

POSITION DESCRIPTION

Position	Kaitūruki – Coordinator/Administrator Fixed term for two years 0.6 FTE	
Team	Waiora Hinengaro (Vocation, Mental Health and Addiction Services)	
Reporting to:	Kaihautū (Service Manager)	
Staff responsibility:	Nil - Collegial support to other administration kaimahi	
Job purpose	<p>Waiora Hinengaro (Vocation, Mental Health and Addiction Services) provides a community, day and residential service to people with mental health, alcohol and other drug and disabilities.</p> <p>This role will provide a seamless and highly efficient “engine-room” support to the Service Manager and the Waiora Hinengaro teams with a focus on the Te Toronga Whānau project and other initiatives.</p> <p>The key responsibility of this position is to support the Kaihautū (Service Manager) achieve their outcomes in the areas of internal and external reporting, quality, wānanga and hui and project support and coordination.</p>	
Accepted by:	Employee Signature:	Date:
NAME		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The eight services are;

Te Waipuna Health:	Primary Health & Medical
Te Taihāhā:	Disability Support Service
Waiora Hinengaro:	Vocations, Mental Health and Addictions
Toiora Whānau:	Whānau and Community
Te Puawai Whānau:	Family Start & Tamariki Ora Services
Waiora Whānau:	Healthy Families
Whakahaumanu Mana Tāne:	Clinical Services Corrections
Te Taituarā:	Business Unit

Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission statement

To empower whānau into their future

Values

<i>Tika</i>	Excellence in how we do things
<i>Whānau</i>	At the centre of everything we do
<i>Pono</i>	Act with honesty and integrity
<i>Mahitahi</i>	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

Initials: _____

Key Result Area 1. Service Support

- 1.1. Provide exceptional administrative support to the Kaihautū Waiora Hinengaro, and across service;
- 1.2. Maintain a current and relevant contracts schedule on behalf of the service, specifying reporting and quality obligations;
- 1.3. Support Waiora Hinengaro kaimahi with their reporting requirements
- 1.4. Develop, monitor and support review of service policy, procedure, proforma and audits;
- 1.5. Provide minute taking service for project and service related meetings;
- 1.6. Extract and complete tasks from meetings on behalf of the Kaihautū Waiora Hinengaro as required.

Key Performance Indicators

- Duties completed within agreed timeframes to accurately meet requirements
- Seeks to continually improve the quality and efficiency of service provided
- Ensure the best use is made of technology to provide efficient and effective administrative services
- All contracts are kept up to date and filed to appropriate standards (including closed contracts)
- PMR's and other reports are submitted on time or an explanation around delay is provided

Key Result Area 2. Projects and Initiatives

- 2.1 Administration of projects and initiatives so that deliverables are met within agreement specifications and/or organisation requirements;
- 2.2 Coordinate hui and wānanga including venues, resources, catering and advertising for project and initiatives
- 2.3 Assist in development of new or changing service delivery planning
- 2.4 Collect, collate and develop reports on outcomes, evaluations and reporting obligations for projects and initiatives

Key Performance Indicators

- All projects delivered so not to jeopardise funding or reputation
- Be seen as part of the project and initiative teams
- Reports are submitted on time

Key Result Area 3. Knowledge & Relationships

- 3.1 To stay abreast of developments and build a strong customer service focus to kaimahi that will enhance the service provided to whānau;
- 3.2 Continuously build your knowledge base on the developments of administration and project work;
- 3.3 Work constructively with colleagues and perform all duties with a strong customer service focus to kaimahi & managers (internal clients) and clients of Te Oranganui;
- 3.4 Support Kaihautū Hinengaro with external networks and sub-contractors

Key Performance Indicators

- Ongoing development evidenced by growing skill base
- Positive feedback on support provision from kaimahi and networks

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.

- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Experience & Qualifications

- Tertiary level qualification (Level 6 or higher) in Business Management or Administration, or a commitment to work towards one
- Extensive experience in a similar role

Essential skills

- Demonstrated ability to work under pressure with minimal supervision to strict deadlines and competing priorities
- Demonstrated organisational and planning ability for the successful completion of work
- Demonstrated problem solving and analytical skills in order to understand, interpret and administer the needs of the organisation
- Strong computing skills including the Microsoft Office suite
- Accuracy and attention to detail
- Negotiation skills

Personal Attributes

- Proactive, co-operative, and strive to achieve the best outcome for your team
- Enthusiastic and eager to assist where necessary
- An unflappable ability to consult your team if you feel their thinking isn't logical – you are their trusted advisor
- Commitment to whānau, hapū and Iwi

Physical Attributes – Administration positions

- Occasional lifting up to 10 kg
- Must be able to work in an office environment
- Manual dexterity needed for keyboarding and other repetitive tasks
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position