

POSITION DESCRIPTION		
Position	COVID Team Leader	
Service	Te Waipuna Health	
Hours of work	30 hours per week; this will include evenings and weekends	
Reporting to:	Kaihautū	
Staff responsibility:	COVID Vaccination team (This includes but not limited to; Administrators, Vaccinators, COVID Navigators & Coordinators)	
Key Relationships	This role works closely with patients, public, health providers, organisations and vaccinators.	
Job purpose	<p>This role will be responsible for the coordination of the Maori Influenza and COVID vaccination programme with a key focus on community pop up clinics ensuring excellent service and care is provided to patients and their whānau.</p> <p>You will be responsible for the day to day management of the COVID Vaccination team.</p>	
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

Key Results Area 1: Ensure service is provided to our patients and all others in a professional and friendly manner

Tasks:

- Provide a high-quality telephone and face to face service to both internal and external patients, health providers, businesses, organisations and wider community.
- Respond to all queries and requests regarding the influenza and COVID vaccination programme
- Always ensure that services are client focused and confidentiality is maintained at all times

Key Results Area 2: Ensure administration duties are carried out to a high standard

Tasks:

- Ensure patient records are correct and accurate
- Ensure all documentation is completed for each patient that engages in the vaccination programme
- Maintain NIR and CIR database where applicable (training will be provided)
- Maintain daily communication with the other members of the Influenza and COVID programme to ensure a seamless service is delivered
- Identify potential opportunities for the delivery of community pop up flu and COVID clinics
- Support the coordination and delivery of Community pop up flu and COVID clinics including vaccines and equipment required.
- Complete reporting requirements as per the requirements of the Ministry of Health
- Purchase goods/supplies as requested

Key Results Area 3: Provide a safe environment for self, patients, 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 sites
- 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 clinics are opened and closed in a manner that maintains your security and that of the premises.

Key Results Area 4: Team Lead

Tasks:

- Provide leadership and support to COVID-19 Vaccination team members including Clinical Lead
- Contribute to the development of the regions COVID vaccination plan
- Support Kaihautū to meet and maintain COVID budgets
- Support the team to ensure all aspects of the COVID/Vaccination lifecycle are functioning effectively
- Assist Kaihautū (Service Manager) with team rosters and collection of timesheets
- Meet regularly with the Kaihautū and provide updates
- Facilitate orientation and induction for new COVID Vaccination team members.
- Assist Kaihautū with any reporting requirements for the Influenza and COVID programmes
- Support the development of COVID resourcing
- Support the COVID Clinical Lead to develop COVID protocols and manuals as required.
- Assist with the implementation of Living with COVID protocols for COVID Team
- Keep abreast of the COVID guidelines and distribute to team when required.

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;
- Represent 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

- Ability to work effectively with computer technology and software, particularly the Microsoft Excel and MedTech
- A strong customer service ethic
- Relevant healthcare experience or qualification

Personal Attributes

- Outstanding communication and ability to relate to a wide cross section of people
- Confident and polite
- Excellent pronunciation of Te Reo Māori
- Ability to converse and understand Te Reo Māori me ona tikanga is an advantage
- Excellent oral and written communication skills in English
- Ability to work quickly and accurately under pressure
- Good hearing and clear confident telephone manner
- Commitment to Whānau, Hapū and Iwi
- Accepts responsibility, is proactive, positive, energetic, flexible, adaptable, dependable and reliable
- A friendly “Can Do” attitude
- Ability and willingness to work positively as a member of a team