

POSITION DESCRIPTION

Position	Kaipāneke Toiora Whānau (Service Administrator)	
Team:	Toiora Whānau (Whānau & Community)	
Reporting to:	Kaihautu Toiora Whānau	
Staff Responsibility:	Nil - Collegial support to administration staff across the organisation	
Job Purpose	<ul style="list-style-type: none"> • Provide strong administrative support to the Toiora Whānau Service and Kaihautū • Coordinate all hui and administration supports i.e. minutes, hui coordination • Provide all administration support to Whanau Direct applications and check-ins • Provide administration support to Te Oranganui Orientation & Whānau Ora Induction Training 	
Functional Relationships	<ul style="list-style-type: none"> • Pou Whirinaki-Te Tihi o Ruahine • Kāinga Whanau Ora Working Groups-Whanganui and Palmerston North • Kotahitanga Alliance • Te Tuahiwi - the backbone infrastructure of Te Tihi o Ruahine and Think Hauora (formerly Central PHO) Māori Health functions • Key stakeholders cross sector alliances • Te Tihi o Ruahine Whānau Ora Alliance Governance 	
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:

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Puawai Whānau	Tamariki Wellbeing
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tāne	Clinical Services Corrections
Taituarā	Business Unit

Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission Statement

To empower whānau into their future

Values

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

Key Result Area 1. Whānau Ora

- 1.1. Provide support to all colleagues and the organisation as is relevant to embedding a seamless Whānau Ora approach
- 1.2. Actively promote and demonstrate the Te Oranganui Kaupapa Ake principles of practice in your daily work and relationships/engagement
- 1.3. Provide strong administration and coordination of the Te Oranganui Orientation and Whānau Ora Induction Training package, participants and Kaiako

Key Performance Indicators

- Duties completed within agreed timeframes to accurately meet requirements
- Seeks to continually improve the quality and efficiency of services provided
- Ensure the best use is made of technology to provide efficient and effective administrative services

Key Result Area 2. Te Oranganui

- 2.1. Ensure sound development of processes and systems that support frontline to achieve their daily Key Result Areas
- 2.2. Coordinate a reporting schedule and maintain Kaihautū calendar efficiently
- 2.3. Establishing and maintaining authentic relationships including but not limited to:
- 2.4. Being open and responsive to new ideas, innovation and change

Key Performance Indicators

- Work in an effective and efficient manner ensuring all forums are adequately supported and tasks completed within the agreed timeframe
- Discretion and confidentiality is maintained at all times
- Ensuring that work occurs in a timely, precise, effective and efficient manner

General Provisions

- Maintain and grow own knowledge in advanced administration tools and skills
- Motivates self and others to achieve organisational goals, and meet, improve or exceed standards across sectors
- Actively participate in Te Oranganui kaupapa activities including attending powhiri, 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.
- Maintain a high level of confidentiality at all times.
- Undertake any other additional tasks/activities as directed by the Kaihautū.

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 4 or higher) in Business Administration or a commitment to attain one within two years
- Proven experience in a busy administration role with accountability for a wide variety of complex administration and/or secretarial tasks
- At least 3+ years' experience in a similar role

Essential Skills

- Excellent administration and support skill and experience
- Minimum typing speed of 50+ words per minute with high accuracy
- Demonstrated organisational and planning ability for the successful completion of work
- Excellent Microsoft Office skills including Outlook, Word, Excel, Adobe and PowerPoint
- Strong information gathering and analytical skill
- Excellent minute taking skills
- Accuracy and attention to detail
- Ability to maintain a high level of confidentiality

Personal Attributes

- Proactive, co-operative, and strive to achieve the best outcome for your team
- Must be very well organised, enthusiastic and eager to assist where necessary
- Commitment to whānau, hapū and Iwi
- Ability to converse and understand Te Reo Māori me ōna tikanga

Relationship Management

- Establish and sustain positive working relationships with people at all levels within the health and wellbeing public, private and voluntary sectors.
- Have the ability to establish and utilise already established professional networks as part of the role