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| Job Title: | Kaitari - Administrator |
| Department: | Operations / Corporate |
| Responsible to: | To be confirmed for individual roles |
| Purpose Statement: | To provide general administration services within Te Taiwhenua o Heretaunga. |
| Mission: | Mauri Ora ki te Mana Māori Realising Whānau Potential |
| Values: | Whanaungatanga: We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections Kotahitanga: We are kaupapa driven and work with each other and others to enhance whānau potential Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa Whakamana: We are outcomes-focused and recognise, respect and uphold mana. |
| Relationships: | Internal - TToH Management, Operations Support, TToH Staff External - Whānau |
| VCA Role: | Children's Worker |
| Structure: | Refer to Structure Chart |

KEY ACCOUNTABILITIES

Kaupapa Te Taiwhenua o Heretaunga

- Contribute to the delivery of effective, integrated, whānau-led services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System (MOS) and Tū Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision
- Work in a reflective manner and take opportunities for self-development

Front Desk Administrative Support

- Handle internal and external telephone and 'face to face' enquiries promptly, positively and professionally, determine purpose of enquiry and transfer to appropriate people.
- Monitor health and safety standards by ensuring the visitors sign in register is completed correctly.
- Provide a professional, inviting and friendly service to tamariki, parents, whānau, community and staff.
- Manage the recording and transmission of messages to staff.
- Resolve customer queries and ensure next point of contact is established.
- Manage and coordinate room bookings for internal and external customers including room-set up, customer access and orientation and customer support when needed.
- Perform relief reception duties in collaboration with other administration staff.
- Receive, sort and distribute mail and process deliveries
- Maintain confidentiality at all times.
- Maintain confidentiality of whānau and organisational information at all times.
- Create and maintain a current administration desk manual for your area to enable smooth cover in times of absence

Client Management Systems

- Open up new clients on multiple information systems as required.
- Accurately manage and monitor the information for databases and reporting systems
 - Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
 - Input data using Medtech and other databases
 - Update records, Managers Tools, Scheduling tool etc.
- Update whānau demographics and contact details as information comes to hand.
- Use TToH systems for managing time, keeping appointments transparent.
- Provide information analyst support with reporting when needed

File Management

- Manage the filing, storage and retrieval of all electronic and paper records.
- Add new material to files and create new files as necessary
- Scan paper-based documentation and file/upload appropriately
- Find and retrieve files in response to requests by authorised users
- Perform periodic inspections of documents or files to ensure correct placement, legibility and proper condition
- Eliminate outdated or unnecessary materials, transferring to archived storage or destroying them, in accordance with the file maintenance guidelines and legal requirements.

Administration Support

- Provide back-up to all TToH Administrators as required.
- Complete all tasks efficiently and to a high level of quality.
- Ensure that all computer tasks are managed according to established procedures.
- Schedule appointments, meetings room bookings and general meeting set ups.
- Schedule appointments, visits and contact whānau as required.
- Organise travel bookings and accommodation arrangements.
- Assist with event and function preparations.
- Order necessary supplies via procurement process
- Assist with the collation and preparation of data
- Assist with processing and preparing documents, filing, copying, binding presentations, mail merges and other documents as required.
- Provide assistance with minute taking when required. Be proactive with agenda items and register for actions.
- Retrieve and record statistical and other information as requested.
- Maintain a clean, safe, tidy and healthy office environment, ensuring or providing services which enhance the physical working environment and comply with occupational health and safety standards.

Referral Processing & HUB Business Support

- Engage whānau through referrals and walk-ins using the agreed process and appropriate tools
- Identify whānau needs ensuring easy access to services and support
- Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support
- Process and enter referrals into multiple information systems as required
- Send referrals to appropriate Service Managers / Team Leaders
- Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards
- Update whānau demographics and contact details as information comes to hand
- Use TToH systems for managing time, keeping appointments transparent
- Maintain confidentiality of whānau and organisational information at all times
- Record and provide data and/or reports relating to your role as and when required by management
- Deliver whānau services in a way that is safe, welcoming, friendly, professional and non-judgemental
- Promote other services when required

Key User and Systems Knowledge

- Maintain knowledge and skills on systems relevant to role
- Provide system assistance and support to other staff when requested
- Provide support with new system implementation and updates
- Assist and work constructively with system difficulties and during outages

Whānau Ora Practice

- Develop understanding of the communities that TToH works with
- Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

Team

- Be a resource to the team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
- Initiate and nurture effective working relationships with team members, experts and networks
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
- Carry out assigned duties as directed by manager, remaining flexible and able to carry out different tasks or work in different teams as required
- Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

Quality and Development

- Assist in the development of service plans on an annual basis with quarterly and monthly review periods.
- Participate in service audits as requested.
- Participate with the team in continuous quality improvement processes.
- Contribute to all service/contracted objective, targets, and outcomes.

Sector Knowledge

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
- Identify and understand the local trends and barriers for whānau through engagement and feedback.

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

Other Duties

- Carry out additional duties from time to time as requested by management.
The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

PERSON SPECIFICATION

Essential Qualifications

- Relevant qualification or experience in administration and file management systems.
- Current Full Driver's Licence.

Desirable Qualifications

- Current First Aid certificate
- Child Matters basic training or similar

Essential Knowledge and Experience

- Knowledge of kaupapa Māori, tikanga Māori and Te Reo Māori.
- Confident and comfortable with all Microsoft Programmes.
- Excellent communication skills – written, verbal and visual.
- Ability to de-escalate and manage challenging clients
- Ability to prioritise and organise workload effectively without supervision.
- Goal and objective-focused.
- Consistent, reliable work ethic and able to work independently or as part of a team.
- At least one of:
 - Experience in reception and managing incoming calls and room bookings
 - Archiving and record keeping

Desirable Knowledge and Experience

- A clear understanding of Te Tiriti o Waitangi.
- Service sector relevant skills.
- Experience working effectively with Māori whānau.

PERSONAL ATTRIBUTES

Essential

- Strong work ethic
- Able to carry out the physical aspects of the role
- Can-do attitude
- Team player
- Committed to whānau development
- Confident, resilient, resourceful and flexible
- Committed to learning Tikanga and Te Reo Māori
- Honest and reliable
- Flexible and adaptable
- Self-motivated
- Able to work under pressure