

Position Title	Kaitakawaenga
Reports To	Culture and Equity Advisor
Direct Reports	Nil
Date	September 2026

WHO WE ARE

The Cranford Hospice Trust (CHT) provide the best possible palliative care, education, support and advice to the people of Hawke's Bay – from Mahia in the north, to Takapau in the south. Our vision is to help people make the most of living and dying within a compassionate community. We provide specialist palliative care services.

Our goal is to help people make the most of the time they have left and to enable them to live every moment – whether they are at home, in an aged care facility or have come to us for a short stay in our inpatient facility. Cranford Hospice acknowledges Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand and actively supports the embedding of Te Tiriti o Waitangi principles into the delivery of our service ensuring a culturally safe and mana enhancing care journey.

ROLE PURPOSE

To uphold Te Tiriti o Waitangi within Cranford Hospice by partnering with Māori patients, whānau, hapū and iwi to ensure culturally safe, mana-enhancing palliative care.

To enable inclusive, culturally safe care that recognises Pasifika and other ethnic communities, including their cultural identity, spirituality and family systems in end-of-life care.

OUR WORKPLACE CULTURE

At Cranford Hospice, our people are at the heart of everything we do. We are committed to fostering a positive, respectful, and empowering workplace culture guided by our:

THRIVE PRINCIPLES - These principles shape how we work together as a team:

Trust - Whakawhirinaki

Health & Wellbeing - Hauora

Respect - Whakaute

Inclusivity - Manaakitanga

Versatility - Ngāwari

and Empowerment - Whakamana.



KEY RELATIONSHIPS

Internal: Clinical teams, Family Support Team, leadership, volunteers

External: Whānau, hapū, iwi, marae, Pasifika families and churches, Māori and Pacific providers, Te Whatu Ora, community leaders

Te Tiriti o Waitangi Responsibilities

The Kaitakawaenga actively applies Te Tiriti principles:

Partnership

Builds trusted relationships with whānau, hapū, iwi, and Māori communities

Works collaboratively with clinical teams and families in care planning

Protection

Upholds tikanga Māori, and culturally grounded practices

Embeds culturally safe, respectful care during dying and after-death processes

Participation

Facilitates equitable access to hospice services for Māori

Identifies and eliminates barriers to engagement

JOB DESCRIPTION

PALLIATIVE CARE SERVICES

- Support the provision of culturally safe, quality clinical and family support services
- Participate in the following NR, FST, MDT, Community and MPPAG hui.
- Acts as a connector and resource to the interdisciplinary team by carrying out cultural assessments and updating the patients care plan to guide the clinical team.
- Respond to Māori & Pasifika team referrals via PalCare
- Accurately document all interactions and interventions into patient record on PalCare
- Ensures access, disclosure, retention and storage of patient and organisational information is in accordance with Cranford Hospice Trust's policy, the Health Information Privacy Code and the Health Records Standards.

PATIENT AND WHĀNAU SUPPORT

- Provide culturally informed support, and manaakitanga for Māori patients and their whānau throughout the hospice journey.
- Āwhinatia me tautoko whānau to understand hospice services, choices, and care planning.
- Manaaki patients and whānau to express their preferred cultural needs, values, and practices in relation to care, dying, death, and bereavement.
- Using the Cultural Assessment Tool, work alongside and support multidisciplinary teams to help ensure care plans reflect whānau priorities and cultural considerations where appropriate.
- Facilitate communication between whānau and hospice staff in ways that are clear, respectful, and responsive.
- Provide practical and emotional support during times of change, distress, transition, and loss.
- Help connect patients and whānau with relevant Māori services, community supports, and other agencies as needed.

CULTURAL LEADERSHIP

- Provide guidance to hospice staff on tikanga Māori, te reo and culturally safe practice in palliative and end-of-life care.
- Support staff to deliver care that maintains the mana of Māori patients, whānau, and kaimahi.
- Contribute a Te Ao Māori perspective to care discussions, multidisciplinary meetings, and service planning where appropriate.

- Support the use of karakia, whakawhanaungatanga, and other culturally significant processes in accordance with patient and whānau wishes.
- Identify and contribute to addressing barriers that may affect access, engagement, experience, or outcomes for Māori patients and whānau.

COMMUNITY AND STAKEHOLDER ENGAGEMENT

- Build and maintain effective relationships with iwi, hapū, marae, kaumātua, Māori health providers, and other community stakeholders.
- Promote understanding of hospice services within Māori communities and support improved access to those services.
- Work collaboratively with external partners to strengthen referral pathways, continuity of care, and whānau support.
- Represent the hospice respectfully in community settings, hui, and relationship-building activities.
- Contribute to partnerships that support Māori health equity and culturally responsive service delivery.

PROFESSIONAL DEVELOPMENT & SERVICE IMPROVEMENT

- Support staff learning and capability development in cultural safety, Te Tiriti-informed practice and culturally responsive hospice care.
- Assist with the collection and sharing of insights that help the organisation understand Māori experiences and improve services.
- Maintain knowledge of current developments in Māori health, palliative care, and culturally safe practice.
- Participation in mandatory e-learning and organisational Education Services program
- Actively participate in annual performance reviews with a view to opportunities of personal and professional development.
- Participate in professional development opportunities as identified

ORGANISATIONAL REQUIREMENTS

Meet core organisational requirements.

