

JOB DESCRIPTION

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| <p>ABOUT TE PUNA MANAWA HEALTHWEST:</p> | <p>Vision: He Manawa Ora Tatou – Wellbeing for all</p> <p>Kaupapa: To improve the health and wellbeing of children, youth, whānau and communities.</p> <p>Values: Ngākau Pono – Integrity Whakaponu – Honesty Whakute – Respect Tauwhiro – Compassion Tuhonotanga – Inclusiveness</p> |
| <p>Position:</p> | <p>Noho Āhuru – Administration</p> <ul style="list-style-type: none"> This position reports to the Noho Āhuru Team leader and is responsible for providing administrative support to the Noho Āhuru Team Leader, Social Workers and Kaiāwhina. You will also support the Team Leader with planning and implementation of Noho Āhuru initiatives. You will be working and collaborating with various stakeholders such as referrers, funders, community partners, health providers and internal stakeholders to improve equity of health outcomes. |
| <p>Purpose:</p> | <ul style="list-style-type: none"> To effectively support the delivery of the Noho Āhuru: Healthy Homes Initiative service in the Te Whatu Ora regions of Te Toka Tumai and Waitematā. |
| <p>Context:</p> | <ul style="list-style-type: none"> The aim of the HHI service is to increase the number of children living in warm, dry, and healthy homes and to reduce avoidable hospitalisation and ill health due to housing related conditions. |
| <p>Guiding Principles:</p> | <p>The Administrator will be familiar with and actively use in their practice relevant organisational guidelines and policies such as, Code of Conduct, Privacy and Confidentiality and Te Kawa.</p> <p>All team members will manifest through their daily mahi the following core principles as outlined below:</p> <p>Manaakitanga: To nurture relationships. Encouraging us to rise above personal attitudes and feelings while respecting and creating self-worth in others.</p> <p>Kotahitanga: The message of unity, oneness, and harmony. This principle reflects the emerging spirit of sharing and embracing each other.</p> <p>Wairuatanga: The expression of the intimate spiritual connection we have to our maunga, awa, moana, marae, tupuna and atua. Fundamental to the way in which we view the world.</p> |

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| | <p>Whanaungatanga: Forming connections with each other through sharing experiences and being open. A way of acknowledging our uniqueness and the strength that comes from working as a group.</p> <p>Tino Rangatiratanga: Being and having control, oversight and responsibility for one's actions. Inspires us to a sense of self determination</p> |
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INCUMBENT'S PERSONAL DETAILS

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| Employee Name: | |
| Phone No: | |
| Email: | |

AUTHORITIES

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| Reports To: | Noho Āhuru Team Lead - Adelaide Tito |
| Number of Direct Reports: | 0 |
| Staffing: | Nil |
| Financial Authority: | Nil |

KEY RESPONSIBILITIES

| <u>Key objectives:</u> | <u>Expected Outcomes:</u> |
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| Planning and Coordination | <ul style="list-style-type: none"> • Answer, handle, manage and transfer calls professionally and efficiently, manage voicemail effectively and deal with any phone calls or queries as required. • Together with the Team Leader and Noho Āhuru team members plan for any interventions the team might do or onward referrals to be done in a timely manner. • Advocate for options and services to meet whānau goals and needs which promote quality sustainable outcomes • Manage the Noho Āhuru mailboxes to ensure timely communication to queries. • Assist with the preparation of policies, procedures or other documentation as required. |

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| | <ul style="list-style-type: none"> • Coordinate the programme’s yearly, monthly, and daily operations calendars as needed. • Ensure information relevant to daily work schedules is entered into the relevant documents/system and relayed to the Team Leader, Social Workers and Kaiāwhina in a timely and appropriate manner. • Attend regular team meetings, regional and national meetings as required. • Ensure effective time management while managing multiple competing responsibilities and tasks. • Order any stock/office supplies needed for the Noho Āhuru team |
| Data Management | <ul style="list-style-type: none"> • Capture information on the Noho Āhuru database systems accurately. • Ensure that all referrer and supplier contact information is recorded and kept up to date on the relevant system. • Attend all training on internal and external database and systems (e.g., Salesforce, Medtech Evolution) • Ensure that all the forms such as MSD and Kainga ora referral forms are saved and stored securely to ensure privacy and confidentiality is maintained. |
| Organisational | <ul style="list-style-type: none"> • Daily preparation of Noho Āhuru referrals received from the Noho Ahuru Admin Team. • Assist with booking vehicles for Kaiāwhina as required. • Book meeting rooms as needed. • Attend Operations Meetings • Prepare Agenda for fortnightly team hui. • Chair and minute take the fortnightly team hui. • Create resources and training documents for Kaiāwhina team. • Order monthly stationery. • Ordering Habitat for Humanity resources (Standing Orders) • Safe Kids resources ordering and invoicing. • Reviewing referral information received from community/whānau/events. • Ensure that standards and expectations, where appropriate, are in line with Noho Āhuru objectives. • Schedule meetings with all relevant stakeholders when required. • Make travel and accommodation arrangements for the the team when required. |

