



POSITION DESCRIPTION

Kaiwhakahere Tari

Community Services Administration Assistant

Taumata Korero | Hauora Hokianga Vision and Values

Tirohanga Matua – Our Vision

Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

achieved through collaboration and service excellence

Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

Ngā Whaingā Matua – Our Values

Rangatiratanga

leadership role modelled at all levels that supports self determination over one's health and wellbeing

Manaakitanga

expressed by extending respect, humility, kindness and honesty

Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

Turanga Mahi | The Position

Reports to: Community Services Manager

Department/Team: Community Services

Job Status: Permanent, Full-Time

Direct reports (if applicable): n/a

Delegated Financial Authority (if applicable): n/a

Last updated: December 2023

Position Purpose

The primary objective of the Community Services Administration Assistant is to provide efficient and effective administrative support to the Community Services Manager and Community Service teams that enables effective day to day service delivery and communication across Hauora Hokianga’s integrated health services.

This may include dedicated regular time being allocated to specific projects in response to the organisation’s requirements such as Capex, community clinic equipment calibration.

As this position will be assisting in a holistic way working within an integrated healthcare environment you may be also called on to assist the wider support team.

Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Administrative Support duties	<ul style="list-style-type: none"> • Keeps accurate and updated records • Is well organized and has a good systematic approach to complete orders, reporting, record maintenance and filing systems • Able to keep sensitive material confidential • Collates agenda documents and minute taking for meetings as required • Diary appointments • Assists with the coordination of team meetings including minutes, agendas, work plans • Orientation of new team members • Understands the ongoing development within this role

	<ul style="list-style-type: none"> • Is able to utilize the administrative systems within Hauora Hokianga confidently. • Communicate positively and courteously with clients, whānau and members of the public • Assists with the organization and coordination for projects and programmes and events • Provides back up support for other administrators as required • Any other administrative and or clerical duties as requested by the Community Services Manager. • Assists with projects as agreed from time to time by the Community Services Manager • Coordinates performance appraisal documentation to support regular annual performance appraisals take place
Learning & Development	<ul style="list-style-type: none"> • Participate in development of ongoing training, which will be assessed on a regular basis. • Maintain a current basic first aid certificate. • Attend all staff and team meetings.
Privacy, Security & Code of Rights	<ul style="list-style-type: none"> • Maintain patient confidentiality at all times, as per the practice policy, and in accordance with the Health Information Privacy Code (HIPC). • Keep information or documents with a patient name or readily identifiable information confidential and make sure it is not be able to be seen by members of the public or other visitors. • Direct all complaints to the Community Services Manager in the first instance, or if not available, handle as per the Complaints Policy.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Demonstrate a good understanding of Health and Safety in the healthcare environment. • Manage own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. • Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting. • Seeks to prevent potential hazards in the work environment. • Report all incidents/accidents, including near misses in a timely fashion. • Knows locations and current functioning of emergency equipment. • Makes prompt arrangements for structural and equipment defects to be repaired.

Kawenga Matauranga | Knowledge, Skills and Experience

Qualifications

- Certificate level qualification in business, administration, or equivalent experience is preferred
- Full and current Driver's License

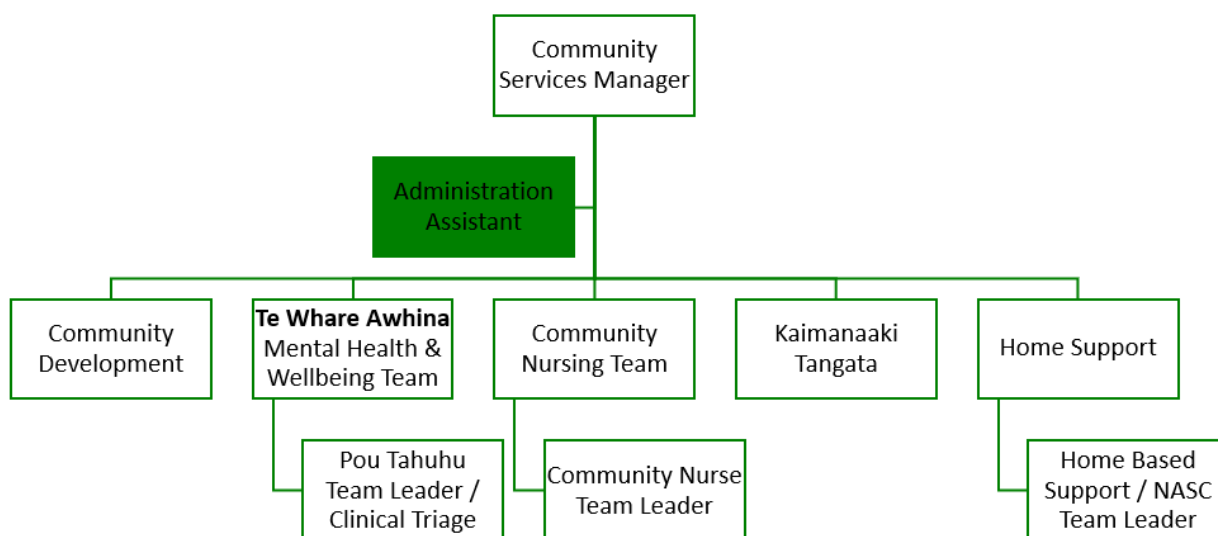
Knowledge, Skills and Experience

- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā.
- Demonstrated knowledge and understanding of Māori culture and issues affecting Māori communities and whanau.
- Minimum of 2 years' experience.
- Previous administration experience, preferably in a healthcare environment
- Demonstrates a sound understanding of and respect for the social, cultural and spiritual norms of others
- Sound interpersonal skills with the ability to relate to a wide range of people
- Proactive, enthusiastic and energetic approach to work demonstrating initiative

- Sound judgement, discretion and sensitivity – particularly in handling confidential information
- A genuine commitment to providing quality service to all customers
- Ability to work unsupervised and as part of a team
- Highly organised with the ability to anticipate needs
- Attention to detail including accurate data entry and numeracy skills
- Computer literacy including a good working knowledge of the Microsoft office suite of products including MS Word and Excel
- Actively seeks guidance
- Willing to question and improve processes.
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.
- Ability to act with sensitivity regarding rights to privacy and confidentiality.

Kawenga Whanaungatanga | Relationships

Your place in Hauora Hokianga



Key Internal Relationships

- CEO and Executive Team
- Trust Board
- Other managers and staff
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Key External Relationships

- Healthcare providers e.g Te Whatu Ora
- Medical equipment providers
- Charitable Trusts
- Groups, whānau and individuals from the community

Tuhinga Whakaae | Acknowledgement and Approval

Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga’s strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga’s policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

Employee Signature:

Date:

Manager Signature:

Date:
