



Position Description

Position Title	Hub Coordinator – Awahi House
Date	April 2024
Approved by	CEO - Tuwharetoa Health Charitable Trust

Position holder	TBC
Reports to	Team Lead for day-to-day matters. Overall, to the Operations Manager.
Purpose of the position	The Hub Coordinator will provide a full range of operational support at Awahi House. The Hub Coordinator will liaise with the Whanau, Pepi, Tamariki Manager, providing updates on service provision, events, and the uptake of these.

Working Relationships	
Internal – Tuwharetoa Health	External
<ul style="list-style-type: none"> <input type="checkbox"/> Operations Manager and team <input type="checkbox"/> Whanau, Pepi and Tamariki Manager and team <input type="checkbox"/> Project Lead <input type="checkbox"/> Chief Executive Officer (CEO) <input type="checkbox"/> Chief Operating Officer (COO) <input type="checkbox"/> Financial Controller and team <input type="checkbox"/> Head of Data Science and IT team <input type="checkbox"/> Pakeke Hauora Mai Manager and team <input type="checkbox"/> Pou Herenga / Te Tira Atamai Manager and team <input type="checkbox"/> Whanau Engagement Manager and team <input type="checkbox"/> Executive Management Team (EMT) <input type="checkbox"/> Trustees 	<p>Agencies and providers including but not limited to</p> <ul style="list-style-type: none"> <input type="checkbox"/> Awahi Midwives and other LMCs <input type="checkbox"/> Pihanga Health <input type="checkbox"/> Pinnacle Midland Health Network <input type="checkbox"/> Plunket Nurses <input type="checkbox"/> Anamata Café <input type="checkbox"/> Perinatal Mental Health <input type="checkbox"/> Immunisation Services <input type="checkbox"/> Smoking Cessation Services <input type="checkbox"/> Newborn Hearing Screening Programme <input type="checkbox"/> Te Whatu Ora / Health New Zealand – Lakes <input type="checkbox"/> Social and educational services <input type="checkbox"/> Crown Agencies

Standard Expectations, Attributes, Knowledge, and Skills
Analytical Thinking and Problem Solving: Ability to both identify problems and use information to resolve them.
Communication: Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.
Confidentiality: Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).
Continuous Improvement: Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.
Cultural Appropriateness: Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa are desirable.
Cultural Development: Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.
Health and Safety: Ability to work responsibly under the Health & Safety at Work Act 2015.
Policies: Ability to become familiar with, and work in line with Tuwharetoa Health's policies.
Relationship Development: Ability to build and sustain effective relationships both internally and externally.
Self-Management: Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.
Teamwork: Ability to work with others to achieve goals.
Te Tiriti o Waitangi: Knowledge of the principles of the Tiriti and how these relate to the development of specific initiatives for Maori.
Values: Ability to conduct themselves in line with Tuwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).
Current Full New Zealand Driver License is essential.

Position Specific Qualifications, Skills, and Experience	
Qualifications	The New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) or equivalent, or a willingness to complete this.
Knowledge, skills, and experience	<p>Strong self-management skills.</p> <p>Customer service and the ability to engage client and whanau groups.</p> <p>Knowledge of existing community networks and service agencies.</p> <p>Experience and skill working with whanau Maori.</p> <p>Knowledge of the New Zealand health system Excellent written and oral communication skills</p> <p>Excellence in general office administration with attention to detail and delivery of work tasks within set timeframes</p> <p>Effective key board skills and a working knowledge of computers including Microsoft Office and 365.</p> <p>Experience using an electronic client management systems, in particular Indici.</p>

Main Responsibilities
Provide support for front of house operations at Awhi House.
Support the smooth running of Awhi House.
Support Health and Safety at Awhi House.
Provide support for office functions and resourcing.
Entering information into patient management system.
Support other Operations Team functions as required.
Reporting.

