



# Position Description

<b>Position Title</b>	Administrator
<b>Date</b>	April 2024
<b>Approved by</b>	Chief Executive Officer

<b>Position holder</b>	
<b>Reports to</b>	Operations Team Lead for day-to day matters. Overall, to the Operations Manager.
<b>Purpose of the position</b>	The Administrator will <ul style="list-style-type: none"> <li><input type="checkbox"/> be an effective member of the Operations Team.</li> <li><input type="checkbox"/> participate in the delivery of administrative functions for the organisation.</li> <li><input type="checkbox"/> support the organisation’s delivery of health services by providing administrative support to front line staff.</li> </ul>

<b>Working Relationships</b>	
<b>Internal – Tuwharetoa Health</b>	<b>External</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Operations Manager and team</li> <li><input type="checkbox"/> Chief Executive Officer (CEO)</li> <li><input type="checkbox"/> Chief Operating Officer (COO)</li> <li><input type="checkbox"/> Financial Controller and team</li> <li><input type="checkbox"/> Head of Data Science and IT team</li> <li><input type="checkbox"/> Pou Herenga / Te Tira Atamai Manager and team</li> <li><input type="checkbox"/> Whanau Engagement Manager and team</li> <li><input type="checkbox"/> Whanau, Pepi and Tamariki Manager and team</li> <li><input type="checkbox"/> Executive Management Team (EMT)</li> <li><input type="checkbox"/> Trustees</li> </ul>	<p>Staff from</p> <ul style="list-style-type: none"> <li>▪ Te Whariki Aroha partners</li> <li>▪ Pihanga Health</li> <li>▪ Pinnacle Midland Health Network</li> <li>▪ Other Turangi Community Health Centre tenants</li> <li>▪ Te Whatu Ora / Health New Zealand – Lakes</li> <li>▪ Ministry of Health</li> <li>▪ Ministry of Children - Oranga Tamariki</li> <li>▪ Te Puni Kokiri</li> <li>▪ and other organisations, providers, and suppliers</li> </ul>

Standard Expectations, Attributes, Knowledge, and Skills
<b>Analytical Thinking and Problem Solving:</b> Ability to both identify problems and use information to resolve them.
<b>Communication:</b> Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.
<b>Confidentiality:</b> Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).
<b>Continuous Improvement:</b> Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.
<b>Cultural Appropriateness:</b> Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa is desirable.
<b>Cultural Development:</b> Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.
<b>Health and Safety:</b> Ability to work responsibly under the Health & Safety at Work Act 2015.
<b>Policies:</b> Ability to become familiar with, and work in line with Tuwharetoa Health's policies.
<b>Relationship Development:</b> Ability to build and sustain effective relationships both internally and externally.
<b>Self-Management:</b> Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.
<b>Teamwork:</b> Ability to work with others to achieve goals.
<b>Te Tiriti o Waitangi:</b> Knowledge of the principles of the Tiriti and how these relate to the development of specific initiatives for Maori.
<b>Values:</b> Ability to conduct themselves in line with Tuwharetoa Health's principles and values of Whanaungatanga ( <b>Spirit of Family</b> ), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).
Current Full New Zealand Driver License is essential.

<b>Position Specific Qualifications, Skills, and Experience</b>	
Qualifications	<p>An administrative qualification would be an advantage, but consideration will be given to previous experience in administrative roles.</p> <p>Current Full New Zealand Driver License is essential.</p>
Knowledge, skill, and experience	<p>A customer service focus with associated skills.</p> <p>Excellent attention to detail.</p> <p>Excellent written and verbal communication skills.</p> <p>A knowledge of community health services, particularly those available in the Taupo District would be an advantage in supporting the organisation's delivery of health services.</p> <p>Strong self-management skills and the ability to prioritise and manage a complex workload.</p> <p>A good understanding of how administrative functions support the smooth running of a medium sized business.</p> <p>Experience in providing administrative support, including minute taking, photocopying, presentation of written materials.</p> <p>Ability to provide contract management administrative support in areas including contract documentation management and performance monitoring.</p> <p>Ability to work across teams, managing and meeting the sometimes-competing needs of managers and staff.</p> <p>A high level of computer literacy, particularly with Microsoft Office applications, and good keyboard skills.</p> <p>Knowledge of and experience using electronic client / patient management systems would be an advantage, in particular Indici and/or CareCall.</p> <p>Experience using Fleetwise and Argus as fleet management systems.</p> <p>Good working knowledge of health and safety requirements.</p>

