

Te Whakatūranga ō Mahi | Position Description

Poutautoko - Backbone Support

Title	Compliance Support		
Reports to	Office Manager		
Team	Administration		
Direct Reports	NIL	Total FTE	.6

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1996 at a hui at Papawai Marae, Greytown. Ngāti Moe hapu, led by Dr Janice Wenn and Kim Workman, structured a proposal for a ‘by Māori for Māori’ community-based health service for the Wairarapa. Initially Whaiora Whanui was developed under the umbrella of the Ngāti Kahungunu Māori Executive, Taiwhenua (NKMET). With the mandate from Wairarapa hapū, Whaiora Whanui became an autonomous entity and was established as a Charitable Trust on 13 December 2000.

Whaiora provides a range of community health and social services to the Wairarapa community, our boundaries are Pukaha Mt Bruce to Remutaka Summit – we also work with whānau in Eketahuna.

Our services also include a Very Low Cost Access Medical Centre for Masterton residents.

VISION

Wairarapa He Waiora / Wairarapa A Place of Wellness

MISSION

He rarapa I nga ahuatanga e u ai te ha o te ora / To pursue and participate in ways of bringing about wellness

Tēnei tūranga | About the role

This role sits within the Administration team. The Compliance Support kaimahi will provide high level administrative support for the services provided and/or developed by Whaiora consistent with the vision, mission, values and strategic direction of the organisation.

The Compliance Support kaimahi actively collaborates and engages with colleagues both internally and externally.

The Compliance support role will oversee compliance to the current legislation relating to

- The Privacy Act 2020
- The Health and Disability Commission (HDC) management of complaints and patients' rights in accordance with the HDC code of Rights
- The Health and Safety at work Act 2015
- The General Disposal Authority (Archives NZ) for the management, storage , retention and destruction of all of the health and associated business records.

This includes ensuring that Whaiora is always working to the most up to date legislation

The Compliance support kaimahi will hold these roles;

- Privacy Officer – see attached Role Description
- Complaints Officer – See attached Role Description
- Health and Safety Co-ordinator

Additionally, this role will include:

- Administrative support in accordance with the appropriate professional and organisation standards.
- The co-ordination of regular organisation audit schedules
- The co-ordination of responses for incidents lodged
- Monitoring and review of systems and processes with a quality focus suggesting changes and improvements as needed.
- Maintenance of clear communication pathways across the organisation.

Health and Safety

Co-ordinate and collate documentation for the agenda and attend the regular H & S committee meetings.

Maintain required registers and documentation, including but not exclusive to

- Risk Register
- Complaints Register
- Register of Injuries
- Incident Register
- H & S schedule of tasks
- PPE Register
- Safe Operating procedure sign off record

Manage the update and filing systems for the Health and Safety procedures and records

Staff training

- Conduct Health and Safety Induction with all new kaimahi
- Ensure completion and file all kaimahi Safe Work Method Statements (SWOP)

Key Result Area	Expected Outcomes / Performance Indicators (Position Specific)
Health and Safety Co-ordinator	<ul style="list-style-type: none"> • All Registers are updated weekly. • H & S Committee Meetings are scheduled at least bi-monthly • H & S schedule of tasks is maintained • Co-ordinate H & S training in conjunction with the Office Administrator • Maintain a skills register with regard to H & S trainings • H & S incidents are recorded appropriately as per Whaiora procedures
Complaints Officer	<p>On receipt of a client complaint, the register is immediately updated and acknowledgement of receipt letter sent to complainant within 5 working days.</p> <p>The complaint is then forwarded directly to the relevant manager for investigation within the following 10 working days.</p> <p>All responses are co-ordinated within the designated timeframe.</p>
Privacy Officer	<ul style="list-style-type: none"> • Will complete relevant training to keep upskilled and compliant. • Monitor regular online training updates for kaimahi.
Quality Audits	<ul style="list-style-type: none"> • The organisational audit checklist is maintained monthly. • Audits are delegated to line managers at the beginning of each month. • Completed audits are returned and filed by 6th of following month. • Overdue audits are 'flagged'. • Trends are reported on
Incident Reports	<ul style="list-style-type: none"> • All new reports are filed upon receipt and then referred on to the relevant Manager

