



Job Title: Kaiāwhina/Administrator
Department: Whānau Ora / Administration
Reports to: Whānau Ora and Social Services Manager
Hours: 20 hours per week (0.5FTE)

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.

Key Responsibilities:

- Responsible for administration of Te Pōkapu Hapori
- Assisting in the organisation and facilitation of Whānau Ora plans.
- Ensuring that the whare is always well presented and stock is available
- Supporting referrals and registration of all whānau coming into Te Pōkapu Hapori
- Supporting the services to create and maintain systems and efficiencies throughout Te Pōkapu Hapori
- Providing manaakitanga to whānau and manuhiri at the Hub.
- Recording of team hui minutes, ensuring they are distributed within the timeline.
- Providing support ensure that contract requirements are met.
- Supporting the coordination of meetings, functions and events within the service.
- Managing all filing systems.
- Ensuring all resources and property of the Hub are properly cared for, usage monitored, and correctly stored.
- Providing administrative support to the Kaiarahi when required.
- Supporting the setting up bookings and facilitation of sessions.
- Co-ordinating wananga and hui.
- Providing administrative support to programmes and projects as required to Te Pōkapu Hapori
- Providing accurate data and information for monthly dashboards and regular reports to manager.
- Ensuring Whānau Ora plans are accurate and current within Ara Whānui.
- Entering all data into Ara Whānui in accordance with agreed timeframes and standards, and contract outcomes.
- Participating in organisational response to community events, including severe weather events.
- Providing data for internal and external reporting as required.
- Carrying out additional ad-hoc tasks within reason as requested by Kaiārahi and Manager.

Competencies, abilities and attributes:

- Confidentiality.
- Experience working with client management systems preferable Arawhānui and excel spreadsheets.
- Working knowledge of the Privacy Act, Health and Safety in Employment Act, and other relevant legislation.

- Strong analytical, data-entry, and time management skills.
- Strong relevant experience with CMS systems (advance knowledge).
- Strong attention to detail and professionalism.
- Self-motivated and ability to prioritise work.
- Ability to work under pressure and ensure deadlines are met.
- Advanced level of literacy in office systems, including the Microsoft Office suite of products.
- Relevant Whānau ora experience and understanding.
- Competent goal setting and problem solving.
- Ability to engage, develop and maintain relationships with employees and relevant stakeholders, whanau, hapu and hāpori of Te Puna Ora and WWM.
- Strong commitment to Te Poutokomanawa o Te Puna Ora o Mātaatua.
- Knowledge of and competence in Te Reo me ōna tikanga Māori.