



Position Description

Administrator | Kaiwhakarite

Reports to Clinical Manager, Youth INTact

Service/Team Youth INTact

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 Matakiteinga | 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

- To provide excellent customer focused reception, administrative and office management services for the Youth Intact service and the Te Tira Uru Ora, Te Manawa Taki Hepatitis C Service.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Reception Duties</p> <ul style="list-style-type: none"> • Provide a polite, efficient and courteous frontline reception service, including providing appropriate cover during business hours. • Provide a warm and friendly reception to clients/rangatahi (young people), their whānau (family) and other visitors, including external organisations. • Ensure the voicemail is cleared daily and messages are accurately recorded and relayed to relevant staff in a timely manner. <p>Administrative Support</p> <ul style="list-style-type: none"> • Provide efficient, timely and confidential administrative and word processing support to the Clinical Manager, members of the Youth Intact team, the Te Tira Uru Ora, Te Manawa Taki Hepatitis C Service and the Operations Manager as required. This includes: <ul style="list-style-type: none"> ○ Producing high quality documentation as requested by various team members. ○ Accurately entering data into the client case management system. ○ Coordinating and preparing meeting rooms and ordering catering for functions as requested. <p>Property and Stock Maintenance</p> <ul style="list-style-type: none"> • Support the organisation and maintain oversight of rooms and ensure that communal areas and office facilities are kept tidy and clean, including the reception area. • Maintain appropriate stock levels of stationery, kitchen, and cleaning supplies for the office. • Ensure office equipment is kept in good operating order and arrange for the repairs or maintenance checks as required. • Ensure the general organisation and tidiness of the storage area. 	<ul style="list-style-type: none"> • Clients/rangatahi, whānau and other visitors are attended to in a timely and pleasant manner. • Internal and external stakeholders including staff, clients/rangatahi and whānau express satisfaction with reception services provided. • Professional and timely administrative support is provided. • All work is accurate and professionally presented, with completion deadlines met. • Clinical Manager, Operations Manager and team members express satisfaction with the support provided. • Office/kitchen supplies are maintained at an adequate levels and office equipment is kept in good operating order. • Communal areas are kept tidy and clean. • Storage area is well organised. • Vehicles are well maintained and are road worthy.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Maintain the Youth INTact and the Te Tira Uru Ora, Te Manawa Taki Hepatitis C Service vehicles, which includes arranging regular vehicle checks and ensure WOF are kept up to date and the vehicles in a tidy condition. <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Demonstrate interest in and participate in continuous quality improvement activities which contribute to service improvements as directed by the Clinical Manager or Operations Manager. <p>Health and Safety</p> <ul style="list-style-type: none"> • 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, ensuring others do the same as required. • Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. <p>Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. <p>Professional Development</p> <ul style="list-style-type: none"> • Be proactive in own professional development. • Attend relevant organisational trainings as required. <p>General</p> <ul style="list-style-type: none"> • Work cooperatively with colleagues and contribute actively to 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. 	<ul style="list-style-type: none"> • Demonstrate an awareness of quality improvement principles. • Participates in quality activities. <ul style="list-style-type: none"> • Risks (including Health and Safety, compliance and maintenance) are identified and reported. • Plans are put in place to resolve and/or mitigate potential problems as required • Issues are escalated to relevant 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. <ul style="list-style-type: none"> • Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. <ul style="list-style-type: none"> • Has an individual development plan which is implemented. • Attends organisational training required for role. <ul style="list-style-type: none"> • Regular attendance at team meetings and makes useful contributions. • Work is undertaken and completed. • Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager/Youth Intact Team • Operations Manager • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Clients/rangatahi and their whānau • External organisations • Other visitors

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • 1-2 years' experience in a reception/office administration role. • Experience of organising meetings, including catering, and of recording and distributing accurate meetings minutes. • Experience of data processing and proven competency in accurate data entry. • Proven expertise in using Microsoft suite applications. • Understanding of and interest in Odyssey's work • Experience of using relational databases would be an advantage. • Experience of working in the social services, addictions and/or mental health sectors is preferred. • A relevant administrative qualification is desirable. • Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role. • Full current NZ drivers license.
Skills and Abilities
<ul style="list-style-type: none"> • Demonstrated ability to interact effectively and respectfully with a wide range of people, including clients/rangatahi, their whānau members, members of the public and professionals. • Excellent computer, word=processing and accurate keyboard skills. • Strong organisational skills and ability to prioritise, forward plan and make sound decisions. • Ability to work under pressure, complete work on time and to a good standard. • Self-motivated, able to take the initiative and adapt decisions as appropriate. • Strong interpersonal and communication skills. • Ability to establish and maintain effective relationships with a range of stakeholders. • Ability to work with limited supervision. • Ability to evaluate information and produce high quality reports. • Demonstrated awareness of diverse cultures, identities and experiences, including rainbow communities. • Willingness to consider other viewpoints and adjust decisions as appropriate. • Ability to show discretion and tact. • High regard for security and confidentiality, including client information. • Fluency in English (written and spoken). • Ability to diffuse conflict. • Demonstrated 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.