**Job Title: Roster Co-ordinator**

**Department: Te Oranga Tautiaki**

**Responsible to: Team Manager**

**Purpose Statement:** The purpose of this role is to effectively onboard and exit whānau members in the service, schedule and maintain appropriate rosters for Homecare Support Kaimahi and provide administration support to the Te Oranga Tautiaki service.

**Mission: *Mauri Ora ki te Mana Māori***

Realising Whānau Potential

**Values:** **Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

**Whānau ngatanga:** We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and uphold mana.

**Relationships: External –** Whānau / whānau members, Alliance Partners (NASC; HCNZ & Access); Funders (ACC/ DHB/ MoH); Allied Health Providers & Training providers; Netsoft (Care Call vendor)

**Internal –** Kai Haukunui, Registered Nurse (RN), Homecare Support Kaimahi, Whānau ora, Payroll, HR, other TTOH Managers and staff members

**VCA Role:** Core Children’s worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga (TToH)***

* Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
* Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
* Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
* Understand and promote all aspects of the TToH Kaupapa
* Adhere to and apply TToH values in all aspects of TToH’s work
* Participate in TToH kaupapa activities, including karakia, waiata and marae noho
* Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
* Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Participate in regular peer supervision and/or professional supervision
* Work in a reflective manner and take opportunities for self-development

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with
* Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
* Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
* Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

***Role Specific Accountability***

* Ensure that Te Oranga Tautiaki Homecare Support kaimahi are rostered to provide service in accordance with their qualifications and skills levels and the funders agreement.
* Coordinate with the Team Manager and Kai Haukunui regarding the care plans and appropriate Support Staff member to care for the whānau
* Assist the Team Manager with the recruitment and Induction of all new staff members, including setting them up correctly in Carecall and scheduling any necessary training
* Monitor all Homecare Support Kaimahi contracted hours and provide reports as requested by the Team Manager
* Working with the Team Manager, effectively co-ordinate both planned and unplanned leave of Support Workers to ensure all whānau still receive a high standard of care.
* Manage all enquiries from Support staff and resolve, act on or discuss with the Team Manager as required.
* Deliver and maintain positive and effective working relationships with our Homecare Support Kaimahiu, our whānau and their whānau members.
* Provide Homecare Support to whānau if requested by the Team Manager to cover essential services for staff absences or increased workload.
* Provide any additional administration support as required to the Team Manager and the Kai Haukunui

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
* Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

***Teamwork***

* Be a resource to the team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Professional***

* Meet Health and Disability Sector Standards of Practice
* Meet TToH standards; legislative, professional, contractual, ethical and organisational.

***Quality and Development***

* Assist in the development of service plans on an annual basis with quarterly and monthly review periods.
* Participate in service audits as requested.
* Participate with the team in continuous quality improvement processes.
* Contribute to all service/contracted objective, targets, and outcomes.
* Ensure all requests for information related to audits are processed in a timely manner.

***Networking and Sector Knowledge***

* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for whānau through engagement and feedback.

***Other Duties***

* Carry out additional duties from time to time as requested by management.

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

**Person Specifications**

***Essential Qualifications***

* First Aid Certificate
* Full Driver’s License
* Level 3 or 4 Health and Wellbeing Certificate

***Desirable Qualifications***

* Customer service certificate

***Essential Knowledge and Experience***

* Previous experience providing quality Homecare Support cares
* General administration and office skills
* Excellent level of computer literacy for systems, data base experience and/ or Care call and Remote Worker or similar systems
* Excellent time management, communication and coordinating skills
* Understanding of Tikanga and Te Reo Māori and applying that in work setting
* Enthusiasm, energy, initiative and a high degree of flexibility
* Good relationship building skills
* Proven experience working effectively with the community
* Able to develop relationships and communicate effectively with whānau
* Effective de-escalation skills
* Ability to adapt to the challenges of a new role and service
* Maintain client information

***Desirable Knowledge and Experience***

* Established relationships with relevant service networks.
* Service sector relevant skills.
* Commitment to on-going education.

**PERSONAL ATTRIBUTES**

***Essential***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Team player
* Committed to whānau
* Confident, Resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori