

POSITION DESCRIPTION

Position	Service Coordinator	
Reporting to:	Kaihautū (Disability Support Service Manager)	
Team:	Te Taihāhā (Disability Support Service)	
Staff responsibility:	Nil	
Job purpose	Communication link between clients, frontline and support staff of the Disability Support Service. Implement a sound referral management process within the Disability Support Service.	
Accepted by:	Employee:	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
Puawai Whānau:	Tamariki 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

KRA 1: Client Cares

Tasks

- 1.1 Coordinate client intake, determine cares and ensure the provision of high quality client support within the service
- 1.2 Ensure all client files are current and comply with the NZ Health Records Standard NZS8153
- 1.3 Complete client care plan reviews alongside the Needs Assessment Service Coordination (NASC) as appropriate ensuring the client continues to receive the right level of service and support.
- 1.4 Respond to client feedback appropriately and in a timely manner
- 1.5 Ensure clients are fully informed on the range of services available to them through the service, Te Oranganui and external organisations as appropriate.
- 1.6 Attend hui with NASC/Provider forums as appropriate.
- 1.7 Attend hui on behalf of the Kaihautu as appropriate and applicable.

KRA 2: Referral Management

Tasks

- 2.1 Generate client record in CareCall Database
- 2.2 Create referral and add services and budget to client service summary
- 2.3 Input event notes including client visits, reviews and changes to cares
- 2.4 Assist clients, staff & management with external referral processes and procedures

KRA 3: Scheduling

Tasks

- 3.1 Amend schedules in line with staff/client changes
- 3.2 Maintain the integrity of staff hours to ensure legislative compliance
- 3.3 Ensure cancelled shifts are actioned in accordance with contractual compliance
- 3.4 Input staff timesheets in preparation for payroll and finance processing.

KRA 4: Community Support Worker (CSW) Induction & Training

Tasks

- 4.1 Ensure all new CSW's are fully inducted into best practice methods for personal care and home management.
- 4.2 Respond to feedback from CSW's appropriately and in a timely manner.
- 4.3 Promote and maintain clear channels of communication amongst the team and between service users and staff.

KRA 5: After Hours Service/Hands-on

Tasks

- 5.1 Be part of an on-call rotation to support clients and staff outside of normal working hours.
- 5.2 Available for hands-on in the community as appropriate when community clients are without cares

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 and in service training opportunities

PERSON SPECIFICATION

Knowledge/Experience/Qualifications

- Minimum NZ Cert in Health & Wellbeing (Level 4) Advanced
- Experience leading groups
- At least 3+ years' experience in similar role
- Working knowledge of CMS Systems and Databases
- Established network base within the Health, Social & Disability sector;

Personal Attributes & Skills

- Non-Smoker – or full commitment to remain smoke-free during the hours of work;
- Assertive, supportive and positive manner
- Have strong communication and facilitation skills;
- Good working knowledge of information & communication technology;
- Have good judgement and analysis;
- Commitment to whānau, hapū and iwi;
- Act in a responsible, ethical and accountable way;
- Respectful, cooperative & supportive in all dealings;

Physical Attributes – Administration/Management 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.

Other requirements of this position

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui's background check process
- New Zealand citizenship, permanent resident status, or a NZ work permit.
- COVID Vaccination Certificate