



POSITION DESCRIPTION

Workforce Development Coordinator

Taumata Korero | Hauora Hokianga Vision and Values

Tirohanga Matua – Our Vision

Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

achieved through collaboration and service excellence

Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

Ngā Whaingā Matua – Our Values

Rangatiratanga

leadership role modelled at all levels that supports self determination over one's health and wellbeing

Manaakitanga

expressed by extending respect, humility, kindness and honesty

Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

Turanga Mahi | The Position

Reports to: People and Capability Manager

Department/Team: People and Capability

Job Status: Fixed term, Full time

Direct reports (if applicable): Nil

Delegated Financial Authority (if applicable): n/a

Last updated: June 2024

Position Purpose

The purpose of the Workforce Development Coordinator position is to assist with the design, implementation and administration of the programme of workforce development initiatives at Hauora Hokianga. The role encompasses a diverse range of responsibilities including administration, customer service, project coordination, logistics, procurement and communication and in particular will coordinate the delivery of training, development and certification programmes, as assigned well as the delivery of workforce development projects and initiatives.

Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Programme coordination	<ul style="list-style-type: none"> • Develop and maintain an operational plan for key workforce programmes as allocated • Document and follow administrative processes and procedures for new projects and programmes • Liaise with venues, service providers, partners, sponsors, speakers and trainers to ensure delivery of high-quality programmes • Administer registration process and facilities • Process and review applications, registrations, and reviews in line with programme and/or project requirements • Prepare programme resources and materials as required • Work with the Workforce Development Lead to deliver surveys, undertake reviews and recommend improvements to programme delivery • Provide regular programme updates and status reports to the People and Capability Manager, and Workforce Development Lead to support reporting requirements.

Relationship management	<ul style="list-style-type: none"> • Build and maintain effective relationships with internal and external stakeholders including funders, partner organisations and training providers. • Act as a key point of contact for programme participants including staff and members of the community. • Provide support to facilitators both prior to and during delivery of events and training activities as required.
Communication	<ul style="list-style-type: none"> • Assist in the coordination of promotional activities, including the design and developments of promotional resources and materials • Respond to enquiries from internal and external parties in a timely manner.
Administration	<ul style="list-style-type: none"> • Maintain, and develop where required, internal and external documents including guidelines and manuals • Maintain filing systems, documentation, records, database and mailing lists • Maintain accurate programme records, ensuring all participant data is accurate and up-to-date in a timely manner • Create and deliver attendance and attainment certificates • Support procurement processes including assisting with follow up of payments and invoices • Identify and implement administrative efficiencies • Other administrative tasks as required.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Demonstrate a good understanding of Health and Safety in the healthcare environment. • Manage own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. • Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting. • Seeks to prevent potential hazards in the work environment. • Report all incidents/accidents, including near misses in a timely fashion. • Knows locations and current functioning of emergency equipment. • Makes prompt arrangements for structural and equipment defects to be repaired.

Kawenga Matauranga | Knowledge, Skills and Experience

Qualifications

- A relevant NZQA Level 3 qualification in business, training or communications or higher is desirable, or comparable relevant experience.
- A Full Driver's License is highly desirable.

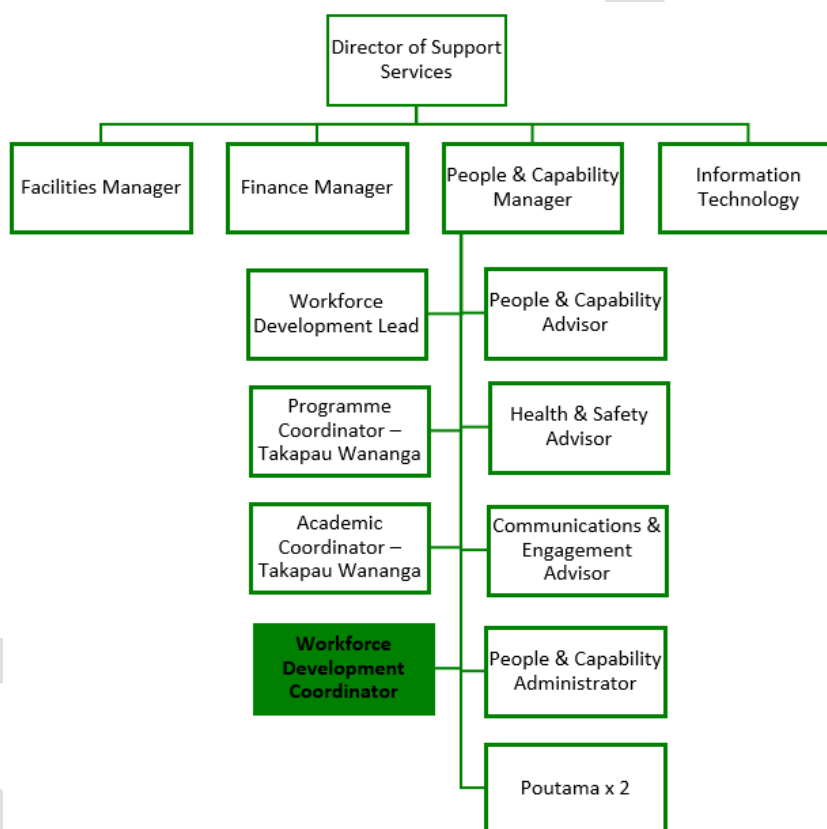
Knowledge, Skills and Experience

- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in this role.
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā.
- Demonstrated knowledge and understanding of Māori culture and issues affecting Māori communities and whanau.
- Two years or more relevant administration experience
- Previous experience in the tertiary education and/or health sectors preferred
- Excellent written and verbal communication skills
- Proficiency in MS Office suite including, Outlook, Word, Excel and Powerpoint
- Programme administration experience including the ability to juggle different projects and priorities in a busy environment

- Demonstrated high-level customer service skills
- Excellent interpersonal skills, with the ability to build relationships with a diverse range of stakeholders
- Excellent organisational and planning skills, with the ability to meet deadlines
- Demonstrated ability to maintain a high level of attention to detail
- Adaptable and flexible
- Uses initiative and able to manage workload independently
- Ability to act with sensitivity regarding rights to privacy and confidentiality
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.

Kawenga Whanaungatanga | Relationships

Your place in Hauora Hokianga – proposed structure



Key Internal Relationships

- CEO and Executive Team
- Trust Board
- Workforce development Lead
- Other Hauora Hokianga staff

Key External Relationships

- Hapu and Iwi
- Government agencies
- Health & Social Services providers
- Media
- Schools in local area
- Groups, whānau and individuals from the community

Tuhinga Whakaae | Acknowledgement and Approval

Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga’s strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga’s policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

Employee Signature:

Date:

Manager Signature:

Date:

DRAFT