



Position Description

Position Title	Home Based Support Service (HBSS) Coordinator
Date	February 2025
Approved by	Chief Executive Officer

Position holder	
Reports to	HBSS Kaitataki / Team Lead for day-to day matters. Overall, to the Whanau Engagement Manager.
Purpose of the position	The HBSS Coordinator is part of a team responsible for the day to day running of the HBSS.

Working Relationships	
Internal – Tuwharetoa Health	External
<ul style="list-style-type: none"> • HBSS Kaitataki and team • Whanau Engagement Manager, and team • Chief Executive Officer (CEO) • Chief Operating Officer (COO) • Clinical Advisor • Financial Controller and team • Head of Data Science and IT team • Operations Manager and team • Pou Herenga / Te Tira Atamai Manager and team • Project Lead • Whanau, Pepi and Tamariki Manager and team • Executive Management Team (EMT) • Trustees 	<ul style="list-style-type: none"> • Clients and their whanau <p>Agencies and providers including but not limited to</p> <ul style="list-style-type: none"> • Funders – Te Whatu Ora – Health New Zealand, Ministry of Social Development, ACC, and their agents, for example Needs Assessment Service Coordination (NASC). • Service Providers, including Pinnacle Midland Health Network, General Practice, Hospice, District Nurses, allied health services, and others • External contractors and management service providers • Communities of interest (health promotion networks, community organisations, other HBSS providers etc.)

Standard Attributes, Knowledge and Skill
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.
Treaty of Waitangi: Knowledge of the principles of the Treaty 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	<ul style="list-style-type: none"> National Certificate in Health & Wellness Level 3, or similar qualification, or the willingness to undertake this study.
Knowledge, Skills, and Experience	<ul style="list-style-type: none"> Excellent written and oral communication skills. Excellence in general office administration. Excellent self-management skills. Attention to detail and delivery of work tasks within set timeframes. Competent user of IT systems, including Windows 365. Experience in electronic client management systems and scheduling/rostering systems, in particular CareCall. Demonstrated knowledge of New Zealand health sector. The ability to ensure competing tasks are prioritised and delivered to the satisfaction of clients and management. Experience engaging with individuals, whanau, community groups, organisations and/or consumer groups. Previous community health experience an advantage. Ability to operate in and an awareness of complex environmental and interrelated issues. Ability to represent organisation to external stakeholders.

Main Responsibilities
Day to day running of the HBSS
Coordination of services to HBSS clients
Coordination of the support workforce
Maintain CareCall as the repository of all information about HBSS clients and the workforce.
Reporting

Role Delegations
Financial (limits/mandates etc.)
<ul style="list-style-type: none"> Nil
Staffing
<ul style="list-style-type: none"> N/A

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Day to day running of the HBSS	<ul style="list-style-type: none"> • Liaise with the HBSS Kaitataki / Team Lead as required to ensure the smooth running of the HBSS. • Liaise with the Operations Team about the printing of timesheets and the confirmation of timesheets for payroll. • Monitor guaranteed hours and prepare variation letters as required. • Provide after-hours support as per agreed roster. • Attend interdisciplinary team meetings as required.
Coordination of services to HBSS clients	<ul style="list-style-type: none"> • Receive and action referrals, responding to the NASC within 48 hours. • Client enrolment in line with established documents and processes. • Client reviews scheduled in line with risk profile, but at least annually. • Schedule support in line with client need and support worker suitability. • Respond to client requests that the Operations Team is not able to resolve.
Coordination of the support workforce	<ul style="list-style-type: none"> • Routine communication with support workers; in person, by telephone, email or text. • Respond to support worker queries that the Operations Team is not able to resolve. • Arrange regular support worker meetings in discussion with the HBSS Kaitataki / Team Lead • Prepare the regular support worker newsletter in discussion with the HBSS Kaitataki / Team Lead. • Oversee the support worker training schedule in discussion with the Clinical Advisor.
Maintain CareCall as the repository of all information about HBSS clients and the workforce.	<ul style="list-style-type: none"> • Ensure all client schedules are up to date. • Ensure all information received about clients is recorded in Carecall. • Ensure all information about support workers is recorded in CareCall, and Employment Hero if required.
Reporting	<ul style="list-style-type: none"> • Monthly service reports to the Leadership Team via Kaitataki / Team Lead. • Quarterly / Six monthly reports to the funder as per contract. • All reporting is directed to the Kaitataki / Team Lead.