

POSITION DESCRIPTION

POSITION TITLE	Administrator / Kaiwhakarite	SERVICE/TEAM	Assessment & Admissions
REPORTS TO	Clinical Manager - Assessment & Admissions		

ORGANISATION'S VISION AND PURPOSE

***Tō Tātou Matakitenga** Poutia, Heretia, tuia te muka tāngata ki te pou tokomanawa ka tū mana motuhake; Ka noho herekore I ngā waranga me ngā wero nui o te ao*

OUR VISION People, whanau and communities are connected and supported to live the lives they want; free from drug, alcohol and other addiction challenges

***Tō Tātou Aronga** E hāngaia e mātou he whare tūmanako me ngā wāhi haumarū, ka āhei I a tangata ki te muka tāngata ki a ia anō, ko te mea kē ka puta te ira tāngata ki te wheiao ki te ao mārama*

OUR PURPOSE We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future

POSITION PURPOSE

To provide a high level of reception, administration and office management services to consumers, internal team members and external agencies.

KEY AREAS OF RESPONSIBILITY

Responsibility	Performance measures
<p>Reception</p> <ul style="list-style-type: none"> • Provide a polite and courteous reception service, including ensuring appropriate cover during business. • To efficiently respond to any telephone enquiries ensuring a professional and informative response is given and requests actioned in a timely manner. • Warm and friendly greeting of clients, their whanau/family and visitors, including external organisations. • Ensures voicemail is cleared daily and messages are accurately recorded and relayed to relevant staff in a timely manner. • Always maintain an efficient and effective frontline service to visitors at Te Tawharau. <p>Administration support</p> <ul style="list-style-type: none"> • Provides excellent word processing and administrative support to Odyssey staff including Admissions and Continuing Care team, Operations Managers as required and undertakes other duties as requested. • Produces high quality documentation as requested by various teams • Supports the organisation with oversight of room and car bookings, ensuring overall tidiness of the facilities are adhered to. • Is able to work independently and demonstrates the ability to meet tight timeframes. • Manages storage of client property and ensures property is collected as per outlined in client property management policy. • Order stationery, kitchen, cleaning supplies as required and ensures office equipment in good operating order. • Property management including that of stationary/stock and client property. Ensuring general organisation and tidiness of storage. • Maintain storage of car keys and that vehicles are booked and have updated WOF and are kept tidy • Coordinates and prepares meeting rooms including catering as required for all functions at Te Tawharau as requested • Property management administration work including, but not limited to requisitions, hazards, audits 	<p>Internal and external customers/clients/tangata whaiora and staff express satisfaction.</p> <p>Clinical & Operations Managers and stakeholder's express satisfaction</p> <p>Administrative support is appropriately prioritised and available as required</p> <p>All work is accurate and professionally presented, with completion deadlines met</p> <p>Clinical & Operations Managers express satisfaction</p> <p>Office supplies are maintained at an adequate level and equipment is kept in good operating order.</p> <p>Clinical Manager expresses satisfaction</p> <p>Clinical & Operation Managers, all staff, express satisfaction.</p>

KEY AREAS OF RESPONSIBILITY

Responsibility	Performance measures
<p>Health and Safety</p> <ul style="list-style-type: none"> Identify and act on any potential risks to self or others, including client/whai ora, whānau and other employees. Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. <p>Treaty of Waitangi</p> <ul style="list-style-type: none"> Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role <p>Professional Development</p> <ul style="list-style-type: none"> Be proactive in own professional development and attend relevant organisational training as required <p>General</p> <ul style="list-style-type: none"> Attend and contribute actively to team meetings Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<p>Risks (including Health and Safety, compliance and maintenance) are identified and reported; Plans are put in place to resolve and/or mitigate potential problems as required</p> <p>Issues are escalated to relevant manager as required</p> <p>Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant</p> <p>Follows correct protocols when using safety equipment ; Workplace hazards are identified and plans are put in place to reduce/eliminate these or the matter is escalated to the relevant authority</p> <p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role</p> <p>Has an individual development plan which is implemented</p> <p>Attends organisational training required for role</p> <p>Regularly attendance at team meetings and makes useful contributions</p> <p>Other work is undertaken and completed. Commitment and flexibility is demonstrated.</p>