Role Delegations
Financial (limits/mandates etc.)
<ul style="list-style-type: none"> ▪ As per budget
Staffing
<ul style="list-style-type: none"> ▪ No direct reports

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Provide support for front of house operations at Awhi House.	<ul style="list-style-type: none"> <input type="checkbox"/> Support the timely opening and closing of Awhi House. <input type="checkbox"/> Be the first point of contact for external partners and services. <input type="checkbox"/> Provide frontline reception duties at Awhi House including meet and greet clients, visitors, and visiting services. <input type="checkbox"/> Take telephone calls and pass on messages as appropriate. <input type="checkbox"/> Keep accurate plans for and records of service provision and events at Awhi House. <input type="checkbox"/> Keep accurate records of visitors to Awhi House. <input type="checkbox"/> Support client feedback initiatives as required. <input type="checkbox"/> Support Awhi House to meet the Baby Friendly Community Initiative standards. <input type="checkbox"/> Support the coordination of Awhi House events in liaison with the Project Lead. <input type="checkbox"/> Support Awhi House events and services on weekends when required.
Support the smooth running of Awhi House.	<ul style="list-style-type: none"> <input type="checkbox"/> Provide administrative support as required, including room bookings, minutes, photocopying, printing, binding etcetera. <input type="checkbox"/> Supermarket shopping in line with the purchasing requirements. <input type="checkbox"/> Ensure the Awhi House log burner is lit as appropriate and that a supply of dry firewood is available at all times. <input type="checkbox"/> Organise maintenance as required. <input type="checkbox"/> Monitor and maintain the trailers housed at Awhi House so that they are always ready to be used.

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Support Health and Safety at Awhi House	<ul style="list-style-type: none"> <input type="checkbox"/> Be an active member of Tuwharetoa Health’s Health and Safety Committee. <input type="checkbox"/> Monitor the Working in the Community Register to ensure all Awhi House based staff are safe in the community and returning to the office as expected. <input type="checkbox"/> Monitor Argus vehicle tracking as required to ensure the safety of staff working in the community or travelling between offices. <input type="checkbox"/> Monitor the Awhi House security cameras and ensure these are appropriately maintained, including charged, at all times. <input type="checkbox"/> Ensure the safety of all entrances and walkways/driveway, including daily leaf blowing, treatment of slippery surfaces. <input type="checkbox"/> Complete daily and weekly safety and maintenance monitoring. <input type="checkbox"/> Regularly check and restock the First Aid Kit and emergency supplies. <input type="checkbox"/> Regularly check fire extinguishers, checking expiry dates and location. <input type="checkbox"/> Work with the building manager to ensure all maintenance is completed in a timely manner. <input type="checkbox"/> Be aware of, monitor and utilise the Awhi House Panic Alarm system in line with Tuwharetoa Health’s policy. <input type="checkbox"/> Report any security related issues as soon as possible.
Provide support for office functions and resourcing.	<ul style="list-style-type: none"> <input type="checkbox"/> Be responsive to administrative requests and support requirements. <input type="checkbox"/> Ensure the adequate supply of office resources and respond to requests for additional resources

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Entering information into patient management system	<ul style="list-style-type: none"> <input type="checkbox"/> The Hub Coordinator is expected to be a competent user of Indici. <input type="checkbox"/> Ensure the clients of Awhi House based staff are electronically enrolled in the PMS promptly after they have consented to be enrolled with Tuwharetoa Health. <input type="checkbox"/> Support staff with client records as requested. <input type="checkbox"/> Manage the archiving of the client records when they are discharged from services.
Support other Operations Team functions as required.	<ul style="list-style-type: none"> <input type="checkbox"/> Relieving other kaimahi as required by Operations Team Lead or Manager. <input type="checkbox"/> Undertaking other administrative tasks as may be delegated.
Reporting	<ul style="list-style-type: none"> <input type="checkbox"/> Monthly service reports to the Leadership Team via Operations Manager. <input type="checkbox"/> Quarterly reports to the Whanau Pepi Tamarik Manager in line with contractual requirements. <input type="checkbox"/> All reporting is directed to the Team Lead or Service Manager.