Presbyterian Support Otago

Position Description

Administration Assistant (Enliven)

Our Vision
Every person is valued and grows in a safe and strong community.

Our Mission
We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

Our Values
Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

Position Purpose and Primary Objectives

Purpose

To support the lives and wellbeing of our residents / clients and the successful day to day operations and service delivery by providing quality and efficient administration support.

Primary Objectives

- To ensure administrative tasks are undertaken with a high degree of attention to detail and accuracy balanced with efficiency.
- To provide quality service and support to managers, staff, residents/clients, visitors, contractors and suppliers.
- To contribute to the development and continuous improvement of our office and administration systems and processes
- To be willing to learn and develop new skills to progressively build competence and help with a wider range of duties and maximise the support provided.

Accountability	Expected Outcomes / Key Performance Indicators
Administration Support	• Undertakes a wide range of administration activities in a timely and effective manner as trained and delegated – whether on a reoccurring basis, as requested or as the need arises, for example: - Contacting / Liaising with external parties - Emails and calendar management - General admin support for your manager/other staff - Binding, laminating, - Filing and document management - Cleaning - Deliveries - Mail services - Scanning and filing - Writing correspondence (letter or email), general word processing and document preparation, preparing site communications - Ordering stationery/supplies to main stock levels - Assisting with compiling information for reports and audits - Assisting with contract administration - Assisting with organising meetings, events and catering
Reception, Customer Service, Visitor and Family Liaison	• Provides quality and professional service in person, via the phone and email. • In conjunction with other team members provides staff coverage to the reception area for all agreed office hours. • Greets and assists all visitors in a timely, welcoming and friendly manner. • Calls are answered promptly, courteously and are directed to the appropriate person. • All messages taken are clear, accurate and passed on promptly. • Residents/Clients are treated with dignity and respect • Visitors are treated courteously, directed to the appropriate person / venue and every effort made to meet their requests or offer alternative help. • Timely and effective assistance is provided with requests and enquiries from staff, residents/clients and their family members • Provides assistance to visitors with filling in forms ensuring they complete and provide all required information • Provides a calm, safe environment for residents/clients and visitors where they feel welcome, and their space and privacy are always respected. • Following de-escalation procedures to ensure safety of self and others. • Maintains reception area to an appropriate standard of presentation

	• Assists with updating information and resources i.e., front of house pamphlets, Intranet, contact lists. • Assists with resident admissions, transfers and departures as required • Liaising with families and service providers as required
Data entry, records management and maintenance of computer systems	• Accurate and efficient data entry for staff education, staff and residential details. • Updating / maintaining Vcare and other databases / systems • Provides support on computer issues where necessary. • Monitors and resolve IT issues promptly, by liaising with the IT Department. • Participates in training activities to build knowledge and skills and utilise our IT systems and software efficiently and effectively
Assisting with Health and Safety activities	• Assist with collection / receipt / entering or providing Covid-19 related information into databases or relevant parties eg PCC team, MOH, SDHB, Support Centre e.g. vaccination records for staff or volunteers, staff with covid or in isolation etc • Assist visitors & clients to comply with Covid-19 and other general infection prevention and control methods e.g. sign in procedures, supervising RAT tests etc • Mask Fit testing (if delegated and trained) • Assist with ordering, sorting, storage, distribution and monitoring of PPE such as gloves and masks. • Providing other covid-related support • Assist staff and volunteers with health and safety procedures such as reporting incidents and near misses; and entering information into Bware • Assist with updating policies and procedures
Contributing to the development and continuous improvement of office/ administration systems and processes	• Development of systems/recording sheets to assist your work • Shares ideas for improvement in relation to administration systems and processes and implements agreed changes
Assistance with staff related activities	• Assists with updating, printing and disseminating staff rosters • Responding to staff queries effectively and passing on messages and following up as required • Support with recruitment as appropriate e.g. arranging interviews and liaising with the PCC team. • Supporting with employment documentation eg printing documents for the candidate to fill in, sending forms and documents to PCC as required • Assisting with the induction of new staff e.g. name badges and other tasks as assigned

	• Assisting with procedures for staff who are leaving eg return of uniforms and name badges • Maintaining training records and other filing • Assist staff with using computer systems eg kiosk, tablets, computers and liaise with IT or relevant people for further assistance or to pass on reoccurring needs.
Other duties or projects assigned	• Completes other fair and reasonable duties or projects as requested to the best of their ability
Expectations of all PSO Employees	
Communications / Interpersonal relationships	• Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	• Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	• Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety *PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.*	• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi *PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.*	• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Relationships	
Reports to: Manager of Care Home	**Direct Reports:** Nil
Internal Relationships: Team leaders/Unit Managers Other Presbyterian Support Otago staff	**External Relationships:** Residents/Clients and their family/whanau, friends Medical practitioners and other health providers Support workers

	Other site staff

Person Specifications

Qualifications and Education

- NCEA Level 3 desirable.
- Restricted or Full Drivers Licence

Experience, Knowledge and Skills

- Good interpersonal and communication skills both written and verbal.
- Competent user of Microsoft office suite of products and demonstrated ability to learn and use new systems
- Competent typing and data entry skills

Personal Qualities

Essential:

- Self-motivated, good worth-ethic and uses their initiative
- Service focused
- Ability to contribute positively to a team
- Willing to learn
- Professional, responsible, trustworthy and able to maintain confidentiality and privacy

Desirable:

- Sound judgement
- Empathetic
- Adaptable and flexible

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We should each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

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Our Services

enliven Maximising Independence

Family Works