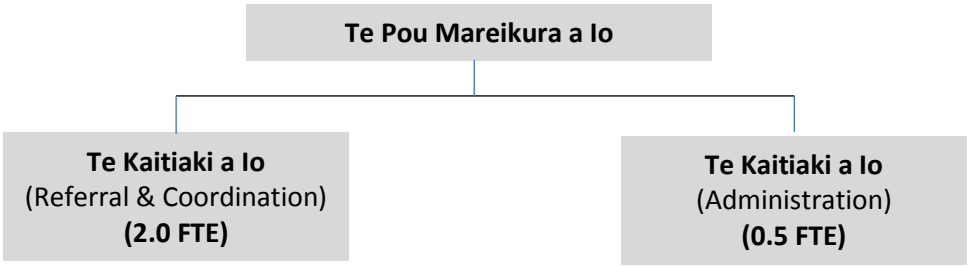
Position Description

TE TŪRANGA	**Te Kaitiaki a Io (0.5 FTE)**
KAHUI	**Te Waharoa o Te Ao Marama a Io**
TE WĀHI MAHI	Whakatane
TE MANA	Te Pou Mareikura a Io
ĀHUATANGA	Administration
TE KAUPAPA	1. To provide administration support to support the effective delivery of services to whānau. 2. To promote and support Te Tohu o Te Ora o Ngāti to implement new services. 3. To act at all times in accordance with the Mission, Values and Policies of NASH and with appropriate professional standards.
TŌ MĀTOU MOEMOEĀ	**Te Pou Mataaho –** the achievement of optimum health and wellness for clients we work with and their whanau, hapū and Iwi.
TŌ MĀTOU WHAINGA	To achieve prosperity and well-being for our whanau and our communities, we service through a high performing organisation.
TŌ MĀTOU ŪARATANGA	**Tika** – working with integrity. **Whakapono** – working toward the vision/genuine intent. **Aroha** – compassion and regard for others.

DIRECT REPORTS

Nil.

REPORTING STRUCTURE



RELATIONSHIPS

Internal

- Te Pou Turuki o Matangireia
- Te Pou Manukura o Rehua Ariki
- Te Mareikura o Te Waharoa o Te Ao Marama o Io
- Service Managers
- NASH Staff
- NASH Trustees
- Ngati Awa uri and Marae

External

- Government agencies
- Iwi and Maori Health & Social Service Providers
- Community Providers
- Local Governance Group
- Clients and/or whanau

INTRODUCTION

Te Kaitiaki a Io will contribute to:

1. Achieve the highest standards of administration and delivery of health and social services. These standards are consistent with:
   a. Recognized professional practices in health and social services
   b. Comply with Ministry of Health standards in regard to delivery of health services
   c. Oranga Tamariki Accreditation standards
   d. NZ regulatory requirements
   e. Effective use of Trust's resources

2. Carry out statutory functions and other obligations in an effective and caring manner consistent with the interest of Iwi and the community.

3. Focus on prudent management to provide ongoing flexibility and the ability to meet the requirements of service users.

4. Maintain ongoing, close consultative relationships between Te Tohu o Te Ora o Ngāti Awa, Iwi the community and regulatory and associated administrative organizations.