KEY RELATIONSHIPS

<p>Internal</p> <ul style="list-style-type: none"> Assessment & Admissions Alcohol and Other Drug Treatment Court Youth Community Peer Support Odyssey employees 	<p>External</p> <ul style="list-style-type: none"> Clients/Tangata Whaiora and their family/whanau External organisations including (but not limited to) Community Mental Health Centres (CMHCs), other AOD Providers and Health Providers, service providers and private companies
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PERSON SPECIFICATION

<p>Qualifications, knowledge and experience</p>	<ul style="list-style-type: none"> • Two years relevant experience as an Administrator or similar position • Experience of working in the social services, addictions and/or mental health sectors (ideal) • Experience and expertise in using Microsoft suite applications • Understanding of and interest in Odyssey’s work
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Office administration competency • Excellent computer, word-processing and accurate keyboard skills • Demonstrated experience and competence in data entry • Experience in committee secretarial skills, organising meetings, catering and ability to record and distribute accurate minutes • Is highly skilled in time and organisational management demonstrated by the ability to meet constantly changing demands and deadlines • Ability to evaluate information thoroughly, and produce high quality reports • Ability to prioritise, forward plan and make sound decisions. • Ability to work under pressure and meet deadlines • Strong interpersonal skills • Ability to establish and maintain effective relationships with a range of stakeholders • Ability to work under pressure, complete work on time and to a high standard • Ability prioritise and work with limited supervision • Demonstrated cultural sensitivity and rainbow diversity awareness • Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate • Positive attitude and self-motivated • Ability to take initiative and adapt to changing circumstances • Ability to show discretion and tact • High regard for confidentiality and security, including client information • Ability to deal with conflict and defuse challenging situations • Fluency in English and strong communication skills • Ability to acknowledge own limitations and be proactive on own self-development

ODYSSEY’S PILLARS - guiding principles for employees and clients

<p>Trust <i>Tika</i></p>	<p>Reliable and shows great integrity</p>
<p>Honesty <i>Pono</i></p>	<p>Transparency and openness underpins all actions</p>
<p>Responsibility <i>Kaitiaki</i></p>	<p>Achieves and surpasses goals</p>
<p>Concern <i>Manaaki</i></p>	<p>Empathic and interested in the wellbeing of others</p>
<p>Love <i>Aroha</i></p>	<p>Genuinely collaborative, supportive and able to work as part of a close-knit team, including with clients/whai ora and whānau</p>

'LET'S GET REAL' SKILLS		
Skill	Description	Competency level - Essential
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> • Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information • Works in partnership with people accessing services and is mindful of the impact of power differentials • Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whānau <p>Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment</p>
Working with Māori	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora with mental health and addiction needs	<ul style="list-style-type: none"> • Greets Māori people using te reo Māori greetings • Respects and uses te reo Māori correctly & when appropriate • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake • Asks whai ora and whānau what they need and provides information in English and Māori • Understands the importance of whakapapa and different roles within whānau • Supports Māori whai ora to identify and involve people who are important to them
Working with whānau	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	<ul style="list-style-type: none"> • Demonstrates understanding that in many cultures, a person's identity is embedded and connected to whānau rather than their individual selves • Welcomes, establishes positive rapport and shares relevant information with whānau • Sensitively asks about support needs related to being a parent as appropriate to role
Working within Communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Understands 'community' in the broadest sense and that the concept of community is dynamic and evolving • Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi • Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities people accessing services identify with, and supports them to connect with and participate in communities of their choice • Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles

<p>Challenging discrimination</p>	<p>Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs</p>	<ul style="list-style-type: none"> • Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities • Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour
<p>Applying law, policy and standards</p>	<p>Implements legislation, regulations, standards, codes and policies relevant to their role</p>	<ul style="list-style-type: none"> • Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi • Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role • Upholds the principles set out in the UN Convention of the Rights of the Person, including the right to autonomy, self-determination, to be free from coercion and to be treated in a non-discriminatory way • Provides information to people about their rights and in a way that supports them to understand • Ensures people know about relevant feedback and complaints processes • Maintains and stores records in accordance with legal and professional standards
<p>Maintaining professional & personal development</p>	<p>Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service</p>	<ul style="list-style-type: none"> • Reflects on own work and practices to identify strengths and areas for further development • Seeks and takes learning opportunities to achieve professional development goals • Looks after own wellbeing and contributes to a safe and healthy workplace • Communicates effectively with a diverse range of people • Engages with colleagues to give and receive constructive feedback • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team