

POSITION DESCRIPTION: PROGRAMME CO-ORDINATOR – HERE TOITŪ

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, Horowhenua, Manawatu and Tararua. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>
Primary Functions	<p>Context: Here Toitū is a dedicated support team service (which includes a General Practice team, Kaimanaaki (Health Navigators), Kaitohutohu (MSD Dedicated Case Manager) and Work Retention Specialist), that supports people who need help maintaining their employment or who are unable to work due to a health condition or disability, to improve their wellbeing. The aim of the service is to improve whānau health and wellbeing, determine their own goals and aspirations, and, where appropriate, retain employment or engage in sustainable, earning, learning, caring or volunteering that is meaningful to them.</p> <p>The Ministry of Social Development (MSD) and Primary Health Organisations (PHOs) have partnered to bring together health and social sector agencies to achieve this aim.</p> <p>The purpose of this role: Provide administrative and co-ordination support to Programme Manager and wider team to ensure delivery of high-quality service to whānau.</p>
Reports to	Here Toitū Programme Manager
Direct reports	Nil
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Here Toitū Programme Manager • General Manager, Mental Health & Social Wellbeing • Te Ara Rau Manager • Clinical Lead • Kaimanaaki • Network Development & Support • Data & Digital team • THINK Hauora multidisciplinary teams <p>External</p> <ul style="list-style-type: none"> • Whānau (participants) • MSD Team Dedicated Case Managers (Kaitohutohu), Work Retention Specialists • MSD Regional Here Toitū Lead • MSD National Office wider Project Team • Other participating PHOs • General Practice Teams • Social sector agencies
Primary Location	Located in the offices of THINK Hauora, 200 Broadway Avenue, Palmerston North
Salary Range	Based on skills and experience
Nature of Position	Fixed term, 0.5 FTE (20 hours per week)
Hours	Twenty (20) hours per week (0.5 FTE), Monday to Friday
Status as described in the Children's Act 2014	In line with the Vulnerable Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Core Worker position.

Health and Safety	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora's health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</p>
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ORGANISATIONAL VISION, MISSION and VALUES	
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology and performance</p> <p>Innovation: Activating innovation, engagement and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Equity	<p>THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.</p>
Commitment to Te Tiriti o Waitangi:	<p>THINK Hauora is committed to Te Tiriti o Waitangi and aspires to be an honourable Te Tiriti Partner whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p>Tino Rangatiratanga Self-determination Mana Taurite Equity Whakamarumarutia Active Protection Kōwhiringa Options Pātuitanga Partnership</p> <p>Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment).</p>

KEY RESPONSIBILITIES	
Key Competency	Expectations
Administration	<ul style="list-style-type: none"> Entering client referrals into Patient Management System (PMS) ensuring correct allocation to service and sending appropriate acknowledgement to referrer and whānau. Responding to self-referral enquiries received via Here Toitū website and following up with phone calls Assist with whānau initial screening calls Provide administrative support for the client referral process including client correspondence, data entry, document upload, communication with participants and liaison with referrers Prepare and maintain stock of enrolment packs and relevant resources Maintain stock levels of all Here Toitū collateral First point of contact for our 8x8 call run to respond to any enquiries to our 0800 freephone number Contact clients to co-ordinate referrals and confirm by communications to all relevant parties Minute taking and distribution at regular team meetings, Clinical Advisory Group and other hui when required
Coordination	<ul style="list-style-type: none"> Arranging meetings and catering as appropriate Assist with arranging stakeholder meetings and presentations Ensure effective time-management while managing multiple competing responsibilities and tasks Monitoring central Here Toitū email inbox and responding as appropriate Coordinate whānau registration and participation for employment workshop series and job club attendance.
Service Quality & Improvement	<ul style="list-style-type: none"> Data input is timely and accurate. Ensure the safety, security and confidentiality of health records of all users of the service in accordance with NZ Privacy legislation. Becoming a Subject Matter Expert (SME) in patient management systems to provide support and training to team. Maintain existing processes and continuously look at ways to improve systems, processes and services being provided.
Performance & Reporting	<ul style="list-style-type: none"> Use assigned information systems to collect and report participant/whānau data Assist Manager with monthly and quarterly reports Ensure Flexifund spend is accurately recorded and reported Assisting Kaimanaaki to report back to Providers and the PHO on participant/whānau progress Ensure information and data gathered from participant/whānau is used to inform decision making
Customer focus	<ul style="list-style-type: none"> Always demonstrate professional behaviour Responsible for creating and sending Whānau Newsletter weekly/fortnightly with jobs lists and other relevant information Sending out and collating our whānau feedback surveys and preparing summaries Develop newsletter/update for our GP practices Timely and positive responsiveness to whānau and all stakeholders Develop reporting template for referrers to be updated on whānau progress

Team focus	<ul style="list-style-type: none"> Establish and maintain highly effective working relationships with team members General administrative support to the wider team Assist with arranging team training, activities and team building events Assist with onboarding and exiting of team members
Professional Development and Self-Development	<ul style="list-style-type: none"> Create and maintain annual record of all team professional development Display a commitment to improving own learning and development, gaining the skills and knowledge required to competently undertake the assigned work roles.
Health & Safety	<p>Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992 by ensuring:</p> <ul style="list-style-type: none"> Health and Safety policies are read and understood, and relevant procedures applied to own work activities. Workplace hazards are identified and reported including self-management of hazards where appropriate. Can identify Health and Safety representative for area Ensure activities are aligned to the values, purpose and mission of the organisation.
Other duties	<p>The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training, as can be reasonably expected.</p>
PERSONAL SPECIFICATIONS	
Qualifications	Relevant qualification and/or significant administrative experience preferably in a health-related role
Essential	<ul style="list-style-type: none"> Experience in working in health and disability sector (or understanding of/interest in) Strong administration, organisational, time management skills Intermediate to advanced computer skills – Microsoft Excel, client/patient management system Highly skilled communicator with effective written and verbal communication skills Customer-focused A positive, co-operative and flexible approach Drive and initiative A warm and enthusiastic manner An inclusive team player A cooperative, 'can do' approach The ability to understand and assist with solutions to issues and queries Ability to relate to people from different backgrounds and cultures Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation Understanding of the Privacy Act and how to handle sensitive personal information
Desirable	<ul style="list-style-type: none"> Knowledge of NZ Primary Health Care Services and System Demonstrates a commitment and understanding of our obligations under Te Tiriti o Waitangi Understand the barriers of access for some of our communities and organisation commitment to equitable outcomes.

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date:

