

JOB TITLE

Ta'iala Village Connector (Christchurch - Full Time Fixed Term - 12 Month)

PURPOSE

- The Ta'iala promotes Pacific health gain and equitable outcomes for Pacific peoples. As an integral member of the Mapu Maia team, the Ta'iala works within a Pacific-centric approach, incorporating the Fono Fale and Te Whare Tapa Whā models of care.
- This role supports people and whānau at greatest risk of poor outcomes, including Māori and Pacific communities. The Ta'iala provides culturally informed guidance, advocacy, and practical support to individuals, families, and groups to promote wellbeing across mental health, addiction, and related areas.

The Taiala's responsibilities include, but are not limited to:

- Providing practical, holistic support to Pasifika, non-Pasifika, and LGBTQIA+ individuals, families, and community groups experiencing mental health challenges and related co-existing issues, such as drug and alcohol use, problem gambling, and overall family wellbeing.
- Supporting a preventative health focus and early intervention, improving access to culturally appropriate care for Pasifika individuals and families.
- Partnering with families to provide a comprehensive approach to wellbeing, considering social, cultural, spiritual, and environmental factors.
- Delivering public health education, advocacy, and community engagement initiatives to raise awareness of mental health, substance use, problem gambling, and ways to reduce harm, particularly within Pacific and LGBTQIA+ communities.

SPECIFIC DUTIES & RESPONSIBILITIES

Addiction and Mental Health Support

- Demonstrate commitment, urgency, and professionalism, while being open, clear, and innovative in interactions. Build and maintain mutually beneficial partnerships with internal and external stakeholders.
- Provide guidance and facilitation to individuals and families, helping them access services to meet their unique needs.
- Participate in internal and external meetings to discuss and determine suitable services for clients and their whānau.

- Collaborate with community groups, agencies, and social service providers to deliver agreed outcomes, including brief interventions and facilitation for people experiencing mental health and co-existing issues such as drug and alcohol use or problem gambling.
- Support individuals and families navigating health services, considering determinants such as education, housing, justice, culture, spirituality, and environment.
- Ensure all documentation and reporting meet internal audit requirements accurately and in a timely manner.
- Engage in agreed supervision, peer support, and cultural supervision sessions to maintain professional development and accountability.

Public Health

- Participate in, and support the delivery of, all agreed public health activities.
- Accurately and promptly complete all required reporting for public health initiatives.

Service Promotion

- Actively engage with Pasifika and LGBTQIA+ communities, and the wider mental health and addictions sector, to support improved wellbeing for individuals and families.
- Build and strengthen relationships with Pasifika mental health, addiction, health, and social service providers to increase referrals and improve outcomes.
- Collaborate with organisations supporting individuals experiencing harm or related issues to encourage help-seeking behaviours for Pasifika and LGBTQIA+ people.
- Support Mapu Maia projects aimed at enhancing service quality, operational performance, and access to culturally appropriate care.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual, adhere to scheduled work hours, and prioritise workload to ensure critical tasks are completed efficiently and to a high standard.
- Contribute to a positive workplace culture and support the development of colleagues and team initiatives.
- Demonstrate strong interpersonal and communication skills across all levels of the organisation.

- Manage business resources responsibly within delegated accountability levels.
- Undertake all duties outlined in this job description, as well as other tasks reasonably required by the organisation.
- Comply with employment obligations and complete instructions and directions promptly.
- Demonstrate a commitment to Health and Safety, maintaining safe work practices and contributing to a safe environment for all staff, contractors, and clients.

SKILLS, EXPERIENCE & EDUCATION

Skills and Experience – Essential

- Genuine passion and commitment to working alongside Pacific communities.
- Knowledge and application of Te Tiriti o Waitangi, Te Whare Tapa Whā, and bicultural practice.
- Strong communication skills with individuals and their whānau. Experience and established links within Pacific and Māori communities.
- Family-centred approach to service delivery.
- Ability to work effectively within a team while fostering positive interpersonal relationships.
- Effective communication at all levels within the health sector and with key stakeholders.
- Full, clean Driver’s License.
- Demonstrates independence, initiative, and prioritisation skills, able to work with minimal supervision. Adaptable, proactive, and innovative when managing unpredictable workloads.

Desirable

- Achieved or working towards relevant NZQA qualifications such as NZ Certificate in Health & Wellbeing Level 3, or NZ Apprenticeship in Health & Wellbeing (Social and Community) Level 4.
- Experience in primary or community healthcare.
- Knowledge of the Health and Disability Code of Rights.
- Ability to mentor, influence practice, and manage cultural conflict.
- Established community networks.

- Current First Aid Certificate.

Community Support and Health

- Strong problem-solving skills and ability to de-escalate crisis situations.
- Capacity to assess, record, and report changes in client needs.
- Experience working with diverse groups, including LGBTQIA+ communities.
- Ability to work independently and collaboratively to meet the needs of clients and their whānau.

Health Promotion

- Understanding of health promotion principles for Pasifika communities.
- Knowledge of LGBTQIA+ issues desirable.
- Interest in community engagement, local advocacy, and wellbeing initiatives.
- Familiarity with gambling-related harm is advantageous.

Relationship Management

- Understanding of the mental health and addictions sector.
- Proven networks within Pasifika communities and health service providers.
- Strong engagement and communication skills with community leaders, health professionals, and organisations supporting at-risk communities.

Legislation

- Knowledge of key legislation including the Privacy Act, Mental Health and Disability Act, and Vulnerable Children's Act.

Service Promotion

- Experience engaging with the mental health and addictions sector.
- Ability to build relationships with service providers and support referral pathways.
- Capacity to advocate for clients and families within interdisciplinary care processes.

WORKPLACE COMPETENCIES

Teamwork

- Participate in team projects and support colleagues to achieve Mapu Maia's vision and mission.

- Demonstrate the values of Mapu Maia both internally and externally.
- Maintain open communication with line managers and team members.
- Show initiative while working independently and model effective collaboration.

Computer Literacy

- Competent with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, OneNote) and database systems.
- Ability to use video conferencing tools (Teams, Zoom) to facilitate engagement and meetings.

Health and Safety

- Comply with health and safety policies and procedures.
- Demonstrate understanding of the Code of Health and Disability Services Consumer Rights and Health Information Privacy Code.
- Maintain confidentiality and escalate concerns appropriately.
- Take practical steps to mitigate risks and hazards, prioritising safety while ensuring high-quality service delivery.

Quality Management

- Work to the standards of Mapu Maia's Quality Management System.

Cross-Cultural Understanding

- Promote cross-cultural understanding within the organisation.

Knowledge of Pacific languages is advantageous.

Treaty of Waitangi

- Understand the principles of the Treaty of Waitangi and apply them in service delivery and work practices.

Values

- Model Mapu Maia's values through actions and behaviours. Adhere to organisational vision, values, policies, and procedures.
- Represent Mapu Maia professionally and positively in all engagements.

For additional information and queries, please contact seung.song@mapumaia.nz