



Job Title: Kaiāwhina o Ngā Mata Wai Ora (Counselling Administrator)
Hours: 30 hours per week
Department: Ngā Mata Wai Ora (Counselling)
Reports to: Kaiwhakahaere o Ngā Mata Wai Ora (Counselling Manager)

Organisational expectations:

Te Puna Ora O Mātaatua expects all employees to maintain acceptable standards of conduct at all times having regard to the reputation of the Organisation and the welfare of the Clients they 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, and 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:

- Manaaki Ngā Mata Wai Ora manuhiri in a professional and sensitive manner
- Ensure client information is handled in the strictest of confidence at all times
- Co-ordinate and manage filing systems including electronic files
- Monitor and co-ordinate NMWO vehicle fleet
- Ensure stationery supplies and resources for the team are adequately stocked at all times
- Super User for Ara Whanui, ensuring integrity of data is maintained at all times
- Work closely with the Matua Referrals team to ensure all referrals into NMWO are processed appropriately
- Assist with marketing content for all counselling initiatives
- Populate reports with data produced from Ara Whanui as required by the Manager
- Support referral and registration of all new clients
- Create and maintain administration processes and systems for the team
- Organise team meetings, take minutes and action points, and distribute within timeframe set by the Manager
- Maintain strict confidentiality at all times
- Provide administrative support to programmes and projects as required
- Provide administrative support to the Team Lead and Manager as required
- Carry out additional ad-hoc tasks within reason as requested by the Manager.

Competencies, abilities, and attributes:

- Confidentiality
- Working knowledge of the Privacy Act, Health and Safety in Employment Act, and other relevant legislation
- Strong analytical, data-entry, and time management skills
- Strong attention to detail and professionalism
- Self-motivated and ability to prioritize work
- Ability to work under pressure and ensure deadlines are met
- Advanced level of literacy in office systems, including the Microsoft Office suite of products
- Ability to engage, develop and maintain relationships with employees and relevant stakeholders of Te Puna Ora o Mātaatua



- Strong commitment to Te Poutokomanawa o Te Puna Ora o Mataatua
- Knowledge of Te Reo me ōna Tikanga Māori.