5. Provide a professional working environment ensuring that employees are properly trained and motivated.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
Administration Support	
Administration Support • Provision of administration support to enhance the delivery of services across clusters including answering phone, reception duties, taking messages, making appointments. • Providing information to whānau or people seeking information on our services and/or directing them to the service cluster and Kaitiaki. • Organise hui including setting appointments, confirming hui, producing the agenda, preparing and distribution of meeting packs, set up and clean-up of meeting room, organising travel (when required) • Take minutes for meetings as directed by management. • Organise LGG hui and provide secretarial support. • Create and edit documents including Microsoft Word, Excel and PowerPoint to a high standard. • Assists with the production of reports when required. • Ensure purchase orders are created and submitted for approval for any items or resources required by Te Pūkāea o Te Waiora Team and other teams if required. • Provide support to ensure information required for service audits and reviews is available.	• Administration support is provided to teams in a timely and responsive manner. • Information is provided to people and whānau, or specialised agencies, managed facilities or targeted people in the manner appropriate to those being worked with. • All hui requirements are achieved. • No complaints received in relation to hui arrangements or organisation. • Minutes are completed and distributed to participants within 5 working days of hui. • LGG hui are held and minutes are completed within 5 working days of hui. • All documents produced and edited meet organizational standards. • Reports are produced on time and to the standards required of the organisation. • Purchase orders are completed and submitted for approval.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
• Ensure documentation provided is accurate and timely, and is stored as per the organisation's policies and procedures. • Provide information to management when required. • Time target is used for recording hours worked and requesting leave. • Annual performance appraisals are completed. • Maintains confidentiality and abides by Privacy Act requirements.	• Information is available for audits and reviews when requested. • All documentation is stored in accordance with the organisations Policies and Procedures. • Information provided as requested by Manager. • Time target is used effectively. • Performance appraisals are completed annually. • Areas of development are identified through performance appraisal process. • No complaints received regarding breaches of confidentiality or privacy. • No breaches of confidentiality or privacy.
Information Packs	
Prepare information packs for assessors and service delivery staff. Information included in packs will be accurate and up to date. Packs will be provided to assessors that contain information on services available where a single category of service has been requested e.g. Tamariki Ora in which case all information pertaining to Tamariki Ora and well child checks will be provided at the first assessment. Information packs containing health promotion material will be prepared and available for staff delivering services and distributed directly to whānau.	• Information packs for assessors and service delivery staff prior to visits. • Information included in packs is appropriate for each service and includes accurate and up to date information. • Health promotion packs will be available for services and staff and contain up to date and accurate information.
Relationship Management	
Relationship Management • Build positive relationships with stakeholders. • Develop and maintain effective working relationships with key internal staff and management. • Participate in events and hui that will develop positive working relationships with networks with whānau, hapū, Iwi, agencies, providers and the community.	• Strong relations with key stakeholders established and maintained. • Strong working relationships established and maintained with key internal staff. • Attendance at appropriate events.
Health & Safety	
Promotes a safe working environment. Take all reasonable care for your own health and safety and ensures no action or inaction adversely affect the health and safety of other persons. Comply, as far as reasonably able with all reasonable instruction given by the CEO or management to ensure compliance with the Health & Safety in Employment Act 2015 and all amendments, and any other legislation.	Safe and healthy working environment is maintained at all times. No evidence that your acts or omissions have adversely affected the health and safety of other persons. All reasonable instructions from the CEO or management are complied with. Evidence of compliance with policy and procedures. Participate in health and safety activities as required by the organisation.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
Reports all accidents, incidents, near misses and hazards in accordance with the organisation's procedures. Comply with and support all health and safety policies, procedures, guidelines and initiatives.	All accidents, incidents and hazards are reported. No evidence of non-compliance with organisation Health & Safety policies, procedures and processes.
Quality	
All work undertaken in a timely and efficient manner.	Work is completed on time ensuring timeframes are achieved.
Maintains standards with regular evaluation to ensure compliance and notify Te Pou Mareikua a Io of any major difficulties in a timely manner.	Participation in evaluations, reviews and audits as required. Standards are maintained in accordance with organisation requirements. Corrective actions are addressed. Te Pou Mareikura a Io is notified of all major difficulties. Outcomes are achieved and achievements reported.
Monitors the delivery of service delivery outcomes, and reports on the achievements against key objectives, standards and guidelines.	Regular reports are provided to Manger on the achievement against key objectives, standards and guidelines, on any issues or challenges affecting the Team meeting contractual obligations or impacting on service delivery, support required to ensure the effective functioning of the Children's Team.
Maintains up to date working knowledge of all organisation and service delivery policy, procedures and practices to ensure accuracy when transferring knowledge.	Is up to date with all policy, procedure and practice impacting on the Children's Team operations. Information transferred to internal and external stakeholders is up to date and accurate.
Compliance with the quality requirements of the organisation.	Compliance with organisation policies and procedures and any other quality system. Audits support compliance with quality requirements being maintained. Corrective actions are addressed. Client feedback is documented annually or when client exits from service.
Contributes to continuous improvement of quality systems and procedures.	Ideas for improvement are identified and shared with teams and Manager. New procedures are documented. Feedback on systems, policies and procedures contributes to continued quality improvement. Participates in all quality activities instigated by Manager or Health & Safety Committee.
Commitment to team approach	
Actively and positively participate as a member of the team.	Gives and receives feedback and demonstrates commitment to continuous improvement of the team. Attends and contributes fully to team meetings.
From time to time, you may be required to perform other duties that support the effective and continued functioning of the team.	Other duties are carried out as required and as directed by your Manager or the CEO. .
Professional Development	

