



Me aro koe ki te ha o Hineahuone
"Pay heed to the dignity of women"

**Te Puawaitanga
ki Ōtautahi Trust**

Mō tātou a mō ngā uri a muri ake nei
"For us and for those who will come after us"

Position Description

Role Title: Administrator – Whānau Whakapuawai and ACC services
Reporting to: Whānau Whakapuawai Clinical and Operations Leads
Direct Reports: Nil

Who We Are

Te Puawaitanga ki Ōtautahi Trust (the Trust) is a kaupapa Māori community-based organisation. It was founded in 2005 and is committed to upholding Te Tiriti o Waitangi in promoting whānau ora (wellbeing) for all, with a particular focus for whānau Māori. Delivering health, education, justice, and social services to whānau in the Waitaha Canterbury rohe, we work with whānau across the lifespan as they navigate all aspects of their health and wellbeing.

The Trust's values underpin our kaupapa Māori framework and whānau ora approach which are founded on tikanga and mātauranga Māori. All kaimahi are committed to ensuring whānau have the space and opportunity to express their mana motuhake self-determination and achieve their aspirations through access to culturally safe and responsive support. Our kaimahi are dedicated professionals who strive for excellence in all aspects of their work. Practice is inclusive, evidenced-based, current, and informed by a range of Māori models of health and wellbeing. We honour diversity and respect the dignity and rights of everyone. Holistic support is whānau-centric, with the wellbeing of tamariki paramount to everything we do.

Our Vision

Safe, healthy, stable, and connected whānau securing positive futures for all generations.

Whakataukī

Me aro koe ki te hā o Hineahuone

Pay heed to the dignity of women

Mō tātou, ā, mō ka uri ā muri ake nei

For us and our children who come after us

Our Mission

We enhance the health and wellbeing of Māori/women and their whānau to achieve their aspirations.

Organisation Values

Rapuora – healthy communities, hauora, and self-care

Manaakitanga – respect, generosity, and care for others

Whanaungatanga – belonging, respectful relationships, and whakapapa

Wairuatanga – mauri ora and balance

Kotahitanga – unity, togetherness, and collective action

Rangatiratanga – integrity, leadership, advocacy, and cultural identity

Puawaitanga – growth, development, and empowerment

Aroha – love, compassion, and empathy

Background to the role

Whānau Whakapuawai is a kaupapa Māori Perinatal Mental Health service, focused on supporting Māori whānau dealing with mental health distress such as postnatal depression and anxiety. The administrator role will be supporting the day-to-day activities of the Whānau Whakapuawai team.

The ACC service offers therapeutic support for clients on the ACC sensitive claims pathway. ACC registered providers are contracted to provide counselling and therapy services under the ACC Sensitive Claims contract. The Administrator role will be supporting the providers and contract reporting requirements of this service.

The position is 32 hours per week, Monday to Friday, based at the Trusts offices.

Purpose of the role

The purpose of this position is to undertake key administrative tasks to support the Whānau Whakapuawai and ACC services so that they are supported to run efficiently.

Key Result Areas**1. Administration**

- 1.1 Whānau Whakapuawai and ACC administration – all aspects of administration including scanning, updating client information on database, questionnaire entries, keeping all documentation, master forms updated, ordering necessary resources, communications for the services.
- 1.2 Management and administration tasks associated with referrals into both the Whānau Whakapuawai and ACC services.
- 1.3 Data entry for ACC and Whānau Whakapuawai teams ensuring accuracy and timeliness using Client and ACC management systems.
- 1.4 General administration including word processing and filing as requested.
- 1.5 Set team hui agenda in discussion with the Clinical Lead and or Operations Lead and take minutes for hui as required.
- 1.6 Undertake the arranging, set up, clean-up of hui and wānanga. This includes ordering kai for hui and group wānanga.
- 1.7 Support clinical staff with resource development.
- 1.8 Utilise and support team to keep their Outlook calendar up to date to ensure effective scheduling of appointments, reporting, and accountable practice. This includes reminders for client reviews to be discussed in team hui.

2. Whanaungatanga - relationships and networks

- 2.1. Ensure all client whānau are welcomed, supported on-line or in person.
- 2.2. Ensure all arrangements are made for Whānau Whakapuawai and ACC wānanga or groups.
- 2.3. Ensure client whānau are supported to access Te Puawaitanga ki Ōtautahi services as well as other community opportunities.

