

Administrator



Role specification

Role Title

Administrator

Business Unit

Enliven

Location

Enliven Home

Reports to

Home Manager

Purpose of the role

To support the Home Manager to deliver a quality service to all residents and their whanau by providing and maintaining sound administration systems and processes

To support the Home Manager in the timely maintenance of accounts tasks relating to the Home and to assist them to meet operational budgets, access funding and maintain financial stability.

To liaise with Presbyterian Support Central Corporate teams, as appropriate, on finance and administration matters relating to the smooth running of the Enliven Home or Village.

Key Accountabilities

Resident Focus

- Assists the Home Manager with enquiries from prospective residents and their family/whanau, including arranging and providing tours of the home and associated brochures.
- Undertakes new resident admission and orientation processes as outlined by admission policy, including but not limited to explanation of admission agreement.
- Maintains confidentiality regarding resident and staff information.
- Assists residents and visitors with general queries.
- Ensures Home phone calls are directed to the correct place and DDIs forwarded to appropriate callers, e.g. RN number to pharmacy, CNM number to NASC.
- Maintains regular communication with Whanau/families as required.

Business and Financial Oversight

- All residents have a signed admission agreement and EPOA documents on file.



- Update fee and optional charge increases and ensure fees are processed in a timely fashion.
- Debtors are actively managed and debts beyond 30 days referred to the Home Manager.
- Bank reconciliations are completed weekly and final month reconciliation confirmed by manager by the 2nd working day of the new month.
- Individual resident accounts are reconciled as outlined in the reconciliation procedure.
- Comfort fund transactions are completed monthly and residents' statements forwarded 3 monthly or as required by resident or EPOA.
- Administration fee and optional charging is completed at least once a month or when new charges are incurred.
- Expense invoices are coded and authorised in a timely fashion.
- Can deputise for the Home Manager for authorising electronic timekeeping and attendance records and sends pay information to payroll by 11.00am on the Monday after the pay period.
- Liaises with and maintains appropriate relationships with key stakeholders including but not limited to NASC, DHB, MOH sector services.

Record management

- Key resident information, including but not limited to, admission agreements and EPOA documents are filed in the resident management system.
- HR documents and other employee records are filed in the relevant people system in a timely fashion.
- Reports are delivered to the Home Manager on request.
- Minutes taken at key Home meetings are recorded and saved appropriately.
- Archiving occurs according to the archiving policy.
- Village documentation is filed in resident management system, where applicable.
- Observes privacy principles with regard the storing and sharing of information.

Equipment and Supplies

- Orders supplies where required using designated suppliers.
- Ensure Home vehicles are maintained and warranted and serviced when required.
- Ensure stationary and office supplies are kept in an orderly manner and the Reception area is well presented.

Village (where applicable)

- Liaise with Village residents over monthly outgoings if required.
- Set new rent with appropriate delegated Manager and process bond lodgements.
- Reclaim bonds for outgoing rental clients.

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives.
- Support a culture of wellbeing at PSC.



- Role model good health and safety practice and behaviours.
- Report all hazards, incidents, accidents and near misses.
- Support managers and the organisation in remaining compliant to health and safety legislation.

Core Competencies

Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.

Co-operation and Team Work

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their criticism of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.

Interpersonal Relations

- Is confident, cheerful and interacts easily with people.
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.

Quality Focus and Flexibility

- Maintains concentration when undertaking WP, transcribing dictation and database management and analysis work; ensures a high level of accuracy and minimal rework in both text driven and numerical work.
- Ensures a high level of accuracy in all recording and/or filing of written information and database information.



- Understands the processes associated with establishing and maintaining information databases and has demonstrated experience in managing and manipulating database information.
- Completes tasks and follows through on promises, within pre-determined timeframes.
- Shows flexibility – able to work comfortably on more than one request, task or project.

Results Focus

- Takes action on things that obviously need to be done before being asked.
- Anticipates the administration and reception needs of their manager
- Structures day around achieving objectives and varies their work rate to deal with workloads.
- Displays a “can do” attitude – explores all available avenues to solve the situation first before seeking help.
- Demonstrates independence – establishes own routines and deadlines; does not leave completely to the manager to highlight.
- Is resourceful – able to obtain and compile information or resolve issues without having to trouble others.

Person Specification

Knowledge and Experience

- Administration experience which includes a working knowledge of accounts payable and receivable and associated accounts processes and systems
- Front line service experience, including dealing with phone and face to face contact
- Intermediate knowledge of Microsoft Office and experience of working with customised databases
- Knowledge or experience of working in the NZ Health Sector is advantageous

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

