

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Pou Manaaki Te Waka Hauora		
Reports to	Pou Korowai Team Leader Te Waka Hauora		
Location	Nelson		
Department	Māori Health		
Direct Reports	Nil	Total FTE	1.0
Budget Size	Opex	Nil	Capex
Delegated Authority	HR	Nil	Finance
Date	January 2026		
Job band (indicative)	Step 1 to 8 of the Allied Health MECA PSA		

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:

- Provide Pacifica and Māori health services, alongside the clinical teams, within inpatient services (including Hospital and planned care).
- Provide follow-up Pacifica and Māori health services to hospital outpatient departments.
- Actively refer to appropriate Pacifica and Māori community health services in a timely manner.
- Complete cultural assessments as a component of overall care.
- Attend multi-disciplinary team meetings.
- Support as required Pacifica and Māori Health quality initiatives to reduce equity such as but not limited to Kaitiaki DNA , Safe Sleep, Planned care and Bowel screening.

Key Result Area	Expected Outcomes / Performance Indicators
Service Provision	<ul style="list-style-type: none"> • Apply cultural triage criteria to ascertain level of involvement based on cultural needs and available resource. • Engage with Pacifica and Māori patients and whānau on entry to services. • A whānau ora assessment is completed and documented in the patient's notes to aid treatment planning. • Close involvement with the clinical and allied health treating teams. • Contribute to smooth discharge planning. • Attend regular medical and team reviews. • Host or co-host whānau hui as appropriate.

	<ul style="list-style-type: none"> • Early referral to Pacifica and Māori primary health services. • Support the delivery of Pacifica and Māori Health priority initiatives to reduce equity for Pacifica peoples. • Pacifica and Māori patients and whānau are met as soon as possible after admission. • Pacifica and Māori patients receive a cultural assessment as a component of overall care. • Pacifica and Māori patients and whānau receive a quality bi-cultural service. • Attend weekly multi-disciplinary meetings as needed to contribute to support planning and aid communication. • Support Whānau to contribute and agree to discharge plans. • Ensure Pacifica and Māori patients are supported through facilitated whānau hui. • Timely referrals are made to primary health services to enhance recovery and support positive changes in behaviours. • Support provided to Pacifica and Māori Health priority initiatives to reduce equity for Pacifica peoples and health programs as determined by line Manager. • Work in partnership with team members to prioritise and support this to ensure any barriers to access appointments or follow ups are identified and addressed.
Service Development	<ul style="list-style-type: none"> • Contribute to policy development. • Contribute to staff and team development. • Be a consult for colleagues where possible and as resources allow. • Assist with bi-cultural training alongside the Learning and Development team. • Team developments are supported. • Pou Manaaki assist staff with bicultural development where able.
Professional Development	<ul style="list-style-type: none"> • Maintains and develops cultural competence. • Develops and maintains clinical competence (as required). • Undertakes clinical supervision (where required). • With the Pou Korowai (Team Leader), establishes a Pacifica Health career path. • Undertakes identified Pacifica and Māori cultural training where available. • Annual reviews with the Pou Korowai (Team Leader). • Undertakes cultural supervision as needed in consultation with manager. • Undertake any relevant training to be able to deliver on any Pacifica and Māori Health quality initiatives as required by Manager. • The career plan is reviewed annually via an annual performance review process including review of performance goals and identification of areas for professional development. • Identify and undertake clinical training opportunities in consultation with Manager.

	<ul style="list-style-type: none"> Pou Manaaki complete any identified training as required to enable them to deliver on Pacifica and Māori Health quality initiatives.
Networking and Community Relationship	<ul style="list-style-type: none"> Develops and maintains strong effective community networks and relationships. Builds collegial relationships within the Provider division, between designated units and Pacifica and Māori community health services. Ensures information detailing Pacifica and Māori community services is available on Wards and in staff areas. Arranges meetings with hospital staff and community Pacifica and Māori health workers and other relevant primary health providers as required. Effective and timely referral of Pacifica and Māori patients and whānau is achieved through robust networking. Pou Manaaki represents Health NZ perspectives at community health events. Information is made available and accessible to patients and staff. Facilitates communication between secondary and primary services. Closer relationships are evidenced by referral of Pacifica and Māori patients to Pacifica and Māori Coalition services and other primary services (i.e. Support Works).
Quality Improvement	<ul style="list-style-type: none"> Participate in quality improvement processes in your area of work. Support given to priority initiatives to reduce equity for Pacifica peoples. A quality, customer-focused service is provided at all times, which follows best practice.
General	<ul style="list-style-type: none"> Other duties as negotiated with Pou Korowai Team Leader Te Waka Hauora.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. 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. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.

Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. 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. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> 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. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> 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. 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.
Health & safety	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. 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 to the POU KOROWAI TEAM LEADER TE WAKA HAUORA

- Nil

Relationships

External

- Iwi and Hauora Māori Providers
- NGO's
- Health and Social Services

Internal

- Pouherenga
- Allied Health staff
- Clinical staff
- Chaplaincy

About you – to succeed in this role

You will have

Essential:

- Applicants do not need to be able to speak or understand Te Reo Māori me ona tikanga (Māori Language and Māori Culture) and/or Pacifica language and cultural practices, values and beliefs, but do have to be open to learning these skill sets. The opportunity to learn these skills will be provided during work time.
- A qualification is desirable, but not essential. However, an openness to undertaking some basic training will be essential.
- A current, clean drivers' licence.
- Experience in implementing Te Tiriti o Waitangi in action.
- Experience with Māori and/or Pacifica organisations is essential.
- Experience working in the health sector is essential, preferably in a hospital setting.
- Ability to work alongside a range of professionals in the health system.
- Experience in working with individuals and a group in an educative way is desirable.
- Knowledge of hospital services would be an advantage.
- Knowledge of the Tasman, Nelson Marlborough region community resources would be an advantage.
- Basic-intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint, and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with Health NZ Information Technology policies.
- Good oral communication skills, with good written skills.
- Ability to network within the Māori and Pacifica community.
- Ability to work with others in a non-judgemental way.
- Person of integrity, who can maintain confidentiality, is tactful and sensitive in dealing with people.
- A dependable person with the ability to relate well to others.
- Ability to work under pressures using prioritisation/ time management skills.

- Commitment to ongoing self-development.
- Be able to work as part of a multi-disciplinary team.

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.

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. If this occurs this will be discussed with you. This Position Description may be reviewed as part of the preparation for your annual performance and development review.