

Job Title: Perinatal Wellbeing Administrator
Function: Operations
Reports to: Perinatal Wellbeing Service Manager
Last review date: September 2026

*Ngā hapori pakari. Ngā whānau māia. Ngā tamariki houkura.
Strong communities. Confident whānau. Thriving children.*

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau/families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Service Delivery Function

This role is part of the Service Delivery team which delivers Whānau Āwhina Plunket services to whānau right across New Zealand. As a member of the Service Delivery team, you will help families and whānau to reach their goals and contribute to national and local initiatives that improve our performance. We want to make sure we're here to support families and whānau for another 100 years.

Service Delivery team members work as part of one Whānau Āwhina Plunket team and are skilled and passionate, drive performance improvement and work with others to deliver services to families and whānau and delivery equitable health outcomes so that every child in Aotearoa New Zealand has the chance to be the best they can be.

Purpose of the Position

Our virtual perinatal wellbeing services aim to support mental health wellbeing, encourage parenting confidence and resilience; strengthen self-regulation, and improve the quality of the parent-infant relationship.

This role is in a new online service focused primarily on the Waikato area. This is a pilot programme to test the virtual service delivery model and understand sustainability and scalability of Plunket's mental health service offering more broadly.

You will work within a multi-disciplinary team to support whānau with children aged 0-5 years, who are experiencing mild to moderate distress, anxiety or depression. Interventions are evidence-based and may include individual and whānau-based therapeutic sessions, health promotion, referrals and service navigation support, and group programmes.

The Perinatal Wellbeing Administrator is responsible for providing dedicated high-quality administration support to perinatal wellbeing service to enable the achievement of organisational and client outcomes by contributing to the overall end-to-end service delivery performance.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Local Plunket clinical service teams
- Local Plunket Community Services and
- volunteers
- PlunketLine
- Head of Service Development
- Chief Nurse and clinical team

External:

- Whānau Āwhina Plunket Clients/Members of the Public
- PHO's, primary care, secondary and tertiary mental health services
- Community and social services
- Any other contract or product suppliers

Accountabilities

Client Engagement, Enrolment

- Reach out to potential clients, and follow-up referrals within 5 days to promote the service and support whānau decision about engagement
- Obtain informed consent, and enrol clients to the service and record data accurately to establish a client record
- Ensure priority needs are identified respecting client choice and independence; uplift the mana and decision-making rights of the client throughout the service.

Service Delivery – Referral Management

- Monitoring inbox and processing incoming referrals
- Communicating with referrers to ensure complete referral forms are complete
- Communicating timely updates for referrers and clients regarding referral processing
- Providing updates and information to the service manager to ensure safe management of referrals.

Service Delivery – Client Information Systems

- Maintain a flexible working style, working collaboratively within the team to achieve team goals and activities.
- Act as a central contact point for client referrals and information, ensuring that;
 - Client information systems are maintained accurately and have a sound understanding of the functionality, procedures/protocols for maintaining the integrity of client information,
 - Input and update client data, booking appointments and ensuring documentation is completed in accordance with policies and processes, in collaboration with the service manager.
- Ensure that information systems are accurate, up-to-date, effective, and efficient and escalate inconsistencies to safeguard data integrity.
- Implement systems, practices and quality controls as directed.

Reporting and Analysis

- Run reports for analysis as requested by the service manager

General Administration

- Provide administration support to the service manager as required
- Provide Administrative support to the perinatal wellbeing service team when necessary.
- Implement systems, practices and quality controls as directed.

Focus on Equity

Works in partnership across Whānau Āwhina Plunket to embed Te Tiriti ō Waitangi and pro-equity principles into day-to-day practice by:

- Demonstrating our organisational values Māia, Māhaki, Tūhono and Manaaki.
- Participating fully in all Māori cultural training and development opportunities provided.
- Role modelling culturally appropriate practices and language.

Health & Safety

- Manage own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Ensures safety for own and others at all times and observes health and safety practices in all workplace activities.
- Understand the responsibility individuals and their manager play in health and safety.

- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting.
- Identify and report all incidents, accidents, and near misses in accordance with policy.

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time-to-time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Whānau Āwhina Plunket's performance and development programmes.

Person Specification

Experience, knowledge and skills (including Technical Competencies)

Experience

- Strong experience in administration roles preferably in Health or Clinical environment.
- Experience working with Patient Information Systems and/or Client Information Systems, is desirable.
- Exceptional data entry and accurate and efficient keyboard skills.
- Experience maintaining integrity of data and client information to ensure client records are maintained in a complete, accurate and secure state.
- Proven ability to provide administrative support in a timely, appropriate way and in accordance with Plunket's policies and procedures.

Skills

- Intermediate to Advanced Microsoft Office suite skills and experience using Patient Information Systems /Client Information Systems.
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure.
- Excellent relationship and customer focus skills.
- Excellent written skills.
- Able to engage and interact with, and act as a conduit between a wide range of internal and external stakeholders to build and maintain effective working relationships.
- Demonstrable initiative and adaptability.
- Motivation and initiative to take responsibility for the management and delivery of multiple and conflicting priorities.

Qualities

- Demonstrated ability to engage authentically and positively across a range of cultures and demographics to support wellbeing and development of whānau
- A commitment to upholding Te Tiriti o Waitangi, ethical standards and promoting the rights and wellbeing of clients including setting appropriate professional boundaries
- This is a new service – so important to be a team player, optimistic, proactive, flexible, and innovative, and motivated to achieve outcomes

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Perinatal Wellbeing Administrator

Date

Perinatal Wellbeing Service Manager

Date