- Know, uphold, and model the values, philosophy, policies and standards of Cranford Hospice Trust and current recommended best practice standards relevant to the position.
- Keep informed about and comply with legal and regulatory requirements including any code of conduct relevant to the position.
- Works in a collaborative and inclusive manner with the service user, family, whānau, friends, community, GP's, other primary care services, needs assessment agency and Te Whatu Ora.
- Develops and maintains effective relationships with internal and external stakeholders (Hospice Pharmacy Network, Te Whatu Ora pharmacy team, General Practice, Community Pharmacies)

Treaty of Waitangi

Demonstrates an understanding of the principles of Te Tiriti o Waitangi

- Ensures the principles of partnership, protection and participation are applied to day-to-day work.
- Ensures procedures do not discriminate against Māori.
- Understands and is responsive to the needs of Māori and other diverse cultural groups in the delivery of services.
- Interacts appropriately with Māori taking into consideration tikanga and kawa.

Health and Safety

Participate in and comply with the requirements of the Health and Safety Legislation and all associated with the CHT policies and procedures.

- Knowledge of and compliance with CHT Policies and Procedures, including Health and Safety and Hazard and Risk Assessment.

- Take responsibility for personal health and safety and wellness. Advice and assistance are sought before commencing any unfamiliar work practice.
- Display commitment through actively supporting health and safety initiatives.

Public Relations

Maintain good public relations between the hospice, stakeholders, community supporters and external agencies.

- Recognises the importance of fundraising activities to Cranford Hospice Trust and, where possible, support such activities in a voluntary capacity.
- Function as an ambassador for hospice in the community through work and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing Cranford Hospice Trust unless so authorised by the Chief Executive Officer.

The duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended to meet changing conditions.

An initial review of performance will be conducted in three months, with an annual performance development planning session thereafter. This is in the context of regular discussions and a 'no surprises' annual review.

Personal attributes

	Essential	Desirable
Qualification	• A recognised qualification may be preferred but is not essential where equivalent knowledge and lived experience can be demonstrated. • Current full driver licence if community-based travel is required. • Any required police vetting, immunisation, or pre-employment checks in line with hospice policy.	Relevant qualification in Māori health, social services, community development, health, or a related field.
Experience	• Relevant lived, community, cultural, or professional experience appropriate to the role. • Strong knowledge of te ao Māori, tikanga Māori, whakawhanaungatanga, and whānau-centred work practice. • Demonstrated experience supporting Māori whānau, communities, or patients in health, social services, community, or related settings. • Understanding of Te Tiriti o Waitangi and its practical application in health service delivery. • Ability to work sensitively with people experiencing serious illness, grief, loss, and bereavement.	• Experience in hospice, palliative care, end-of-life care, or bereavement support. • Knowledgeable in local kawa, tikanga and conversational te reo. • Strong local iwi, hapū, marae, Māori health/social service provider and community networks.
Knowledge	• Understanding of Te Tiriti o Waitangi and its application in health and palliative care • Sound knowledge of tikanga Māori, particularly in relation to illness, dying, death, and tangihanga • Familiarity with Māori models of health and wellbeing (e.g., Te Whare Tapa Whā) • Understanding of whānau-centred and collective care approaches • Awareness of the role of wairua and spirituality in end-of-life care	• Knowledge of health equity and Māori health outcomes • Understanding of Pasifika cultural values, family structures, and spirituality • Knowledge of local iwi, hapū, and community networks

	• Basic knowledge of palliative care services and the NZ health system • Understanding of cultural safety principles and their impact on care	• Familiarity with palliative care, grief, and bereavement practices • Awareness of Māori and Pacific health providers and support services • Experience or knowledge of working across diverse cultural contexts
Skills & Attributes	• Demonstrates alignment with Cranford's THRIVE Principles and commitment to a values-based workplace culture • Ability to manage multiple priorities. • Dedicated to ongoing professional development. • A high degree of maturity, stability and self-confidence and self-awareness • Has a positive outlook and a sense of humour • Understanding and respectful of the needs of other cultures • Ability to accept and respond to direction as well as the ability to work independently and take initiative. • Proven ability in adapting and being flexible to meet demands and changes in the workplace • Demonstrates ability to always maintain patient and organisational confidentiality • Contributes positively within a team and is an effective team player • Manages own workload and prioritises tasks and duties effectively. • Proven reliability and commitment • Good understanding and working knowledge of Microsoft office applications and related databases • Has effective self-care strategies for well-being	• Electronic patient management systems experience (e.g. Palcare) • Demonstrated understanding of the complex social needs of culturally diverse people. • Communicates clearly and respectfully with patients whānau and staff – verbal and written. • Whakawhanaungatanga is effective strengthening relationships with Māori and diverse communities. • Contributes to coordinated care planning working effectively with interdisciplinary teams. • Works autonomously to effectively manage time, priorities and caseloads.
Other	• Clean and current NZ driver's licence • Commitment to the vision, purpose and values of Cranford Hospice Trust • Understanding of the Hospice philosophy and empathy for those living with a life-limiting condition and their families.	

DECLARATION:

I have read and understand this position description. I understand that I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position. This position description may evolve over time and may be amended by the Employer following reasonable notice to me.

Signed as confirmation of understanding and acceptance of the role and its key areas of accountability and key performance indicators.

Employee Signature:

Date:

Manager Signature:

Date: