**Job Title: Kaiwhakarite- /Operations Co-ordinator for Manioro Nu’u**

**Rainbow Hub Hawkes Bay**

**Department:** Operations Rainbow Hub / Business Growth & Design TToH

**Responsible to: Project Team Manager BGD TToH**

**Purpose Statement:** To provide general administration services for Manioro Nuú Rainbow Hub Hawke’s Bay

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

Realising Whānau Potential

**Values: Whanaungatanga:** We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections

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

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

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

**Nevertheless Trust Values**

**Vā:** (Relational space) we create safe spaces for Pasifika, Māori and Rainbow+ communities individuals and whānau to thrive

**Tautua:** We value service as a part of our economy of mana to promote the advancement of our peoples

**Tino Rangatiratanga:** We enhance the mana of our peoples through providing opportunities for leadership and growth

**Kaitiakitanga:** We support the holistic development of Māori, Pasifika and Rainbow+ communities to ensure the sustainability of our peoples.

**Children’s Worker** Childrens worker

**Relationships: Internal -** TToH Management, Operations Support, TToH Staff

Nevertheless Trust, Learning Innovations Ltd

**External -** Rainbow+ Individuals/ Takatāpui, Pasifika Rainbow+, MVPFAFF+ (Mahu- (Hawaii), Vakasalewalewa (Fiji) Palopa (Papua niu Guinea), Fa’afafine (Samoan), Fakaleiti (Tongan) Akava’ine (Cook Islands), Fakafifine (Niue). LGBTQIA+ Lesbian, Gay, Bi-Sexual, Transgender, Queer/Questioning, Intersex, Asexual (LGBTQIA+) and all diverse genders and sexualities. Whānau and family members of Rainbow+ peoples. Organisations who support Rainbow+ peoples.

**Key Accountabilities**

***Kaupapa Rainbow Hub Hawke’s Bay***

* Collaborate with Nevertheless Trust to create a safe space for Takatāpui, LGBTQIA+, and Pasifika Rainbow+ communities at the Manioro Nu’u Rainbow Hub
* Co-design and deliver diverse programs at the Rainbow Hub, such as workshops, wānanga, monthly kai & kōrero, and parent support groups
* Cultivate relationships with stakeholders, with a focus on Māori and Pasifika communities, to support the holistic development of Rainbow+ peoples
* Promote awareness of TToH's support network for whānau and facilitate access to those services
* Participate in cultural development activities to enhance understanding and contribution to the kaupapa
* Adhere to organizational standards and contribute to continuous improvement of policies and practices

***Front Desk Administrative Support***

* Handle internal and external inquiries promptly and professionally
* Provide friendly service to tamariki, parents, whānau, community, and staff
* Manage room bookings, including set-up, orientation, and customer support
* Perform relief reception duties collaboratively with other administration staff
* Receive, sort, and distribute mail, maintaining confidentiality at all times

***Client Management Systems***

* Open up new clients on multiple information systems as required.
* Accurately manage and monitor the information for databases and reporting systems
* Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
* Input data using Medtech and other databases
* Update records, Managers Tools, Scheduling tool etc.
* Update whānau demographics and contact details as information comes to hand.
* Provide information analyst support with reporting when needed

***File Management***

* Manage the filing, storage and retrieval of all electronic and paper records.
* Add new material to files and create new files as necessary
* Scan paper-based documentation and file/upload appropriately
* Find and retrieve files in response to requests by authorised users
* Perform periodic inspections of documents or files to ensure correct placement, legibility and proper condition
* Eliminate outdated or unnecessary materials, transferring to archived storage or destroying them, in accordance with the file maintenance guidelines and legal requirements.

***Administration Support***

* Schedule appointments, visits, and contact whānau as required
* Assist with travel bookings, accommodation arrangements, event preparations, and data collation
* Support document processing, filing, copying, binding, and minute-taking when required
* Maintain a clean, safe office environment and comply with occupational health and safety standards
* Contribute to social media content creation and utilize design skills

***Referral Processing & Support***

* Build relationships with external stakeholders and transport Rainbow+ individuals to and from appointments
* Onboard new Rainbow Hub members in-person and online
* Engage whānau through referrals, walk-ins, and ensure easy access to services
* Process referrals, update client details, and maintain confidentiality
* Provide data and reports as required and deliver whānau services in a non-judgmental manner
* Promote other services when necessary

***Key User and Systems Knowledge***

* Maintain knowledge and skills on systems relevant to role
* Provide system assistance and support to other staff when requested
* Provide support with new system implementation and updates

***Team***

* Have open communication with Nevertheless Trust
  + Nuture Vā – Understand relational space
  + Be proactive
* 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
* 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

***Quality and Development***

* Create a monthly calendar of workshops including
  + Actively seeking out facilitators for workshop
  + Ensuring the workshops and facilitators are suitable for the Rainbow+ communities
  + Schedule workshops
  + Advertise workshops
  + Attending community events and advertise the workshops
* 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.

***Sector Knowledge***

* Rainbow Competency – Must have an open attitude towards understanding gender, sex and sexuality.
* 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.

***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.

***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 or experience in administration and file management systems.
* Current Full Driver’s Licence.

***Desirable Qualifications***

* Current First Aid certificate

***Essential Knowledge and Experience***

* Experience in using the following programs/apps
* Google Drive (docs/spreadsheets/forms)
* Zoom/ Microsoft Teams
* Emails
* Scheduling
* Experience in reporting including qualitative and quantitative methods
* Be able to create weekly and monthly reports accordingly.
* Data Collection
* Creation of online surveys
* Experience using FB Messenger/Text and taking photos for reporting
* Knowledge and experience of working with Pasifika peoples including their families and understanding their values
* Rainbow+ Competency is a must.
* Able to initiate karakia and waiata
* Proactive –actively involved in workshops
* Must be able to navigate relationships with individuals of rainbow+ communities and ensure there is zero tolerance for discrimination or homophobia
* Experience in de-escalating or challenging situations for individuals and as a collective

**PERSONAL ATTRIBUTES**

***Essential***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can-do attitude
* Team player
* Committed to whānau development
* Confident, resilient, resourceful and flexible
* Committed to learning Tikanga and Te Reo Māori
* Honest and reliable
* Flexible and adaptable
* Self-motivated
* Able to work under pressure
* Empathy and understanding
* Committed to the holistic development of Rainbow+ peoples
* Supportive
* Flexible and adaptable