



Māori Practice Lead

REPORTS TO **CEO**

DATE **February 2025**

NO. OF DIRECT
REPORTS **Nil**
CEO

LOCATION **NEGOTIABLE**

Position Summary/Purpose

The principal role of the Māori Practice Lead is to use their extensive cultural knowledge, mana and expertise, and experience to strengthen the Trusts operational capability in tikanga, Te Ao Māori, and Te Tiriti o Waitangi. The role supports the development of culturally grounded practice enabling the Trust to reflect its obligations under te Tiriti o Waitangi in a meaningful and practical approach. This will support the Trust in improving access and service experience for all people.

Key responsibilities:

The Māori Practice Lead is located within the Quality team, collaborating with the Quality Lead and reports to the CEO.

Supporting the development and implementation of an action plan aligned with key principles of te Tiriti o Waitangi, alongside the leadership team.

Guide the organisation in developing internal competency with applying tikanga-based processes (e.g. mihi whakatau, pōwhiri, whakawhanaungatanga).

Development of tools, guidelines, and protocols that support constructive engagement with Māori clients, partners, and stakeholders.

Facilitating and assisting access to cultural advice for the Trust to support complaint resolution.

Assisting the Trust to build its internal capacity and capability and supporting the CE to develop networks in relation to understanding and improving our service response to Māori consumers and whānau, their views, needs and aspirations of Māori in all their diversity.

TE TIRITI O WAITANGI

The National Advocacy Trust recognises Te Tiriti o Waitangi as the founding document for Aotearoa and our obligations as an employer who is committed to being Te Tiriti partner. We are dedicated to upholding the principles of Te Tiriti o Waitangi, fostering genuine partnerships with Māori communities, and actively working towards achieving equity and social justice for all. We recognise and respect **tinō rangatiratanga** - leadership by tangata whenua and the right to exercise self-determination.

Through our intentions and actions, we respect the values of:

- Manaakitanga - acknowledgment of mana of others and demonstrating mutual respect and care.
- Whakawhanaungatanga – collective wellbeing and relationships, connecting and relating to others.
- Wairuatanga - respect for the world views, values, and spiritual beliefs of tangata whenua and other cultures.
- As part of our wider service commitment to Te Tiriti, you are willing to develop and build your own confidence and capability to contribute to the Trust's strategic intention and wider vision to be a treaty-responsive service.

Key Accountabilities

ACCOUNTABILITY (WHAT THE ROLE DOES)	END RESULT EXPECTED (WHY IT IS DONE/EXPECTED)
Developing and maintaining effective relationships with all Trust staff	<ul style="list-style-type: none"> • Offer Tikanga guidance and reassurance to staff in developing their cultural understanding and enhancing practice. • Support provided to advocates enabling meaningful engagement with whānau/iwi/hapū. • Providing professional support and development to enhance the capability and responsiveness of advocates to produce high quality, culturally appropriate services consistently.
Offer Tikanga advice on how to navigate aspects of the health & disability sector and where to get help	<ul style="list-style-type: none"> • Development of practical resources/guides to guide consumers through our complaints process.
Provide leadership and assistance to support cultural change across the Trust	<ul style="list-style-type: none"> • Opportunities for practice development are identified and raised with the CE / Leadership Team to ensure the trust is proactive in its practices. • Potentially complex processes and Information is broken into an understandable and relatable format for Māori whānau that supports consumer centred language, and practices. • Tikanga guidance / reassurance is provided to advocates and consumers about cultural issues. • The trusts ability to resolve complaints between parties while respecting and maintaining the dignity and mana of all participants.
Health & Disability Commission	<ul style="list-style-type: none"> • Developing and maintaining effective relationships with HDC staff
Education and Community Engagement	<ul style="list-style-type: none"> • Work collaboratively with HDC Māori Directorate • Undertaking relevant education and promotional presentations as required to promote the Code of Rights and the rights and responsibilities of consumers.
Governance, reporting and business	<ul style="list-style-type: none"> • Ensure the trust can meet its te Tiriti o Waitangi and equity obligations.

