



<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

Key Results Area 1: Whānau Support:

Tasks:

- Ensuring that excellent customer service is provided during all phone and face-to-face contacts with whānau, visitors, other staff and external personnel;
- Provide support to whānau during education sessions and community vaccination clinics that upholds the principals of whānau ora.
- Responding to whānau concerns or complaints by recording these or referring to the Kaihautū in accordance with Te Oranganui policy;
- Ensuring the services are provided in accordance with the Code of Health and Disability Services consumers Rights 1996 and Privacy Code 1994;
- Always ensure that services are whānau centred and confidentiality is maintained at all times
- Representing Te Oranganui at all times in a positive and proactive manner.

Key Results Area 2: Planning

Tasks:

- Provide support to the future planning of education sessions and COVID vaccination clinics
- Provide COVID-19 information as and when required to whānau and wider community
- Accurately complete any other administration duty as required.
- Assist with set up and pack down of vaccination sites
- Provide support to the Te Oranganui booking system when required

Key Results Area 3: Provide a safe environment for clients, visitors and other staff

Tasks:

- Taking responsibility for your own personal health and safety and ensuring that your work practices do not provide a hazard or harm to others
- Provide support to the establishment and decommissioning of Vaccination site
- Understanding and promoting emergency procedures such as fire and earthquake response and evacuation in accordance with statutory requirements
- Accurately reporting all events, accidents and incidents including near misses and also participating in prevention strategies
- Ensuring that the site is opened and closed in a manner that maintains your security and that of the premises.

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

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

Essential skills

- An understanding of Whānau Ora principals
- A strong whanau centred ethic

Personal Attributes

- Commitment to Whānau, Hapū and Iwi
- A friendly “Can Do” attitude
- Ability to converse and understand Te Reo Māori me ona tikanga
- People person
- Ability and willingness to work positively as a member of a team

Physical Attributes – Administration

- 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 and MOJ Criminal checks as required