

Position Description

Admissions Coordinator | Kairuruku Whakaurunga

Reports to Clinical Manager – Assessments and Admissions

Service/Team Assessments and Admissions

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

Tō Tātou Matakitea | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

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

- Provide timely and effective assistance to tāngata whaiora and rangatahi (adults/young people seeking wellness) and their whānau (family), who are accessing the services of the Assessments and Admissions team or who are being admitted to other Odyssey services.
- Support the effective functioning of the Assessment & Admissions service by effectively coordinating the appointments system for tangata whai ora and rangatahi and other practical aspects linked to the admission of tāngata whai ora or rangatahi to Odyssey services.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service coordination and client support • Provide timely support to tāngata whai ora/rangatahi and their whānau in line with Odyssey's Therapeutic Community (TC) model of care, Ti Tiriti obligations and relevant organisational policies/procedures, standards and systems. • Support the effective functioning of the Assessments & Admissions (A&A) team by: ○ Attending to waiting visitors as required and reporting their arrival to the relevant team member. ○ Effectively coordinating and managing assessment bookings across the A&A team and with external stakeholders, using forward planning to maximise practitioner availability, optimise assessment capacity and minimise wait times for tāngata whai ora/rangatahi and their whānau. ○ Maintaining oversight of upcoming assessment demand, including practitioner capacity and waitlists, and proactively scheduling to avoid pressure points, gaps or potential delays. ○ Recognising and responding to urgent or high-priority referrals, balancing these alongside existing appointments and waitlist demands in line with service delivery requirements. • Support tangata whai ora/rangatahi admissions to Odyssey services. This includes attending to any banking or clothing/property pick-ups during the admission process and recording this in the system. • Be aware of the daily schedule and facilitate tangata whai ora/rangatahi appointments /pick-ups and drop offs as advised.	• Tāngata whai ora or rangatahi and their whānau express satisfaction with the support provided. • Line manager, team members and external stakeholders' express satisfaction with the timeliness of appointment scheduling. • Demonstrates understanding and uses relevant TC tools, and adheres to other relevant organisational policies/procedures, systems and standards. • Clinical Manager and senior team members express satisfaction with level of support, cooperation and collaboration provided and level of autonomy demonstrated. • Clinical Manager, team members and tāngata whai ora or rangatahi, and their whānau, express satisfaction with support provided. • Responsive, timely and professional approach is maintained when answering questions and providing information to visitors and team members.

Area of Responsibility	Performance Measures
• Transport tangata whai ora or rangatahi to and from agencies or Odyssey services as requested by the Clinical Manager. • Liaise and maintain effective working relationships with key external stakeholders to ensure the smooth coordination and delivery of services and support to tāngata whai ora/ rangatahi. • Ensure that all required documentation is completed in line with organisational requirements. • Write up and input tāngata whai ora or rangatahi interactions/case notes into Odyssey's client database (Recordbase). A&A Service support • Contribute to consultations and liaise with tāngata whai ora/rangatahi and their whānau with regards to their support plans. • Participate in the education and follow-up of tāngata whai ora/rangatahi and their whānau where notified in their support plan. • Participate in group facilitation as required and directed by senior team members. • Undertake any other general administrative duties requested by the Triage Practitioner, senior team members or the Administrator as required. Health and Safety • Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. • Be familiar with and abide by the organisation's health and safety policies and reporting procedures. • Escalate identified risk while performing administrative duties during triage to the Triage Practitioner or senior team members. • Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.	• Line manager and other team members are satisfied with the management and recording of banking and clothing/property requests. • Line manager tāngata whai ora/ rangatahi and external agencies express satisfaction with transportation arrangements made for pick-ups and drop offs to and from services or appointments. • External stakeholders' express satisfaction with relationships and collaboration achieved. • Recordbase information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements. • Senior team members express satisfaction with contributions during groups. • Risks are identified and reported to senior team members as per organisational processes. • Triage Practitioner and senior team members express satisfaction with level of cooperation and support provided. • Notified risks are appropriately identified and escalated to the relevant team member as required. • Risks (including Health and Safety, compliance and maintenance) are identified and reported or escalated as required. • Issues are escalated to relevant team member/manager as required. • Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. • 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.

Area of Responsibility	Performance Measures
Te Tiriti o Waitangi • Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. Professional Development • Be proactive in own professional development. • Attend relevant organisational trainings as required. General • Work cooperatively with colleagues and contribute actively in 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.	• Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. • Has an individual development plan which is implemented. • Attends organisational training required for role. • Regular attendance at team meetings and makes useful contributions. • Work is undertaken and completed. • Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
• Clinical Manager and A&A team • Continuing Care Practitioner – Community Hub • Peer Support Team • Clinical Managers/ team members from other services • Other Odyssey kaimahi	• Tāngata whai ora or rangatahi • Whānau of tāngata whai ora or rangatahi • Applicable external organisations e.g. Corrections, WINZ • Medical and dental Agencies • Other medical/health providers

Person Specification

Qualifications, Knowledge and Experience

- At least 2 year's relevant administration experience in a client facing role in a social services, health, mental health or addictions care setting
- A relevant qualification (minimum level 4) e.g. Certificate in Health and Wellbeing, Certificate in Business (Administration and Technology)
- Experience of using relational databases
- Knowledge of tikanga Māori and the customs and culture of Pacific peoples
- Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role
- Empathy for people experiencing mental health and addiction challenges
- Understanding of and interest in Odyssey's work
- Proven expertise in using Microsoft suite applications
- Full current NZ driver's license
- Knowledge of basic te reo Māori is desirable

Skills and Abilities

- Strong relational and communication skills
- Strong organisation and time management skills and proven ability to prioritise and manage conflicting demands
- Proven people skills and ability to work with people from a wide range of backgrounds and experiences
- Demonstrated positive regard and client focused approach
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work under pressure, complete work on time and to a good standard
- Ability to work with limited supervision
- Demonstrated awareness of diverse cultures, identities and experiences, including rainbow communities
- Openness and willingness to consider other viewpoints
- Self-motivated and able to take the initiative
- Ability to show discretion and tact
- High regard for security and confidentiality, including client information
- Fluency in English (written and spoken)
- Strong IT/word processing skills
- Ability to acknowledge own limitations and be proactive with own self-development

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Reliable and shows great integrity.
Pono Honesty	Transparency and openness underpin all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore Concern	Empathic and interested in the wellbeing of others.
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.