COLLABORATIVE PARTNERSHIPS

- Work collaboratively across the leadership team and service deliver i.e. Advocates, CEO, business Manager, Service Leads, Quality & Performance Lead.
- Build productive and beneficial relationships with internal stakeholders that support and facilitate the early resolution of any barriers to improving our cultural performance, particularly for Māori.
- Build relationships with community and sector partners.
- Develop productive relationships with external stakeholders (funders, auditors and suppliers).
- Follows delegations and ensures financial records are accurate and recorded timely.
- Work collaboratively with HDC Māori Directorate

HEALTH AND SAFETY

- Ensures own safety and the safety of others.
- Follows all NAT policies and 'best practice' safe work procedures, practices, and instructions.
- Immediately reports all work related hazards, accidents, incidents, near misses, injuries, and illness as required.
- Ensure work area is free of potential hazards.
- The Trust takes a proactive approach to meeting its obligations and in providing a safe and inclusive work environment.
- All employee's experience the Advocacy service as being a good employer committed to their wellbeing.

PERSONAL DEVELOPMENT

- Proactively seeks out opportunities to enhance knowledge and capability through experiential and self-directed learning. If required, and in agreement with their manager, attends relevant professional courses and programs.
- Supported to achieve professional growth including contemporary knowledge of advocacy systems, as agreed and documented with their manager.

GENERAL

- Any other duties as and when required to ensure
 - Carry out such duties in a timely, accurate manner
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Knowledge and Skills Required

ESSENTIAL

- Emotional Intelligence – understanding and awareness of yourself, applies empathy, self-regulation, and effective communication in building strong relationships with teams and Stakeholders.
- Has established relationships with Māori communities.
- Excellent organisational and resolution skills, time management to meet targets within set timeframes.
- Fluent te reo Māori speaker (preferred)
- Ability to, and experience in, communicating with consumers on sensitive matters
- Proven ability to manage daily tasks in an organised, detailed, timely and professional manner; work without direct supervision, seeking appropriate guidance when required.
- Ability to be remain objective and always maintain clear boundaries.
- Ability to prioritise and meet deadlines.
- Excellent communication and relationship management skills, with proven ability to manage and develop effective internal and external relationships across cultures and in a complex setting.
- Well developed knowledge of Te Tiriti I Waitangi and Crown obligations to Māori wellbeing/good health. Understanding of the social and religious beliefs and values of different cultures and ethnic groups in Aotearoa | New Zealand with particular expertise and experience with Māori.
- Able to use modern office work tools proficiently (MS Suite, CRM).
- Good knowledge of the health & disability sector in Aotearoa | New Zealand, consumer rights issues, and the needs of health & disability service consumers. In particular a strong understanding of the needs of Māori in this setting.
- Demonstrates ownership for their own actions, is self-motivated and can work within a remote office setting.
- Has team leadership capability, can lead others, and equally can support people to lead on their behalf.
- Commitment to enabling the Trust to meet its Treaty aspirations and through te Tiriti o Waitangi
- Has integrity, ability to apply discretion and willing to take accountability.
- Experienced in maintaining confidentiality of others, honesty, ethical practice, impartiality, and ability to work within professional boundaries.

PREFERRED

- Experience in NGO, public sector, or similar environment
- Excellent organisation skills, aptitude to manage competing priorities and resilience.
- Approachable, responsive, and accessible to others.
- Presents self professionally and dresses appropriately for audience / activities of the day.
- Perceptive and understands the needs of others, confident and can moderate own behaviour to support others.

Role Capabilities and Values

MANAKITANGA

- Actively listens and values the perspectives and diverse experiences of others.
- Communicates with honesty, compassion and sensitivity.
- Protects and upholds the mana of others, especially in difficult situations.

WHAKAWHANAUNGATANGA

- Builds trust through open, respectful, and genuine interactions.
- Strengthens partnerships with communities, iwi, and stakeholders.
- Collaborates and seeks input from others.

EQUITY

- Makes transparent, fair and consistent decisions.
- Considers the needs of Māori, Pacific, Asian, disabled people and those who have lived experienced of inequity.
- Communicates using inclusive, accessible plain language.
- Applies Te Tiriti principles in everyday work.

INNOVATION

- Identifies opportunities for service and process improvement.
 - Brings new ideas forward and contributes to continuous improvement
 - Uses reflective practice to learn from successes and challenges.
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