful plan implementation.
- Provide feedback and insights to improve the effectiveness of Whānau Ora service delivery.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

- Experience in social work, community engagement, or Whānau Ora service delivery.
- Strong understanding of Te Ao Māori and a commitment to incorporating Māori values into practice.
- Proven ability to achieve measurable outcomes within a defined timeframe.
- Strong communication and relationship-building skills, with a culturally sensitive approach.
- Excellent organisational and reporting skills to monitor and document progress effectively.
- Clean driver's license and ability to travel throughout the community as needed.