**Job Title: Kaihāpai - Systems Support Administrator**

**Department: Whānau Ora**

**Responsible to: Whānau Ora Team Manager**

**Purpose Statement:** To administer and support the team with data and digital systems with a focus on Whānau Tahi Navigator, Whānau Direct and other Whānau Ora Commissioning Agency associated data and digital system platforms.

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

Realising Whānau Potential

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

**Whanaungatanga:** 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 Ora Commissioning Agency, Te Pou Matakana, technology companies, Social & Health Services Providers

**Internal** – TToH Services, General Managers, Portfolio, Team Managers, TToH Kaimahi, Kaiarataki,

**VCA Role:** Not a 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 whanau 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 Accountabilities**

**Whānau Ora Systems Support**

* Act as the primary contact and expert for Whānau Tahi and Whānau Direct systems, providing training, troubleshooting, and guidance to kaimahi.
* Keep up to date with system and configuration knowledge and communicate this to kaimahi as required
* Identify and draft updates to training materials (e.g., Promapp, WO Forms) to reflect system changes and best practices.
* Deliver training to kaimahi on how to use Whānau Direct and assist kaimahi with applications, ensuring smooth and timely processing.
* Verify that system data, such as case notes, is accurate and matches service expectations.
* Monitor system data integrity by completing client file audits and providing feedback to kaimahi and Team Manager as needed.

**Administration and Reporting**

* Generate monthly reports using existing templates, analyse the data and offering insight to support manager decision-making and service improvement.
* Work with kaimahi to support timely and accurate data collection for reporting and funding purposes.
* Take and distribute minutes for key meetings (e.g., huddles, TM-selected meetings).
* Support Team Manager by preparing high-level data summaries and addressing identified gaps in system usage or documentation.
* Process purchase orders and related administrative tasks

**Quality and Continuous Improvement**

* Identify opportunities and work with team manager to improve data collection, reporting processes, and system efficiency across Whānau Ora services.
* Collaborate with kaimahi and managers to implement changes that enhance data quality and service delivery.
* Act as a resource for ensuring compliance with service documentation standards, providing ongoing feedback

***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***

* Participate in testing and refining processes, standards and methods to optimise the Whānau experience
* Ensure that Whānau Ora services are compliant and current with internal and external quality, legislative, and accreditation requirements

***Networking and Sector Knowledge***

* Maintain knowledge, understanding and current developments in the Whanau Ora 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 Specification**

***Essential Qualifications***

* Relevant qualification in business, administration or information technology or significant on the job experience of data entry and reporting.
* An understanding of the Whānau Ora service

 ***Desirable***

* Current First Aid certificate
* Current Full Driver’s License

 ***Essential Knowledge and Experience***

* Strong analytical skills
* Computer literate
* Good problem solving skills
* Solutions focussed
* Excellent communication skills
* Good relationship building skills
* Team work
* Proficient in Microsoft suite of tools
* Experience working with case management systems
* Experience in database use and management
* Strong understanding of knowledge management
* Experience in quickly building up and maintaining an understanding of an organisation and what it offers
* Organised and methodical

 ***Desirable Knowledge and Experience***

* Experience in evaluation
* Knowledge and understanding of tikanga and te reo Maori
* Proven experience working effectively with Māori organisations and understands the Principles of Te Tiriti o Waitangi

***Personal Attributes***

***Essential***

* Professional
* Self-motivated
* Committed
* Flexible
* Positive can do attitude
* Able to prioritise workload effectively
* Able to work under pressure
* Strong work ethic