



**Job Title:** Kaiarataki Whānau Ora (Team Lead, Whānau Ora and Social Services)  
**Hours:** 37.5 hours per week  
**Department:** Whānau Ora and Social Services  
**Reports to:** Kaiwhakahaere Whānau Ora (Manager, Whānau Ora and Social Services)

**Organisational expectations:**

Te Puna Ora o Mātaatua expects all employees to always maintain acceptable standards of conduct having regard to the reputation of the Organisation and the welfare of the clients we serve.

Employees will carry out their duties in a professional manner while observing all codes, legal requirements and policies and procedures of Te Puna Ora o Mātaatua.

Te Poutokomanawa o Te Puna Ora is a framework that underpins everything we do at Te Puna Ora o Mātaatua. Staff are required to have a strong commitment to the principles outlined in the framework.

Flexibility in hours may be required to ensure deadlines are met.

**Key Responsibilities:**

- Lead any whānau ora commissioned activities on behalf of Te Puna Ora o Mātaatua
- Assist the team with the development, implementation, delivery, and reporting of service activities, ensuring our services are delivered to a high standard
- Co-ordinate and monitor the workflow across all social services including; whānau ora, housing, healthy lifestyles, mama & pepi, kuia & kaumātua and health promotion
- Develop accurate and robust reporting frameworks across the various contracts within the service, to ensure all internal and external reporting is captured accurately and delivered on time
- Provide Ara Whānui system support to the team as and when required, ensuring all data within the system is accurate
- Provide leadership to, and project manage, any clinically based activities or services that whānau ora and social services deliver
- Support the team with the development and coordination of workplans and project plans
- Attend multi-agency hui with external agencies such as OT, MSD, Kainga Ora, DHB and WDC, and ensure they are aware of the community services Te Puna Ora o Mātaatua deliver
- Provide expert clinical and whānau ora based advice to kaimahi as required, ensuring full integration across the organisation
- Assist the Manager to ensure the requirements of funding contracts are always met
- Assist the Manager with the leadership of the whānau ora and social services team by co-leading staff hui and participating in leadership functions across the organisation
- Participate in Te Puna Ora o Mātaatua's Team Lead forum
- Role model the principles of Te Poutokomanawa o Te Puna Ora within the team and organisation
- Carry out any additional ad-hoc tasks within reason as requested by the Manager.

**Competencies, abilities and attributes:**

- Social Work/Whānau Ora degree
- Very strong industry experience would be an advantage
- Strong time management and report writing skills
- Demonstrated team leadership and supervision skills
- Attention to detail, confidentiality, and professionalism
- Self-motivated and ability to prioritise work
- Experience creating and implementing process
- Knowledge of developing and monitoring projects / contracts, and managing contracts
- Proven experience in a similar role and working across multiple contracts
- Ability to work under pressure and ensure deadlines are met
- Advanced level of literacy in office systems, including the Microsoft Office suite of products
- Relevant experience and knowledge of whānau development and growth strategies
- Ability to understand, empathise, and assist vulnerable whānau to achieve their goals
- An understanding of, and experience with the machinery, processes, and systems of government agencies
- Ability to engage, develop and maintain relationships with employees and relevant stakeholders of Te Puna Ora o Mātaatua
- Commitment to the Vision and Values of Te Puna Ora o Mātaatua
- Knowledge of Te Reo me ōna Tikanga Māori.