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
Prepares an annual professional development plan that meets both personal and organisational objectives. Meet with Manager as agreed to discuss performance, service delivery, achievements, issues/challenges and professional development/training. Attend cluster and staff hui. Approved training is completed.	Annual plan approved and filed. Plan is documented, discussed with and agreed and approved by your Manager. Meetings are held as scheduled. Issues/challenges are addressed in a timely manner. Cluster and staff hui are attended. Certificates are filed with HR confirming completion of training. Training application forms are completed.
Site Management	
Contributes to business planning and budgeting process and policy development when required. Complies with requirements for collection of statistical data and reporting requirements. Is familiar with the Policies and Procedures of the service and adheres to these guidelines.	Management meetings attended and written contributions provided when requested. Statistical data is collected accurately and provided to management within expected time frame. No evidence of non-compliance with policies or procedures. Acts at all times in accordance with the Mission, Values and Policies of Te Tohu o Te Ora o Ngāti Awa Social and with appropriate professional standards.
Variance	
The accountabilities and responsibilities in this document may vary from time to time according to the external environment, the needs of NASH and the needs and expectations of clients.	

PERSON SPECIFICATION

Essential

- Experience in providing administration support in a team environment.
- Experience in providing secretarial support.
- Excellent organisation and time management skills.
- Demonstrated experience in working in a team and contributing positively to the achievement of outcomes.
- Excellent verbal and written communication.
- Excellent computer skills including Microsoft Office. Previous experience in working with client management systems would be advantageous.
- Able to manage relationships at all levels of the organisation, with whanau and key stakeholders.
- Ability to balance priorities and meet deadlines.
- Maintains high professional standards.
- Current full clean driver's license.

Desirable

- A knowledge of and understanding of tikanga Maori and the concepts of whanaungatanga.
- Willingness and commitment to promote and implement the kaupapa (philosophy) of Te Tohu o Te Ora o Ngāti Awa.
- Te Reo Māori.
- Ability to manage the achievement of requirements as per contracts with government agencies and any other organisation.
- Solution focused ensuring issues are promptly addressed.
- Ability to work with a diverse range of people and community organisations, and to build positive relationships.
- Understanding of confidentiality and its application in the health and social sector.
- Negotiation, advocacy and facilitation skills.
- Understanding of health and safety and processes ensuring compliance with all health and safety policies and procedures.

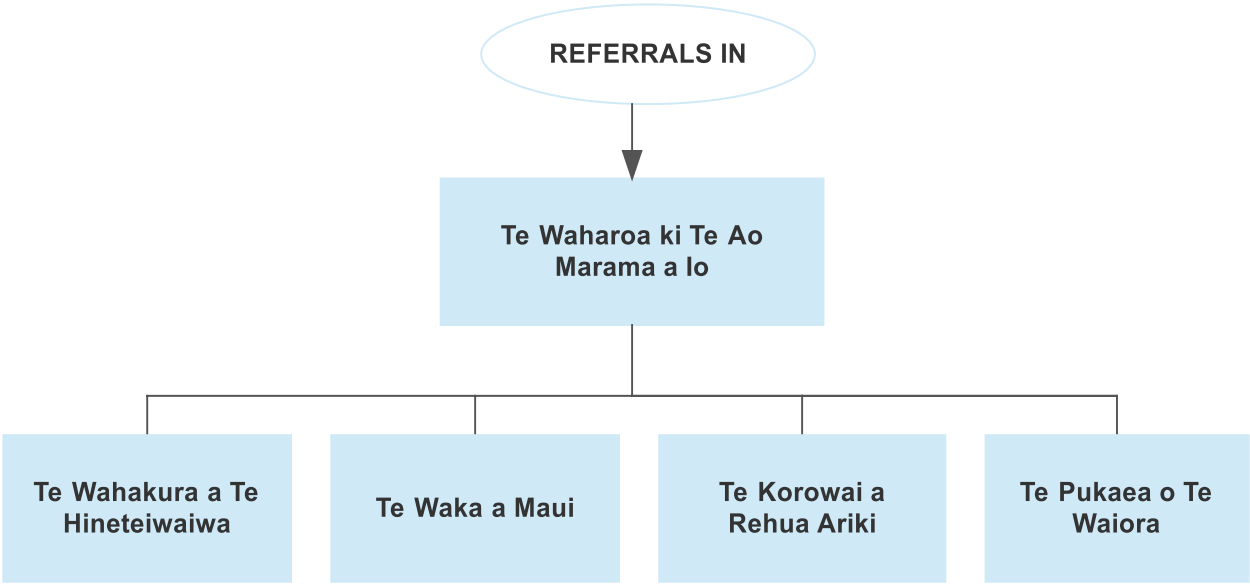
JOB DESCRIPTION CREATED / AMENDED

Date: 2.02.2021

SIGNATURES

I confirm that I _____ have read, understand and agree to the terms and conditions set out in the above job description.

Employee: _____ Date: _____

Signature

SERVICE PATHWAY STRUCTURE