3. Team and Organisation Player

- 3.1. Work with the Clinical and Operations Leads to support team initiatives such as groups, wānanga, or whānau hui and any other events as required.
- 3.2. Engage in improving systems to add to a high functioning Whānau Whakapuawai team and organisation.
- 3.3. Be a positive team player by being proactive and energetic in your mahi.
- 3.4. Participate constructively in team and organisation hui, which are held on a regular cycle.

4. Te Ao Māori

- 4.1. Support our special nature as a kaupapa Māori organisation.
- 4.2. Commit to the Trust's cultural capability strategy.

5. Monitoring, reporting, and accountability

- 5.1. A key task is to meet reporting requirements and ensure that all your reporting is accurate.
- 5.2. The reporting requirements for Te Aka Whai Ora and ACC Sensitive Claims contract are both quarterly.
- 5.3. Production of reports with client management system, word, excel, Microsoft forms, and Clear Impact performance scorecards.
- 5.4. Working with Rōpū Whānau Whakapuawai to ensure reporting requirements are met and reporting is accurate and timely.

6. Professional Development

- 6.1. Participate in relevant professional learning and development activities, including the Trust's induction processes.
- 6.2. Actively reflect on practice, informally, in the team, and in supervision.
- 6.3. Participate in regular planned support and supervision with both the Clinical and Operations Leads
- 6.4. Participate in professional learning and development activities and provide feedback about their impact.
- 6.5. Proactively participate in agency position review processes.

7. Health and Safety

- 7.1. Promote a safe environment for all kaimahi, clients and visitors, and take individual responsibility for good workplace health and safety practices.
- 7.2. Be responsible for your own and others' health and safety at work.
- 7.3. Promote and participate in health and safety processes, maintain a safe workplace, and ensure all equipment is always used correctly. Establish and insist upon safe methods and safe practices.
- 7.4. Be familiar and work with the Trust's Health and Safety policy and procedures.
- 7.5. Undertake the legal requirements for health and safety including working with the health and safety lead ensuring we are proactive to a full range of issues.
- 7.6. Continue to hold a full and unrestricted Drivers Licence.

8. Information Technology

- 8.1. Use of computers, smart phones and other IT equipment are required as part of the role. Experience and skills in the use of the Microsoft Office software e.g., Word, Outlook, Excel is essential.
- 8.2. Be a skilled user of digital technology including visual communication software, social media platforms and website navigation.

9. Other Duties

- 9.1. The key tasks/accountabilities of the role may change from time to time so that Te Puawaitanga ki Ōtautahi is able to adapt to changes in the business environment.
- 9.2. Support special activities that the Trust undertakes or participates in.

Preferred qualifications, experience, skills, and knowledge.

- Experience working with Māori and within a kaupapa Māori environment.
- Previous experience in an administrative role.

- Strong knowledge of IT is required and associated problem-solving skills.
- Knowledge of Microsoft suite of programmes and preferably Patient Management Systems.
- Expertise and qualifications in identified skill areas.
- Experience working in projects and an understanding of a project life cycle.
- Experience in data entry and word processing/spread sheet programmes.
- Social Media experience, websites and Facebook.
- Some experience with financial systems and reporting is ideal.
- Experience working in a collaborative team environment.
- Sound understanding of Te Ao Māori and commitment to upholding Te Tiriti o Waitangi.
- Alignment to Te Puawaitanga ki Ōtautahi values and whakataukī
- A full unrestricted driver's licence.

Key competencies

- Respectful – value diversity and accept people as they are, celebrate difference, always take a mana-enhancing approach.
- Trust and Integrity – is personally aligned with the kaupapa of the Trust, operates honestly and openly.
- Quality Focus – be committed to achieving and maintaining quality standards which are relevant, positive, and solution-focused.
- Planning and Organisation – effective at planning and the organising of initiatives.
- Professionalism – represent the Trust favourably and work according to Trust policies and procedures.
- Time Management – can effectively prioritise and execute tasks and report on progress.
- Flexibility – able to adapt approach and plans to fit with changing conditions, tasks, responsibilities, or people.
- Collaborative – able to work effectively in a team, sharing ideas, information, and skills. Values an open mindset and a solution-focused approach.
- Communication – able to communicate clearly and effectively, relate well to a wide range of people in both oral and written format, be an active listener.
- Relational – show a commitment and ability to build positive relationships with people.
- Whānau centric - ability and desire to focus attention on meeting the needs of client whānau.
- Peer relationships – can quickly find common ground with peers and, is pleasant and co-operative.
- Willingness to learn – eager to gain new skills, ways of working, competencies, and understandings.

Signed by:

(Name of position holder)

Date: