

Position Description

Kaiwhiri/Coordinator

Our Values

Aroha	Sustainability, here for the long term, ensuring changes are sustainable, stewardship, kaitiakitanga
Mana Enhancing	Traditional knowledge, programmes/services, te tiriti o waitangi-based approach (partnership, participation, and protection), self-determination, aroha, manaakitanga- nurturing mana, caring, enhancing
Quality/Flexible/Creative	Responsive, always willing to assist, accountability, reflective, learning together- Excellence continuing improvements, pursuing excellence, integrity- doing what we say we will do and doing it well
Partnership/Collaboration	With clients/whānau, with other professionals, kotahitanga – unity, mahi tahi – working together
Self Determination	Whānau choice and whanau voice, whānau led, ata whakarongo, listen with intent, actions guided by voices of whānau and tamariki
Recognising Equity/Reducing Disparities	Remove barriers, community focus, valuing diversity e.g., ethnicity, gender, sexuality, disability, social justice- challenging inequity, actions to make a difference, advocacy

Role, Purpose and Scope

The role of the Te Whiri Ora Coordinator is to provide a professional and whānau-centred response to referrers seeking support for tamariki and their whānau who require support from multiple providers to address their goals and needs. The Te Whiri Ora Coordinator is responsible for managing requests and will need to proactively support practitioners and other stakeholders to efficiently deliver services in a way that achieves positive outcomes for the child/tamariki. Other responsibilities will include collection of information, data entry and support with collation for reporting purposes.

Department: Te Whiri Ora – Purapura Whetu Trust
Location: 166 St Asaph Street, City Centre, Christchurch 8011
Responsible to: Clinical/Team Leads

Functional Relationships

The Te Whiri Ora Coordinator will develop and maintain excellent relationships with the following colleagues and clients for the purposes stated below.

Key Relationships	Purpose of interaction
Internal Clinical Lead/s Clients Team leader/line manager in host agency	Provide assurance that services and activities in the area are being delivered to an excellent standard. Supervision and support. Delivery of high-quality services that support clients in a manner consistent with values and contractual requirements. Workload management and monitoring. Health and safety responsibilities. Supervision and support.
External Panel members Children's workforce practitioners	Communicate with panel members regarding practical aspects of meetings. Support panel members with panel process. Actively engage with practitioners in the sector to develop collaborative relationships to understand roles and services in the wider community.

Key Accountabilities	Expected Performance Outcomes
Clinical Respond to Te Whiri Ora Requests for Service and enquiries for the Christchurch & Environs area including navigation when appropriate.	<ul style="list-style-type: none"> • Provides appropriate and accurate information as necessary • Maintains up to date knowledge of relevant community services as to provide effective support for enquiries • Responds to enquiries and requests for service promptly and sensitively • Gathers information necessary to ensure appropriateness of request for service • To accurately collect and record clients information on Intake Information and request for service forms • When appropriate, navigation via phone and email contact with clients • Maintains confidentiality of all client information • To attend 2-3 times weekly allocation meetings with the clinical lead/s • Meet with host agency team leader on a regular basis for clinical supervision • Competence and skill level is maintained to perform role to highest ability • Maintains a good understanding of current best practice in field of work and adapts accordingly

<p>Administrative Monitoring and Reporting</p>	<ul style="list-style-type: none"> • Monitors the delivery of Te Whiri Ora outcomes, and reports on the achievements against key objectives, standards, and guidelines. • Prepare regular update reports as required by clinical leads to track progress on outcomes • All reports to be completed within agreed timeframes and to expected quality standards • Ensures client pre and post evaluation are given out as required. • Confidentiality of all information is always maintained, by using passwords or other means as agreed • Ensures that a safe and healthy working environment is always maintained • Actively contributes to a safety and wellbeing conscious culture
<p>Strategic Te Whiri Ora Facilitation and Coordination Actively contributes to the sustainability of Te Whiri Ora service</p>	<ul style="list-style-type: none"> • Protects and promotes the Te Whiri Ora brand to ensure a positive reputation in the community • Liaises with relevant agencies, organisational and community groups to provide knowledge transfer of the Te Whiri Ora approach • Facilitate the seamless operation of the Te Whiri Ora approach in accordance with Te Whiri Ora service guidelines. Escalate risks or issues to the clinical leads and host agency team leader/ line manager as appropriate • Proactively supports practitioners and stakeholders to efficiently deliver Te Whiri Ora in a way that achieves positive outcomes for the child. • Builds and maintains highly credible and valued professional relationships and networks, internally and externally, to understand the needs and perspectives of others • Ensure effective communication processes and channels, both internally and externally • All work undertaken in a timely and efficient manner • Maintains standards with regular evaluation to ensure compliance and notify the clinical lead and team lead of host agency of any major difficulties in a timely manner • Maintains up to date working knowledge of legislation and practices to ensure accuracy when transferring knowledge

PERSON SPECIFICATION

Qualifications

Essential
<ul style="list-style-type: none">• Tertiary qualification in Social Work, counselling or similar;• Registration with relevant professional body;• Full (NZ), clean drivers license.• At least 2 years' experience working with clients in the social service sector

Technical or Professional Knowledge, Skills & Experience

Essential
<ul style="list-style-type: none">• A working knowledge of relevant legislations including Oranga Tamariki Act 1989 and Family Violence Act 2018 and the Children's Act 2004.• Knowledge and/or experience of working with tamariki, rangitahi and whānau• Strong whānau centred response – adapts approach to meet needs, looks to create the best outcome for all, anticipates needs and responds appropriately.• Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.• Understanding and appreciation of cross-cultural issues and concerns knowledge of tikanga Māori, Pacific peoples' culture, and Asian culture. Understanding of the principles of the Te Tiriti o Waitangi.• Exercises sound judgement.• Flexible, adaptable, and proactive.• Working knowledge of how key agencies work with children and family/ whānau in the social/health/education and justice sectors, including an awareness of current resources and services is desirable.• Demonstrated experience in providing high-level coordination and facilitation services.• The ability to work across government and community sectors, including working with Iwi and with other ethnic groups.• Advanced level of technical proficiency in the Microsoft Office suite of applications, specifically Word, Excel and PowerPoint and also including research tools (internet and database use).• Excellent verbal, written and interpersonal communication skills• Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others.• Well-developed relationship management skills: able to establish, build and maintain effective working relationships, able to develop extensive networks.• Excellent organisation, record keeping and time management skills; able to prioritise, schedule and work systematically, achieves/meets competing deadlines without compromising quality.