	<ul style="list-style-type: none"> Monitoring of these events, their responses and outcomes is on a weekly schedule
Policy	<ul style="list-style-type: none"> Maintain the Policy Review schedule
Other quality initiatives	Support Team Leaders/Managers with client surveys and other quality initiatives
External Audits	Support Team Leaders/Managers with completion of external audit requirements where appropriate

Key Result Area	Expected Outcomes / Performance Indicators (All Whaiora Kaimahi)
An Accountable System	<ul style="list-style-type: none"> Promote development of a culturally safe workforce supporting others to better understand their own cultural perspectives to advance the work of the organisation across a range of social contexts Demonstrate life-long learning in cultural safety, holding themselves accountable for providing culturally safe leadership, service design and delivery Ensure the unique needs of priority populations including tāngata whaikaha are understood and kept at the forefront of service delivery
Collective Impact	<ul style="list-style-type: none"> Support the dismantling of policies, procedures and practices that cause inequity
Health and Safety	<ul style="list-style-type: none"> Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by: <ul style="list-style-type: none"> Observing Whaiora H and S procedures Participating in health and safety initiatives and training Providing suggestions for improvement of health and safety Reporting all accidents/incidents, near misses and symptoms of discomfort Identifying and reporting workplace hazards
Indigenous Health System	<ul style="list-style-type: none"> Influence the application of mātauranga Māori, te reo and tikanga Māori in in compelling and constructive ways of aligned with organisational vision Promote wairuatanga as determinant of your own wellbeing and that of your team Knowledge and application of kaupapa Māori methodologies and frameworks as it pertains to the role
Risk Management	<ul style="list-style-type: none"> Identify any people related, reputational and/or organisational risks and take action to minimise their impact

	<ul style="list-style-type: none"> Effectively manage and escalate risks with proposed appropriate mitigation where necessary
Sustainable and Equitable Resourcing	<ul style="list-style-type: none"> Support the secure use of digital tools that foster organisational effectiveness Maintain positive working relationships with colleagues within public and private sectors, related industry and community interest groups and the wider local, regional, national communities as required for the role
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way Provide leadership to colleagues, supporting them to understand the organisation's Te Tiriti stance, and its application to their work in the workplace

Whānaungatanga | Relationships

Internal	External
<ul style="list-style-type: none"> Administration team Whaiora kaimahi 	<ul style="list-style-type: none"> Training Providers Suppliers Office of the Privacy Commission

Ngā Āhuatanga | About you

You will have	<ul style="list-style-type: none"> Previous administration experience in a medium to large organisation Background in compliance/quality control processes Experience/knowledge with the Health and Safety Regulations in New Zealand. Experience/knowledge with the Health & Disability Regulations. Experience/knowledge with the Privacy Act 2020 Expert knowledge of Microsoft Office suite Ability to maintain a high level of confidentiality and prioritisation of all matters.
To succeed in this role	<ul style="list-style-type: none"> Be flexible and adaptable in the work environment. Understanding of the need to implement Te Tiriti o Waitangi. Work to ensure a cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge sharing.

	<ul style="list-style-type: none"> • Seek and integrate ideas, information, and processes • Sort conflicting demands in a busy environment, to achieve deadlines and see responsibilities through to completion • Prioritise own workload and manage time effectively
Other Duties	<ul style="list-style-type: none"> • As this is not an exhaustive list of duties, administrative support may be required in accordance with the appropriate professional and • As this is not an exhaustive list of duties, the Quality Administrator may be required to follow other lawful and reasonable requests and instructions.

This position description is intended as an insight to the main tasks and responsibilities needed in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.