

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

<b>Title</b>	Hauora Māori Worker
<b>Reports to</b>	Kaiwhakahaere Hauora Māori/Managers for delegated area
<b>Location</b>	Christchurch Health Campus
<b>Department</b>	Hauora Māori Team
<b>Date</b>	December 2025
<b>Job band (indicative)</b>	Core Salary Scale, steps 1-7 or Group B, steps 3 – 7 as per PSA AHS&T Agreement

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 that health workers bring to their mahi.

**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:

- Support the provision of a Māori health service alongside in-patient clinical services across the Christchurch campus.
- Support service delivery consistent with Tikanga Best Practice standards, to best meet the needs of tangata whaiora Māori and their whānau.
- Implement models of care (Te Whare Tapa Whā - Māori health model) as the way of working for Hauora Māori staff.
- Provide support, guidance and input to clinical and allied health service staff through involvement in multidisciplinary clinical teams and networks.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> <li>• Provide whānau-centred and culturally safe support for Māori patients.</li> </ul>
	<ul style="list-style-type: none"> <li>• Advocate for Māori health needs and help whānau navigate the hospital system.</li> </ul>
	<ul style="list-style-type: none"> <li>• Uphold tikanga Māori and offer cultural guidance to staff.</li> </ul>
	<ul style="list-style-type: none"> <li>• Strengthen relationships between whānau, clinicians, and Māori Health Services.</li> </ul>

<b>Developing an environment of opportunity and choice for tūroro and whānau consistent with Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Partnership – Work together with patient and his/her whānau to deliver a patient centred service.</li> <li>• Protection – Gain an understanding of the way each individual patient / whānau sees the situation.</li> <li>• Participation – Create opportunities for patient/whānau to actively participate in the management of his/her own health.</li> </ul>
<b>Provide guidance, support and facilitation to Māori patients to deliver a quality bi-cultural service</b>	<ul style="list-style-type: none"> <li>• Engage with Māori patients and whānau on entry to hospital services</li> <li>• Conduct a cultural assessment process that is consistent with tikanga best practice guidelines, as a component of the overall care of the tūroro.</li> <li>• Participate and contribute to multi-disciplinary meetings by providing “informed” and constructive cultural perspectives to staff which may benefit tangata whaiora.</li> <li>• Facilitate / host whānau hui and support them through hui as appropriate.</li> <li>• Advocate for and support tangata whaiora and whānau to ensure effective participation and access to health care.</li> </ul>
<b>Maintain Records</b>	<ul style="list-style-type: none"> <li>• Record patient interactions in clinical records to agreed standards to aid treatment planning.</li> <li>• Oral and written communication completed to professional standards.</li> <li>• Comply with Corporate Records Management policy requirements to create and maintain full and accurate records.</li> </ul>
<b>Provide Health information / education</b>	<ul style="list-style-type: none"> <li>• Actively refer patients to Māori and primary health services in a timely manner.</li> <li>• Assist tangata whaiora and whānau to access appropriate information to enhance management of own health needs.</li> <li>• Provide Health information and education to Māori patients and whānau to enhance recovery and support positive changes in behaviours.</li> </ul>
<b>Relationship Building</b>	<ul style="list-style-type: none"> <li>• Build and maintain collaborative relationships for benefit of Māori patient and whānau.</li> <li>• Provide support and act as a resource for staff.</li> <li>• Cultural support and training developed and delivered to staff.</li> <li>• Maintain active communication with whānau, community, hapū and iwi and manage the expectations of all stakeholders.</li> </ul>
<b>Service Planning and Development</b>	<ul style="list-style-type: none"> <li>• Contribute to staff and team development.</li> <li>• Participate in team planning as required; with emphasis on identifying key priority areas for Māori health and wellness.</li> <li>• Contribute and participate in service development initiatives.</li> </ul>

<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>

### **Matters which must be referred to the Kaiwhakahaere Hauora Māori**

- Decisions exceeding delegated authority.
- Significant risks, incidents, or issues affecting safety or service delivery.
- Escalated tangata whaiora, whanau, or staff concerns/complaints.
- Issues with organisation-wide impact, unclear direction, or conflicting priorities.
- Resource, workload, or capability gaps that cannot be resolved independently.
- Tasks or situations where the role holder feels unsure, lacks confidence, or requires additional guidance, clarification, or support.

### **Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Tangata whaiora and their whānau, hapū and iwi, care givers, significant others</li> <li>• Community Māori health providers, agencies, NGO's</li> <li>• Māori networks and organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Kaiwhakahaere – Hauora Māori</li> <li>• Ward and Service staff, Christchurch campus</li> <li>• Hauora Māori staff</li> <li>• Director Allied Health Christchurch Campus</li> <li>• Service Manager/Charge Nurse Manager</li> </ul>

### **About you – to succeed in this role**

#### **You will have**

#### **Essential:**

- Experience in implementing Te Tiriti o Waitangi in action.
- A strong understanding of te ao Māori and tikanga.
- Experience working with whānau Māori in health, social, or community settings.
- Excellent relationship-building and advocacy skills.
- A calm, caring presence and ability to work effectively in high-pressure situations.
- A genuine passion for improving Māori health outcomes.
- Ability to plan and work independently in a responsible manner.
- Good organisational skills
- Ability to work within a team setting both within the hospital setting and te taha Maori
- Good oral and written communication skills
- Intermediate computer skills

#### **Desired:**

- A strong understanding of te reo Māori
- Relevant qualifications in Māori health, social services, or community work are an advantage

#### **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.

*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.*