

**Job Title:** Kaiārahi, Pōkapu Hapori (Co-ordinator, Community Hub)  
**Hours:** 37.5 hours per week  
**Department:** Whānau Ora  
**Reports to:** Whānau Ora and Social Services Manager

**Organisational expectations:**

Te Pōkapu Hapori (Community Hub) will provide supports to restore Mana and Mauri to the community's most disadvantaged whānau/families/people shifting them towards wellness, sustainable employment and housing independence using a Kaupapa Māori integrated support framework.

Recognising their respective strengths and aroha for vulnerable whānau, Te Puna Ora o Mataatua (Te Puna Ora) and Waiariki Whānau Mentoring (WWM) have collaborated to provide this Hub.

Te Puna Ora 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.

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

Te Poutokomanawa o Te Puna Ora is a framework that underpins everything we do at Te Puna Ora, 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 however the general work hours fall between 8:30am and 5:00pm.

**Key Responsibilities:**

- Providing advocacy and support for vulnerable whānau within Te Pōkapu Hapori
- Developing individualised Whānau Ora plans with all new clients
- Assisting whānau in accessing integrated care and support within TPOOM and WWM and from external agencies
- Inspiring whānau towards positive change in all areas of life
- Attending multi-agency hui for the wellbeing and success of whānau as determined by the whānau themselves and outlined in their Whānau Ora plans
- Liaising with relevant stakeholders to help improve whānau wellbeing
- Assisting whānau to improve their goal-setting and problem-solving skills
- Ensuring all data is accurately entered into Ara Whānui within agreed standards
- Design and co-ordinate workshops and wānanga suited to Te Pōkapu Hapori, engaging guest speakers and contractors
- Supporting the referral, engagement, enrolment process with whānau
- Participating in workshops and 1:1 sessions with community leaders, pakeke, and rangatahi of Te Pōkapu Hapori
- Supporting whānau with wellbeing strategies, with a focus around Te Ao Māori
- Inspiring whānau towards positive change in all areas of life
- Keeping Te Pōkapu Hapori site, events, and staff safe, comfortable, and whanau-friendly
- De-escalating any situations where manuhiri and clients are displaying unsafe and threatening behaviours towards staff or whānau
- Support the implementation of Health and safety procedures
- Be an active and engaged member of Te Pōkapū Hapori team, attending meetings, participating in decision making and leading by example across the wider organisations of Te Puna Ora and WWM

**Competencies, abilities, and attributes:**

- Proven established networks, and strong whakapapa links, within the wider homelessness, vulnerable and fringe whānau is essential
- An affinity to rangatahi and pakeke, and well-established relationships within the hapori
- Established reach into the various factions of the homelessness community
- Experience in delivering mixed-mode consultations: one-on-one, group work, online; and ability to traverse both traditional and Mātauranga Māori approaches to well-being
- Confidentiality and professionalism
- Ability to prioritise, work under pressure and ensure deadlines are met
- Ability to understand, empathise, and assist individuals and whānau to achieve wellbeing
- Ability to engage, develop and maintain relationships with clients, employees and relevant stakeholders
- Improve whānau goal setting and problem solving skills.
- Working knowledge of the Privacy Act, Health and Safety in Employment Act, and other relevant legislation
- Strong analytical, data-entry, and time management skills
- Self-motivated and ability to prioritize work
- Ability to work under pressure and ensure deadlines are met
- High level of literacy in Microsoft Office suite of products
- Ability to engage, develop and maintain relationships with employees and relevant stakeholders of Te Puna Ora and WWM
- Strong commitment to the values and principles of Te Puna Ora and WWM.