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| | <ul style="list-style-type: none"> • Ensure that you understand and comply with principles of the Privacy Act 2020, and Health Information privacy Code (2020). • Ensure that you are up to date with relevant tenancy legislation, policy development, and MBIE processes. • Ensure that you always maintain client confidentiality, client's rights, privacy, and confidential information are safeguarded. |
| Communications | <ul style="list-style-type: none"> • Promote the Noho Āhuru service to relevant organisations, groups, individuals, community organisations and potential referrers. • Together with the Team Leader provide regular content on Noho Āhuru as required for internal and external communication channels, including media releases, social media, and website content. • Consulting with referrers regularly to ensure that good relationships are maintained, and any information required is passed on as needed and that any potential issues or problems are raised with the Team Leader. • Helping to support the Noho Āhuru team with maintaining high quality relationships with referrers and stakeholders and generating referrals. |
| Professional Development | <ul style="list-style-type: none"> • Creation of a professional development plan with Manager, looking at short, mid and long-term goals. Actively looks for opportunities for learning and development relevant to role. • Ensures all mandatory training is up to date. • Attends educational opportunities and conferences. |
| Team Training | <ul style="list-style-type: none"> • Book any training sessions required for the team including HPA-based training for assessors as needed by the Team Leader. • Manage training plan as required in conjunction with the Team Leader and any associated reports as required to ensure that all the training records are kept updated for the Noho Āhuru Team |
| Reporting | <ul style="list-style-type: none"> • Prepare and disseminate quarterly MSD reports to Kaiāwhina team • Prepare and generate reports as required to meet the needs of the Noho Āhuru team contract requirements. • Support the Team Leader with monthly, quarterly and yearly reports as required. • Monthly reporting as needed to meet the requirements of the service contract. |

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| | <ul style="list-style-type: none"> • Use assigned information systems to collect and report/assist the team to collect whānau data. • Risk management, quality assurance, integrity and confidentiality through all work are evidenced. • Standards are maintained to meet service level agreements/contract specifications. • Assist TPM in service quality improvement activities – This may include discussion with the Manager, and use of QMS around policies, documentation and procedures that needs to be reviewed. |
| Service Linkages | <ul style="list-style-type: none"> • Develop strong links with local Ministry of Social Development offices, Kainga Ora and social housing provider's e.g., Salvation Army, Habitat for Humanity, Monte Cecilia, Kahui Tu Kaha etc.. • Engage with the Māori workforce in Iwi/Māori organisations and the Pacific workforce in Pacific organisations to increase awareness re: eligibility to HHI services. • Ensure good ongoing cross sector connection and engagement with frontline workers currently interacting with the HHI target population. |

| <u>Key Objectives:</u> | <u>Expected Outcomes:</u> |
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| <u>General</u> | |
| Community Events | <ul style="list-style-type: none"> • Attend occasional community events as and when required (possibly on Saturdays or Sundays) to promote the programmes/services and to provide information to the community |
| Health and Safety | <ul style="list-style-type: none"> • Each employee is responsible for ensuring the safety of themselves, their colleagues, their clients/whānau, and to comply with all organisational health and safety policies, procedures, and guidelines Recognise for workplace Health and Safety under the Health and Safety Act 1992. • Participate in Health & Safety within areas of work. • Any opportunities for improved Health & Safety are submitted in the QMS and notified to the Health & Safety Committee |
| Treaty of Waitangi | <ul style="list-style-type: none"> • Māori kaupapa and values are demonstrated in mahi. |

