

## POSITION DESCRIPTION

<b>Title:</b>	Enliven Care Home Receptionist/Admin Support
<b>Division/Department:</b>	Enliven
<b>Company:</b>	Presbyterian Support Southland
<b>Reports to:</b>	Manager of Care Home
<b>Direct Reports:</b>	N/A
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Facility Manager</li> <li>• Clinical Managers</li> <li>• Nursing staff</li> <li>• Health care assistants</li> <li>• Other PSS staff</li> <li>• Kaumātua/Residents and their whānau</li> <li>• Medical practitioners and other health providers</li> </ul>

### CHARTER

Our **vision** is a community where all people can make the most of their strengths and feel included, valued, and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whanau in the wider community of Southland.

### Our Values:

- **Respect** – Manaaki: Respect for our heritage.
- **Compassion** – Aroha: Compassion with empathy.
- **Family** – Whānau Whānui: Celebration of family.
- **Community** - Iwi whānau/Hāpori: Communities that make a difference.
- **Accountability** – Whakatau tika: Holding ourselves accountable.

### Te Tiriti o Waitangi

Enliven Presbyterian Support Southland is committed to working in a multi-cultural way and affirms the place of Māori as Tanga Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Te Tiriti o Waitangi

## Position Purpose and Primary Objectives

### Mo te turaka - about the role:

#### Purpose

Contribute to the successful day to day operations of the facility and quality service delivery for our residents by providing great service and support to the leadership team, kaumātua, visitors and contractors/suppliers.

#### Primary Objectives

- Provide outstanding customer service to our residents, families and care home visitors
- To ensure delegated 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 maintain key database systems
- To be willing to learn and develop new skills to help with a wide range of duties and maximise the support provided.

## Person Specification

#### Qualifications and Education

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

#### Experience, Knowledge, and Skills

- Relevant experience working in a reception / administration role preferred.
- Good interpersonal and communication skills both written and verbal.
- Good organisational, time management and planning skills
- Ability to support the improvement of systems and processes.
- 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, strong 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.

