

Position Description

Position:	Office Administrator
Location:	Dunedin
FTE	1 FTE
Reports To:	Chief Financial Officer/Executive Assistant
Responsible For:	Nil

Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 280,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

Position Purpose

The Office Administrator will provide general administrative support to assist the organisation deliver its contract obligations.

Main Objectives

- Provide confidential, effective and efficient support to the Executive Assistant and other WS Managers, staff and services delivery teams as necessary, in the administration, office and communications functions, and also support for projects and services implementation
- Provide office administration and secretarial functions to the wider WS team
- Facilitate efficient administration and regional office functions in support of WS, including interaction with contracted service providers to WS
- Provide secretarial assistance for the Health and Safety committee
- Provide reception and 'front of house' and communications functions for the office

Position Description

Relationships

Reports to: Chief Financial Officer
Executive Assistant

Internal Relationships: All WellSouth staff

External Relationships: WS Board and subcommittees
Primary Health Care Providers, including general practices, Maori and Pacific Island providers, NGOs, Allied Health Professionals (e.g. Pharmacists, Physiotherapists etc.), Public Health South etc
SDHB staff
Contractors to WS, other organizations and businesses as appropriate

Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	PERFORMANCE INDICATORS
<ul style="list-style-type: none">Administration	<ul style="list-style-type: none">Familiarity with and active involvement in WS service planning/development initiativesFamiliarity with established performance reporting, monitoring and preparation of data, information and commentaryFamiliarity with all aspects of the work undertaken by WS in order to take responsibility for those functions which the Executive Assistant or Senior Managers may devolve to the Office AdministratorTimely and complete maintenance of management, services and administrative records/filing/ documentation in support of WS activities

Position Description

	<ul style="list-style-type: none"> ▪ Accurate and complete Minutes of meetings as and when required ▪ Order and maintain office supplies, stationery and equipment as necessary ▪ Have a good knowledge of all work undertaken by WS in order to provide administrative and organisational support to other WS team members ▪ Work effectively with all parties to promote and provide services that reflect the philosophy of WS ▪ Ensure overall smooth running of carpool process including insurance, repairs, maintenance and distribution in conjunction with CFO. ▪ Ensure overall office smooth running, including cleanliness and presentation of the Dunedin office building ▪ Close cooperation with other office administrators to ensure continuous cover and support for the role ▪ Maintain a current desk file
<ul style="list-style-type: none"> ▪ Communication 	<ul style="list-style-type: none"> ▪ Responsible for collation and formatting of information for WellSouth communications, ie WellInformed and WellAware. ▪ Provide efficient and friendly reception, communications and 'front of house' duties, including telephonist and receptionist duties. Includes answering and directing phone calls, message taking; phone call, mail and visitor screening ▪ Strive to be a productive and supportive member of the WS Team ▪ Effectively build relationships with other providers within the WS community, particularly with Maori and Pacific providers ▪ Assist in the development of positive, ongoing communication and links between community groups, NGO's and other health professionals and providers ▪ Work effectively with colleagues in similar roles to enable sharing of opportunities ▪ Speak and write clearly; convey essential information without unnecessary complexity.

Position Description

<ul style="list-style-type: none"> ▪ Adhere to all WellSouth policies and procedures 	<ul style="list-style-type: none"> ▪ All WellSouth policies and procedures are adhered to
<ul style="list-style-type: none"> ▪ Any other duties, as reasonably requested. 	<ul style="list-style-type: none"> ▪ Management and staff experience professional support on request

Person Specification

	Essential	Desirable
Treaty of Waitangi Responsiveness (cultural safety)	<ul style="list-style-type: none"> ▪ Have an understanding of the Treaty of Waitangi ▪ Work and complete duties in a culturally appropriate manner 	
Qualifications (eg, tertiary, professional)	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Certificate/Diploma in Business Management
Professional Experience	<ul style="list-style-type: none"> • Proven experience in administration and management support duties 	<ul style="list-style-type: none"> • Experience in the health sector would be an advantage •
Business / Technical Skills (e.g., computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> • Strong coordination and administration skills with excellent attention to detail and the ability to manage competing priorities • Good organisational and time management skills with the ability to follow a task through to completion, working well under pressure to meet deadlines when required • Demonstrated experience in office administration with a comprehensive knowledge of Microsoft Office, specifically Word, Excel and Outlook • Excellent communication and interpersonal skills, with the ability to maintain confidentiality and use discretion • Able to work effectively and independently as well as part of a multidisciplinary team • Adaptable and flexible in the work environment, with the ability to think laterally • Sound problem solving skills • Open to change and willing to adopt and initiate change within the overall development of services to better meet the needs of those we serve 	<ul style="list-style-type: none"> • An interest and knowledge of the health sector • Experience in Microsoft Access, Publisher and Power Point (or desire to learn same)

Position Description

	<ul style="list-style-type: none">• Respect for others – promotion of mutual trust• Able to act with tact, integrity and maturity	
--	--	--