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| | <ul style="list-style-type: none"> • Practices are consistent with Te Tiriti o Waitangi when working with Māori. • Integrated awareness of the Treaty of Waitangi and the special access needs of Māori • Has a thorough understanding of Te Tiriti o Waitangi historical context, and application in the current operational setting. • Supports others to have a better understanding of Te Tiriti o Waitangi. |
| Office Maintenance | <ul style="list-style-type: none"> • Have clean and organised desk space. • Documents filed and stored securely. • Cleanliness & hygiene of office equipment (computer, phone, keyboard, etc.) • Neat & tidy kitchen and lunchroom (dishes in the dishwasher, surfaces wiped, rubbish disposed, etc.) • Report any equipment or building maintenance needed. • Monitor equipment and report any concerns or faults |

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| MEETINGS |
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| <u>Meeting:</u> | <u>Frequency:</u> |
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| Noho Āhuru Meeting | As required |
| Full Company Meeting | Quarterly |
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JOB REQUIREMENTS

Delivering Results:

Maintaining a high level of commitment to personally getting things done.

Behaviours

- Assume personal responsibility for achieving outcomes, persist to achieve results.
- Work effectively with little direction.
- Dependable and responsible.

- Commitment to team participation

Quality Focus & Relationship Management:

Promotes and supports the delivery of services that meets expectations.

Behaviours

- Actively gathers relevant information.
- Listens to and values, suggestions, and feedback.
- Anticipates individual needs.
- Within areas of control, will develop services to better meet the needs of clients.
- Actively champions the fulfilment of client needs within the organisation.
- Monitors work, systems and process and takes actions if change or review is required.

In Depth Problem Solving and Analysis:

Seeks support to help solve difficult problems through careful and systematic evaluation of information, possible alternatives, and consequences.

Behaviours

- Learns new information and uses this to consult and discuss possible alternatives and consequences, and innovative solutions to these with social worker or team leader. Looks at how outcomes of discussion may be applied to mahi.

Teamwork, Collaboration and Relationship Management:

Effectively working and collaborating with others towards a common goal

Behaviours

- Values relationships within, across and outside the organisation.
- Actively builds and maintains relationships that support business goals.
- Promotes and defends equal opportunities, working to negate inequities.
- Personalises work relationships to facilitate smooth operations.
- Displays good social skills.
- Build and maintains cooperative working relationships with others.
- Assists Team in the completion of their tasks to support group goals.
- Listens to and values the input of others.
- Works cooperatively with expert health colleagues to develop and upskill own knowledge and skills.

Continuous Improvement:

Seek opportunities to improve current processes, systems, and methods to promote reliability, quality, and efficiency of output.

Behaviours

- Always looks for ways to improve the quality of work.
- Seeks opportunities to improve general work processes, methods, and systems.
- Is willing to alter current processes and methods when appropriate.
- Encourages others to apply the discipline of continuous improvement.
- Is personally committed to improving the overall quality, efficiency and effectiveness of own work, and the work of group or department.

Business Communication: Verbal/Written

Communicate clearly and effectively with people inside and outside of the organisation.

Behaviours

- Develops a good communication rapport with other people.
- Is a good Listener.
- Readily shares useful information and knowledge.
- Articulates thoughts and ideas clearly.
- Is truthful and constructive in communications.
- Use of Te Reo Māori is encouraged and supported in everyday mahi
- Is competent at expressing ideas when communicating with the written word.
- Is professional with all forms of communication used for work purposes e.g., email, text, verbal, clinical documentation etc.

Potential Candidate Specifications:

Experience

- Experience in working in either a health or social community service.
- Experience of working in Healthy Homes programmes.
- Administrative background with data entry and data management experience
- Customer service experience
- Experience in working within Kaupapa Māori environment.
- Skilled with navigating social services to support with addressing and mitigating inequities experienced by whānau.
- Full Drivers Licence Class 1

Skills/Knowledge/Behaviour:

- Sense of humour
- Self-directed, proactive, uses initiative, confident skill in negotiation and consultation.
- Professional and sensitive approach when dealing with the needs of individuals and groups balanced with the needs of the service.
- High professional standards and motivates the team to achieve expectations.
- Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve social and health outcomes for Māori and Pacific peoples.
- Understanding of Tikanga Māori
- Strong communication, time keeping and problem-solving skills
- Ability to acknowledge own limitations and seek support, and be proactive with self-development
- Have an advanced knowledge of Microsoft office Suite skills.

Variations to Position Description

This position description describes the accountabilities and requirements of the position and is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken. This position description is not intended to be restrictive and may change. Every effort will be made with the post holder about changes internally or externally to the organisation