Nga Kawenga : Responsibilities, Key Tasks and Performance Measures:	
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A. Administration Support	
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|  | <ul style="list-style-type: none"> <li>• Undertakes a range of administration activities in a timely and effective manner, whether on a reoccurring basis, as requested or as the need arises, for example:             <ul style="list-style-type: none"> <li>- Contacting / Liaising with external parties</li> <li>- Contract administration</li> <li>- Emails and calendar management</li> <li>- General admin support for your manager and staff</li> <li>- Binding, laminating,</li> <li>- Filing and document management</li> <li>- Cleaning</li> <li>- Deliveries</li> <li>- Mail services</li> <li>- Scanning and filing</li> <li>- Ordering stationery/supplies to main stock levels</li> </ul> </li> <li>• Managing resident comfort account, and hairdressing account</li> <li>• Maintenance and monitoring of residential care contracts and ensuring contact details correct in VCare</li> <li>• Accurate and timely administration of admission agreements.</li> <li>• Coordination of and preparation of information for audit and other quality assurance processes requested of you</li> <li>• Provide support with the management and maintenance of the facility including liaising with the Property team and contractors as required.</li> </ul> |
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B. Reception, Customer Service, Visitor and Family Liaison	
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|  | <ul style="list-style-type: none"> <li>• Provides quality and professional service in person, at the front desk , or via the phone and email.</li> <li>• Provides coverage to the reception area for all agreed office hours.</li> <li>• Greets and assists all visitors in a timely, welcoming, and friendly manner.</li> <li>• Calls are answered promptly, courteously and are directed to the appropriate person.</li> <li>• All messages taken are clear, accurate and passed on promptly.</li> <li>• Residents/Clients are treated with dignity and respect.</li> <li>• Visitors are treated courteously, directed to the appropriate person / venue and every effort made to meet their requests or offer alternative help.</li> <li>• Timely and effective assistance is provided with requests and enquiries from staff, residents/clients and their family members.</li> <li>• Helps visitors with filling in forms ensuring they complete and provide all required information.</li> </ul> |
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	<ul style="list-style-type: none"> <li>• Critical thinking and problem solving to resolve issues within capability rather than passing onto the manager.</li> <li>• Provides a calm, safe environment for residents/clients and visitors where they feel welcome, and their space and privacy are always respected.</li> <li>• Following de-escalation procedures to ensure safety of self and others.</li> <li>• Maintains reception area to an appropriate standard of presentation.</li> <li>• Updates information and resources regularly and ensure availability i.e., front of house pamphlets, Intranet, contact lists.</li> <li>• Assists with resident admissions, transfers and departures as required.</li> <li>• Assists with notifying authorities in relation to deaths if required</li> <li>• Liaising with families and service providers as required</li> </ul>
<b>C.</b>	<b>Assistance with Health &amp; Safety procedures and compliance</b>
	<ul style="list-style-type: none"> <li>• Managing visits for families and assisting all visitors &amp; clients comply with Covid-19 and other general infection prevention and control methods e.g., sign in procedures.</li> <li>• Assist staff with health and safety procedures such as incident reporting and general health and safety related administration tasks.</li> <li>• Undertake audits, checks as delegated and trained.</li> </ul>
<b>D.</b>	<b>Develop and continuously improve office/administration systems and processes</b>
	<ul style="list-style-type: none"> <li>• Regularly reviews the current systems and processes, identifies areas for improvement and potential solutions.</li> <li>• Confidence in using systems required to ensure the effective functioning of reporting, risk management and management processes.</li> <li>• Uses initiative to improve organisation, planning and day to day activities.</li> </ul>
<b>E.</b>	<b>Data entry, records management, and maintenance of computer systems</b>
	<ul style="list-style-type: none"> <li>• Accurate and efficient data entry for staff education, staff and residential details.</li> <li>• Updating / maintaining VCare and other databases / systems.</li> <li>• Provides support on computer issues where necessary.</li> <li>• Participates in training activities to build knowledge and skills and utilise our IT systems and software efficiently and effectively.</li> <li>• Demonstrates an ability to develop databases, spreadsheets, and other systems to meet needs.</li> </ul>
<b>F.</b>	<b>Assistance with staff related activities</b>
	<ul style="list-style-type: none"> <li>• Assists with updating, printing and disseminating staff rosters.</li> <li>• Assists with filling vacant shifts e.g. sending out group text messages and ringing people and keeps manager informed to ensure roster is covered.</li> <li>• Responding to staff queries effectively and passing on messages and following up as required..</li> <li>• Support in facilitating the induction of new staff as required e.g. name badge, building tour, presentation, going through paperwork etc and ensuring they receive a great induction and all required activities and documentation are completed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinating the departure of staff including supply and return of uniforms.</li> <li>• Overseeing/providing training to other staff and maintaining training records</li> <li>• Assist staff with using computer systems e.g., VCare, BWare, tablets, computers, and liaise with IT or relevant people for further assistance or to pass on reoccurring needs.</li> </ul>
<b>G.</b>	<b>Provide support to the Manager / Leadership team</b>
	<ul style="list-style-type: none"> <li>• Assist with organisation of appointments for the Manager if required.</li> <li>• Proactively identify areas of support required.</li> <li>• Ability to build strong relationships with Managers / Team Leaders and contribute ideas and suggestions on systems improvement.</li> </ul>
<b>H.</b>	<b>Other duties or projects assigned</b>
	<ul style="list-style-type: none"> <li>• Completes other fair and reasonable duties or projects as requested to the best of their ability.</li> </ul>

*The role description will be reviewed regularly for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.*

I have read, understood, and accept this position description.

\_\_\_\_\_ (Position Holder)

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Manager)

\_\_\_\_\_ (Date)

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

**RESPECT MANAAKI**

Respect for our heritage

**COMPASSION AROHA**

Compassion with empathy

**FAMILY WHĀNAU WHĀNUI**

Celebration of family

**COMMUNITY IWI WHĀNUI/HĀPORI**

Communities that make a difference

**ACCOUNTABILITY WHAKATAU TIKA**

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

**Communication**

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audience's attention, including readers and in group and one-to-one situations.

**Client Focus**

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients, and wider community.

### **Self Determination**

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

### **Teamwork**

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

### **Accountability**

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

### **Self-Improvement**

Takes responsibility for own development and actively pursues learning and development opportunities.

### **Planning and Organising**

Sets clear objectives, plans, and organises work of self and team with defined action steps for achieving planned outcomes.

### **Problem Solving and Decision Making**

Analyses problems, breaks into core parts, investigates, evaluates, and generates appropriate solutions.

### **Agreed by:**

\_\_\_\_\_ (Job holder's signature)

\_\_\_\_\_ (Facility Manager's signature)

\_\_\_\_\_ Date