### Main Responsibilities

Be responsible for specific areas that contribute to the smooth running of the organisation as agreed with the Operations Team Manager.

Provide responsive administrative support to the organisation's managers.

Provide responsive administrative support to allow client facing staff to focus on service delivery.

Provide backup reception services as required.

Assist in developing documentation and other tools that will assist the smooth running of Tuwharetoa Health.

Provide secretarial support as required

### Role Delegations

#### Financial (limits/mandates etc.)

- No financial delegations.

#### Staffing

- No direct reports

<b>Key Accountabilities</b>	
<b>Main Responsibilities</b>	<b>How these responsibilities are met</b>
Be responsible for specific areas that contribute to the smooth running of the organisation as agreed with the Operations Manager	<p>This may include a range of administrative requirements as agreed with the Operations Manager for example:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Reception duties.</li> <li><input type="checkbox"/> Facility management.</li> <li><input type="checkbox"/> Management of incoming and outgoing mail.</li> <li><input type="checkbox"/> Printing, copying, binding, etc. as required.</li> <li><input type="checkbox"/> Filing.</li> <li><input type="checkbox"/> Supporting health and safety processes.</li> <li><input type="checkbox"/> Supporting induction and training of new kaimahi.</li> <li><input type="checkbox"/> Supporting recruitment and exit processes as required.</li> </ul>
Provide responsive administrative support to the organisation's managers	<p>This may include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Arranging meetings and appointments.</li> <li><input type="checkbox"/> Arranging room bookings, catering and room set up etc.</li> <li><input type="checkbox"/> General office support including data entry, filing, printing, copying, binding, etc. as required.</li> </ul>
Provide responsive administrative support to allow client facing staff to focus on service delivery	<ul style="list-style-type: none"> <li><input type="checkbox"/> Referrals.</li> <li><input type="checkbox"/> Enrolments.</li> <li><input type="checkbox"/> Appointments.</li> <li><input type="checkbox"/> Ensure all resources are available for staff when required.</li> <li><input type="checkbox"/> Superuser of systems where required.</li> </ul>

<b>Key Accountabilities</b>	
<b>Main Responsibilities</b>	<b>How these responsibilities are met</b>
Provide backup reception services	<ul style="list-style-type: none"> <li><input type="checkbox"/> Answering telephone, direct internal and external calls, record messages and distribute to appropriate person.</li> <li><input type="checkbox"/> Greeting clients and visitors and making them feel welcomed.</li> <li><input type="checkbox"/> Providing information in answer to enquiries.</li> <li><input type="checkbox"/> Monitoring staff coming and going.</li> <li><input type="checkbox"/> Ensure client's privacy is maintained.</li> </ul>
Assist in developing documentation and other tools that will assist the smooth running of Tuwharetoa Health	
Secretarial responsibilities as required	<p>Preparing agendas and meeting packs, and making arrangements for Board, and Executive Management Team Meetings.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Schedule meetings and set up appointments in Outlook.</li> <li><input type="checkbox"/> Prepared the agendas in consultation with CEO and others as required.</li> <li><input type="checkbox"/> Board meeting packs created and sent out to CEO and Trustees.</li> <li><input type="checkbox"/> EMT packs prepared and sent out to Executive Management Team.</li> <li><input type="checkbox"/> Take minutes at these meetings or from taped proceedings.</li> </ul>