



Job Title: HBSS Resource Coordinator/ Kaiārahi Tauawhi Kainga
Hours: 37.5 hours per week
Department: Home Base & ACC
Reports to: Home Base & ACC Manager

Organisational expectations:

Te Puna Ora o Mātaatua expects all employees to maintain acceptable standards of conduct at all times having regard to the reputation of the Organisation and the welfare of the clients they serve.

Te Poutokomanawa o Te Puna Ora is a framework that underpins everything we do at Te Puna Ora o Mātaatua, and staff are required to have a strong commitment to the principles outlined in the framework.

Employees will carry out their duties in a professional manner while observing all codes, legal requirements and policies and procedures of Te Puna Ora O Mātaatua.

Flexibility in hours may be required to ensure deadlines are met.

Key Responsibilities:

- Support the relief coordination and scheduling of clients care as identified in their support plan; ensuring that the clients' needs are sensitively reviewed and respected.
- Responsible with supporting the coordination team with liaising with clients and their whanau and at times develop and implement a written individualised care plan.
- Ensure that all supports are provided according to all relevant policies and procedures.
- When required, client referrals will be actioned within the required contracted timeframes.
- Accurate client records are kept and maintained in the client management system.
- Deliver a service that respects the cultural beliefs of all clients.
- Responsible for the recruitment of appropriate skilled support workers
- Support the induction of all new support workers
- Support all support workers to complete their Health of the Older Person, NZQA Level 2 qualification.
- Support all training requirements for Support Workers.
- Able to work autonomously with minimal supervision.
- Competent user in the client management system, Carecall; with minimal errors.
- Monitor and report Health & Safety concerns for clients and their whanau.
- Collaborate and provide access to external networks and internal services across the organisation
- Engage with external stakeholders and other funded services
- Provide required reports to the Manager.
- Participate in all training requirements.

Competencies, abilities and attributes:

- Strong analytical, data-entry, and time management skills
- Attention to detail, confidentiality and professionalism.
- Medium to advanced level of literacy in office systems
- Ability to manage conflict effectively.
- Attention to detail, confidentiality and professionalism.
- Experience working within the Home and Community Health sector.
- Ability to work under pressure and ensure deadlines are met.
- Ability to engage, develop and maintain relationships with employees and relevant stakeholders of Te Puna Ora o Mātaatua.
- Commitment to the Vision and Values of Te Puna Ora o Mātaatua.
- Knowledge of Te Reo me ōna Tikanga Māori.