



Job Title: Matua Referral Co-ordinator / Kaiārahi Hapahāpai Matua
Hours: 37.5 hours per week
Department: Pou Rawa - Integration
Reports to: Kaiārahi Rangatahi Integration 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 we serve.

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

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.

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

Key Responsibilities:

- Triage all incoming whānau/individual referrals starting with Nga Mata Wai Ora (Counselling) and Whānau Ora teams
- Supporting whānau/individuals through referral, enrolment and initial assessment processes
- Entering client data in the client management system
- Maintaining up to date knowledge of all TPOOM services and relevant external services
- Maintaining good working relationships with all teams, in particular service delivery staff
- Carrying out other ad-hoc tasks as required within reason.

Competencies, abilities and attributes:

- Sound knowledge of Te Reo Māori me ōna Tikanga
- Understanding of issues impacting whānau within te rohe o Mātaatua
- Relevant qualifications and/or experience in counselling, Whānau Ora or social work
- Confidentiality and professionalism
- Competent goal setting and problem-solving skills
- Efficient administration and data entry skill
- Experience working with a client management system, preferably Ara Whānui
- Ability to build rapport and assist individuals and whānau to map out their steps to wellbeing
- 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.