



Position Description

Position Title	Administrator
Date	April 2024
Approved by	Chief Executive Officer

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

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

Standard Expectations, Attributes, Knowledge, and Skills

Analytical Thinking and Problem Solving: Ability to both identify problems and use information to resolve them.

Communication: Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.

Confidentiality: Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).

Continuous Improvement: Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.

Cultural Appropriateness: Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa is desirable.

Cultural Development: Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.

Health and Safety: Ability to work responsibly under the Health & Safety at Work Act 2015.

Policies: Ability to become familiar with, and work in line with Tuwharetoa Health's policies.

Relationship Development: Ability to build and sustain effective relationships both internally and externally.

Self-Management: Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.

Teamwork: Ability to work with others to achieve goals.

Te Tiriti o Waitangi: Knowledge of the principles of the Tiriti and how these relate to the development of specific initiatives for Maori.

Values: Ability to conduct themselves in line with Tuwharetoa Health's principles and values of Whanaungatanga (**Spirit of Family**), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).

Current Full New Zealand Driver License is essential.

Position Specific Qualifications, Skills, and Experience	
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 and Chief Executive Officer
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.)
<ul style="list-style-type: none"> ▪ No financial delegations.
Staffing
<ul style="list-style-type: none"> ▪ No direct reports

Key Accountabilities	
Main Responsibilities	How these responsibilities are met
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"> • Reception duties. • Facility management. • Management of incoming and outgoing mail. • Printing, copying, binding, etc. as required. • Filing. • Supporting health and safety processes. • Supporting induction and training of new kaimahi. • Supporting recruitment and exit processes as required.
Provide responsive administrative support to the organisation's managers and Chief Executive Officer.	<p>This may include:</p> <ul style="list-style-type: none"> • Arranging meetings and appointments. • Arranging room bookings, catering and room set up etc. • General office support including data entry, filing, printing, copying, binding, etc. as required. • Preparing outward correspondence as required by the Chief Executive Officer • Providing administration support as/or when requested by the Chief Executive Officer.
Provide responsive administrative support to allow client facing staff to focus on service delivery	<ul style="list-style-type: none"> • Referrals. • Enrolments. • Appointments. • Ensure all resources are available for staff when required. • Superuser of systems where required.

Key Accountabilities	
Main Responsibilities	How these responsibilities are met
Provide backup reception services	<ul style="list-style-type: none"> • Answering telephone, direct internal and external calls, record messages and distribute to appropriate person. • Greeting clients and visitors and making them feel welcomed. • Providing information in answer to enquiries. • Monitoring staff coming and going. • Ensure client's privacy is maintained.
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"> • Schedule meetings and set up appointments in Outlook. • Prepare the agendas in consultation with CEO and others as required. • Board meeting packs created and sent out to CEO and Trustees. • EMT packs prepared and sent out to Executive Management Team. • Take minutes at these meetings or from taped proceedings.