



Job Description

Job Title:	Rongoā Māori Practitioner
Reports to:	Manager Health and Connection
Division:	Health and Connection
Department:	Health Services – Ratonga Hauora
Direct Reports:	Nil
Location:	HomeGround – 140 Hobson Street, Auckland Central (1010); mobile delivery across Mission sites and community settings

Te Tāpui Atawhai Auckland City Mission

Ko wai mātou Who we are

Te Tāpui Atawhai Auckland City Mission supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all people and their families. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive environment where whānau, kaimahi and partners feel valued, respected and empowered to advocate for themselves, our whānau Māori and the communities we serve. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

Our Values

- **Manaakitanga** – We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha, and respect.
- **Mana tika/Mana Ōrite** – Committed to equity and seeking dignity for all, we will fearlessly advocate with and for those experiencing greatest need.
- **Rangapū** – We seek and engage in authentic partnerships characterized by mutual trust, integrity, respect, transparency, commitment, and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.

- **Atawhai** – Compassion, care, and grace guide our every interaction.

Health and Connection

Health and Connection supports the Mission by providing accessible, responsive, mobile and relationship-based health and social support to people experiencing significant barriers to accessing health care and other services.

Acknowledging the ongoing impacts of colonisation, systemic inequities and breaches of Te Tiriti o Waitangi, Health and Connection is committed to improving equitable access, experience and outcomes for Māori and other populations experiencing disadvantage, using data, whānau voice and continuous improvement processes to identify and address inequities.

Working across community and outreach settings, the multidisciplinary team builds trusted relationships with tāngata whaiora and whānau, meeting people where they are and supporting connection to health care, alcohol and other drug services, harm reduction, mental health support, housing, social services and other resources that contribute to improved health and wellbeing.

Health and Connection brings together professional and lived-experience expertise to provide coordinated, person-centred and culturally safe support. Working across Te Tāpui Atawhai and community services, the team reduces barriers to care and improves health and wellbeing outcomes for people experiencing homelessness, poverty, trauma, substance use, mental distress and other complex needs.

Te Kaupapa o Te Tūranga - Position Purpose

The Rongoā Māori Practitioner provides rongoā Māori support to people and whānau across Mission sites and community settings. Working as a member of the Health and Connection multidisciplinary team, the Practitioner offers appropriate practices such as mirimiri, whitiwhiti kōrero, karakia, blessings and other tikanga-informed approaches according to their knowledge, experience and scope of practice.

The role contributes to reducing health and social inequities by supporting equitable access to services, advocating for whānau experiencing barriers to care, and ensuring engagement is culturally safe, whānau-centred and responsive to the needs and aspirations of Māori.

The Practitioner contributes a rongoā Māori perspective to shared planning and may offer consultation to colleagues where appropriate. The role does not carry sole responsibility for the team's cultural safety, Māori engagement, cultural education or relationships with Māori communities. These are shared responsibilities, supported through the team's leadership, Māori Development Services, cultural supervision and wider organisational relationships. Support to people and whānau is guided by their wishes, informed consent, appropriate tikanga and clear professional boundaries.

The Rongoā Māori Practitioner reports to the Health and Connection Team Manager for operational matters, including workload, team participation and employment responsibilities. The Practitioner remains responsible for practising within their own knowledge and competence. The Mission will establish access to cultural practice supervision and appropriate rongoā Māori advice, in partnership with Māori Development Services, to support the quality and integrity of the practice. The arrangements for practice guidance, escalation and review will be agreed before service delivery begins.

Ngā Kawenga Matua - Key Responsibilities

Rongoā Māori practice and whānau support

- Build trusting, respectful relationships with people and whānau through mobile, outreach, and site-based engagement.
- Provide rongoā Māori support within the Practitioner's knowledge, experience, and scope. This may include mirimiri, whitiwhiti kōrero, karakia, blessings and other appropriate tikanga-informed practices.
- Discuss the nature and purpose of proposed support with each person, seek informed agreement, and respect their choice to accept, decline, or stop an intervention.
- Collaborate with the person and, where appropriate, their whānau and existing support team to identify cultural, spiritual, and wider wellbeing needs.
- Adapt the location, pace, and approach to reduce barriers to engagement while maintaining privacy, dignity, and safety.
- Recognise when needs fall outside the role's scope and support connection to appropriate cultural, health, mental health, addiction, crisis, or other services.

Multidisciplinary collaboration and continuity of care

- Contribute rongoā Māori knowledge and perspectives to multidisciplinary discussion, shared planning, and case review where relevant to the person's wishes and needs.
- Collaborate with colleagues from different disciplines, recognising that each practitioner remains responsible for culturally safe practice within their own role.
- Collaborate with Mission kaimahi and external providers to coordinate support where a person has overlapping cultural, health, housing, or social needs.
- Participate in referral, prioritisation, and follow-up processes according to team procedures, risk, need, and available capacity.
- Support warm referrals and clear handovers where ongoing or specialist support is required.

