

Helping Hands – Ringa Awhina Coordinator

JOB DESCRIPTION

Responsible to:

ES Manager, Te Whare Mahana (TWM)

Broad Objective:

To coordinate and lead Helping Hands service in line with TWM direction and support Helping Hands employees to obtain main-stream employment.

Key Accountabilities	Objectives	Task	Outcome
Organisation	To be committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> Uphold the organisations vision and values towards Te Tiriti o Waitangi. Liaise with Iwi as appropriate 	<ul style="list-style-type: none"> Appropriate service delivery to Tangata Whaiora Improved bi-cultural practice.
	To communicate with other health professionals and community agencies as appropriate.	<ul style="list-style-type: none"> Attend meetings Liaise with community agencies as required: <ul style="list-style-type: none"> CMHS; Police; MSD; Mohua Social Services; GB WorkCentre Trust 	<ul style="list-style-type: none"> That relevant information is appropriately shared for client well-being. Development of collaborative working relationships with other agencies within the community.
	To adhere to TWM policy and procedures	<ul style="list-style-type: none"> Participate in meetings, training, supervision sessions and performance appraisals. Utilise TWM Administration systems appropriately. Electronic and hard copy information is kept current and accurate. Confidentiality is observed. TWM property and resources are treated with responsibility and care 	<ul style="list-style-type: none"> Professional standards, boundaries, and development are maintained. The employee works within TWM Policies and Procedures Information is accessible, and confidentiality is appropriately maintained. Administrative tasks are completed in a timely fashion and to a professional standard.
Health & Safety	Contribute to Health & Safety processes in the workplace	<ul style="list-style-type: none"> Report any identified hazards and incidents. Take responsibility for personal and professional safety, and that of the HH AR workers while at work. 	<ul style="list-style-type: none"> Hazards and incidents are reported and managed. The work environment is safe. Personal/professional safety is maintained.

Te Whare Mahana Trust	Employment Services	Title	Helping Hands – Ringa Awhina (HH-RA) Coordinator	T-EVSC
Date	22/05/2023	Review Date	As Required	Page 1 of 4
Prepared by	ES Manager	Authorised By	General Manager	
Name & Location	O:\Human Resources\03. Position Descriptions\Employment Services\T-HR-JD- Helping Hands (HH) Coordinator - May 2023.docx			

Key Accountabilities	Objectives	Task	Outcome
HH RA Co-ordination Key Responsibilities	Co-ordinate the Helping Hands service	<ul style="list-style-type: none"> • Coordinate HH RA work to best meet TWM and external client priorities and budget constraints. • Participate in pre-employment HH AR interviews and support HR onboarding process. • Attend regular supervision, employee meetings and training as required. • Attend regular meetings. • Ensure equipment is repaired and maintained so it is safe to use. 	<ul style="list-style-type: none"> • New HH RA employees are appropriate for the service and integrate well into the team. • Relationships are maintained with employers. • Meetings are attended, and reports presented when required. • Equipment functions correctly and is safe to operate.
	Multi-agency communication	<ul style="list-style-type: none"> • Develop relationships with GB employers with the aim of supporting clients into work • Liaise with other providers including Work and Income, schools, and other training and employment agencies. • Market the HH AR Service. 	<ul style="list-style-type: none"> • Communication with agencies and community networks are established and maintained. • Maintain strong HH AR profile in the Golden Bay Community.
	Develop and lead HH AR service	<ul style="list-style-type: none"> • Lead the planning, review, and administration of the Helping Hands – Ringa Awhina service, including timesheets, customer job sheets, and customer care. • Help to secure contract work for Helping Hands – Ringa Awhina. • Ensure work undertaken meets required standards. • Build financial self-sustainability and capacity of HH RA to provide employment opportunities for clients and other disadvantaged job seekers. 	<ul style="list-style-type: none"> • HH RA services are marketed appropriately in line with TWM direction. • Administrative tasks are completed in a timely fashion and to a professional standard. • Maintain employer and client databases.
Leadership	Support Helping Hands – Ringa Awhina workers	<ul style="list-style-type: none"> • Assist HH RA employees to develop good work ethics and reliability as an employee. • Deal with HR issues with support from ES Manager. • Support employee inductions, including health and safety and mandatory trainings. • Participate in initial three-month review of new employees. • Work alongside HH employees on customers' properties. 	<ul style="list-style-type: none"> • HH RA employees feel secure, supported, and able to do what job is required of them. • HH RA employees are encouraged to attend work activities, be punctual and productive. • HH RA employees are enabled to be part of a team and social support network. • Professional approach to HH RA employees personal and skill development.

Key Accountabilities	Objectives	Task	Outcome
		<ul style="list-style-type: none"> • Tutoring/supervising practical tasks. • Enabling greater confidence and independence. • Regular meetings with the ES Manager to record employee development, attendance, and wellbeing in client database. • Ensure employees members have appropriate training and on-going professional development. 	<ul style="list-style-type: none"> • HH RA is continuously being developed to work effectively for employees/clients.
HH Employees (clients)	Maintain and support customer relationships	<ul style="list-style-type: none"> • To provide information to customers as requested. • To respond to phone enquiries from potential or current customers. • Provide quotes for costs of work to customers. • To maintain up to date information re customers and their properties. • To provide a professional service to customers. • Promoting the HH RA Service and securing new business opportunities. 	<ul style="list-style-type: none"> • Customers receive prompt responses to enquiries. • Accurate quotes are provided to customers in a timely fashion. • Customers have up to date information. • Reduce customer complaints. • HH RA has an excellent reputation in the Golden Bay community.

Person Specifications

Knowledge and Experience Relevant Training and/or experience	<ul style="list-style-type: none"> - Minimum of 2 years' experience in a leadership or advisory role. - Experience in small business management favourable. - Experience in Health and Safety supervision. - Experience in property maintenance (gardening/landscaping) favourable. - Ability to write reports and developing plans. - Committed to a bi-cultural model of practice and knowledge of te Tiriti O Waitangi
Skills and Abilities Communication Supervision Teamwork Networking/Relationships Administration	<ul style="list-style-type: none"> - Confidential in all matters - Good planning, organizational and time management skills - Good verbal, written communication, and presentation skills - Ability to work on own initiative - Ability to work in, and adapt to a rapidly changing environment - Excellent communication skills; written and verbal. - Willing to undertake supervision in the role. - Understand the value, importance, and challenges of (multidisciplinary) teamwork. - Able to develop and maintain professional relationships within the community at a level appropriate to the role. - Good IT skills and the use of MS 365 products.
Aptitudes Professional values Strengths/Solution Focus Flexibility Motivated/Passionate	<ul style="list-style-type: none"> - Works in a respectful and professional manner with all clients, members of staff, other professionals, and members of the community. - Values include empathy, compassion, and authenticity. - Flexible and co-operative at all times. - An assertive but calm demeanour. - Ability to problem solve using strengths-based solutions to promote an excellent level of service. - Able to work on own initiative, flexible approach to changing priorities, environment and work demands. - Self-motivated and enthusiastic with a passion for mental health work. - Good timekeeping and attendance record.

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.