Record work accurately and promptly in approved systems, sharing information in accordance with consent, privacy requirements, and team procedures.
Cultural relationships and shared learning
- Work with Māori Development Services and appropriate rongoā Māori practitioners, tohunga, iwi, hapū or community networks, with support from the Manager and relevant organisational leaders. - Offer rongoā Māori consultation to colleagues where relevant to the Practitioner's expertise, capacity, and the needs of a person or whānau, ensuring professional boundaries are maintained and any actual, potential, or perceived conflicts of interest are identified, declared, and managed through appropriate consultation, supervision and organisational processes. - Contribute to planned learning opportunities about rongoā Māori and tikanga where appropriate. The Manager and wider organisation retain responsibility for the team's cultural capability development. - Seek advice, collegial connection, and cultural supervision as part of supported practice, including when questions arise outside the Practitioner's expertise. - Identify and raise cultural safety concerns through agreed clinical, operational and organisational pathways, contributing to ongoing quality improvement and culturally safe practice noting the responsibility for addressing systemic concerns sits with the relevant leaders and services.
Service Development, Quality and Reporting
- Identify recurring barriers, service gaps and inequities affecting whānau access, engagement and outcomes, particularly for Māori, and raise these through agreed reporting and escalation pathways - Contribute to development, implementation and evaluation of service improvements that address identified barriers and support equitable outcomes, particularly for Māori. - Maintain agreed activity and outcome information and contribute relevant context and narrative to service reporting. - Contribute whānau feedback, lived experience insights and observations of inequitable service access or outcomes to service improvement activities. - Support the collection of information that helps the service understand whānau experience, equity issues and opportunities for improvement. - Contribute frontline insight to Health and Connection service planning, development and evaluation. - Identify opportunities to strengthen integration between Mission services and external health and social service systems. - Maintain accurate, timely and professional documentation and records.

Professional Practice and Team Contribution
• Demonstrate professionalism, Manaakitanga, sensitivity, respect, ethical practice and confidentiality, and contribute to culturally safe experiences for whānau, colleagues and partner agencies. • Practice within the competency and scope of the role and recognise when clinical, social work or other specialist assessment and intervention is required. • Maintain clear boundaries in individual work, outreach, bodywork, consultation, and relationships with people and whānau. • Seek guidance from an agreed rongoā Māori practitioner or appropriate Māori practice network when matters arise beyond the Practitioner's knowledge or competence. • Maintain appropriate professional boundaries and handle sensitive information with integrity and confidentiality. • Work collaboratively within the multidisciplinary Health and Connection team and across the wider Mission. • Communicate clearly and effectively with whānau, colleagues and external providers. • Manage competing demands and priorities effectively, with a focus on follow-through and agreed outcomes. • Participate in supervision, professional development, training and performance review processes as required.
Health and Safety, Quality and Compliance, Ethics
• Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity. • Lead a culture of positive and engaged health and safety practice. Meet requirements of health and safety policy and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all. • Ensure risks associated with mobile and outreach work are identified, assessed and appropriately managed. • Ensure staff understand and follow processes relating to lone working, personal safety, information security, incident reporting and escalation. • Ensure service delivery complies with relevant legislative, regulatory, contractual and professional requirements.

Tikanga – Culture and Relationships

- Demonstrate and promote commitment to Te Tiriti o Waitangi by embedding its principles of leadership, decision-making, service delivery and continuous improvement through the mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
- Demonstrates a deep understanding of cultural safety principles¹ and applies them to mitigate power imbalances in workplace and service delivery environments.
- Demonstrate cultural awareness when engaging with all people
- Demonstrate understanding of the impacts of colonisation and systemic inequities on Māori Health and wellbeing, including trauma, mental health, addiction, poverty and homelessness; and actively support initiatives that promote equity and tino rangatiratanga.
- Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels
- Advocate for social justice, improved social conditions and a fair sharing of the community's resources

Ngā Whēako – Ngā Tohu Mātauranga

Qualifications, Experience, Knowledge and Skill Requirements

The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.

If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.

Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
• Commitment to upholding the articles of Te Tiriti o Waitangi in organisational practice. • Values aligned with the mission and purpose of Auckland City Mission – Te Tāpui Atawhai. • Ability to build respectful relationships with people from varied backgrounds, including people who may be hesitant to engage with services. • Sound judgement, confidentiality, professional boundaries, and the ability to	• Proven experience providing rongoā Māori support, with capability in the practices the applicant proposes to offer. • Strong grounding in te ao Māori, tikanga, mātauranga Māori and the appropriate application of these in work with people and whānau. • Recognition or endorsement from appropriate rongoā Māori

¹ Ramsden, I. M. (2002). *Cultural safety and nursing education in Aotearoa and Te Waipounamu* (Doctoral dissertation, Victoria University of Wellington). Research Archive @ Victoria

work safely in mobile and community settings. • Ability to communicate and collaborate effectively within a multidisciplinary team. • Willingness to participate in cultural supervision, reflective practice, and ongoing learning. • Full driver license suitable for the role's mobile delivery requirements.	practitioners, tohunga, iwi, hapū or relevant Māori networks. • Experience supporting people affected by trauma, mental distress, addiction, poverty, or homelessness, with an understanding of when to seek additional specialist support. • Ability to explain and obtain informed agreement for rongoā Māori interventions, including bodywork, and to practice within demonstrated competence. • Ability to share rongoā Māori knowledge with colleagues where appropriate, while working collaboratively with other Māori expertise and respecting the diversity of Māori knowledge and practice. • Ability to work as part of a multidisciplinary team, document relevant work and communicate risk, referral, and follow-up information appropriately.
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Haere Mai - Why join us?
Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations. Career Growth: Access to professional development and internal career progression opportunities. Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities. Tō Mātou Kaupapa Our Mission: We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora. Tō Mātou Kitea Our Vision: A Tāmaki Makaurau where everyone can thrive. OUR IMPACT STATEMENTS • Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau. • Everyone has access to enough good kai to sustain themselves and their whānau needs.

- Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.