

**Role Description**

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| **Position:** | **Administrator**  **Mental Health Needs Assessment Service Coordination**  Mental Health, Addictions & Intellectual Disability Service 3DHB |
| **Hours of Work:** | **20 hours per week** |
| **Reports to:** | **Team Leader**  **Mental Health Needs Assessment Service Coordination**  Mental Health, Addictions & Intellectual Disability Service 3DHB |
| **Location(s)**: | **Mental Health Needs Assessment Service Coordination**  Level 8, BNZ Tower, 14 Hartham Place, Porirua |

The Vision, Mission Statements and Values of each of the three DHBs are highly congruent.

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| Wairarapa DHB Vision: | “Well Wairarapa - Better health for all" |
| Hutt Valley DHB Vision: | Whanau Ora ki te Awakairangi  Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another. |
| Capital & Coast DHB Vision: | Better Health and Independence for People, Families and Communities. |

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| Wairarapa DHB Mission: | To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices. |
| Hutt Valley DHB Mission: | Working together for health and wellbeingOur mission demonstrates the Hutt Valley DHB's commitment to a cooperative way of working.  This includes staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community. |
| Capital & Coast DHB Mission: | Together, Improve the Health and Independence of the People of the District. |

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| Wairarapa DHB Values: | Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga. |
| Hutt Valley DHB Values: | ‘Can do’ – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence. |
| Capital & Coast DHB Values: | Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency. |

**Context**

**Wairarapa DHB**

Wairarapa District Health Board (DHB) is located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital in Masterton, serving a population of around 40,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

**Hutt Valley DHB**

The Hutt Valley District Health Board (DHB) is a hospital and health provider in the Hutt Valley, located 20 minutes from Wellington.   
  
Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services along-side community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds. Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

**Capital and Coast DHB**

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Pekapeka. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Health Centre.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

**Service Perspective**

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of $135m.

MHAID spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHB’s and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

 The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga.

 Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review.

 Intellectual Disability High and Complex Framework

 Te Tiriti o Waitangi as the founding document of Aoteroa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

**Team’s Perspective**

Mental Health Needs Assessment Service Coordination Team is a team of health professionals who are specialist assessors (Service Co-ordinators) and administration staff. Service Co-ordination is a specialist mental health service to provide the following services for tangata whaiora/clients of Capital & Coast and Hutt Valley District Health Board’s Mental Health Services:

***Personalised Planning or Support Needs Assessments and Reviews)*** are based on people’s goals and needs. Referral is made via the Hub which is a function of Service Coordination. Referrals can come from any source.

***Te Ara Pai: Stepping Stones to Wellness and Support in the Community Services*** are for those people whose goals and actions have identified in their personalised planning/support needs assessment that require support to live in the community. This support, provided by CCDHB and HVDHB contracted Non Government Organisations, may be in their home, flat, inpatient unit or in supported accommodation.

***Housing and Recovery*** are residential services provided by contracted Non Government Organisations that provide homes that include support that assists people to live well in a supported community environment.

***Geographical Region Tangata Whaiora/Client Transfer Policy***– Service Co-ordination receives requests for tangata whaiora/clients to transfer to Wellington region Housing and Recovery Services.

***Enhanced Funding Packages of Care***is a fund that enables the purchase of additional support, above that provided under the contracts with Non Government Organisations so tangata whaiora/clients may successfully integrate into or remain in the community. Tangata whaiora/clients of the General Adult Mental Health Service qualify if they have been assessed to have multiple or complex needs.

***Rangatahi/Adolescent Acute Packages of Care*** is the same as for Enhanced Funding Packages of Care but for rangatahi/youth.

***Regional Forensic Services Packages of Care*** is the same as for Enhanced Funding but for tangata whaiora/clients of Capital & Coast District Health Board Forensic Mental Health Service.

***Liaison and Consultation*** – Service Co-ordination provides the interface between the District Health Boards and Non Government Organisations, community resources, and government agencies e.g. DSS funders, CYPS, WINZ, Elderly services, WCC etc.

***Te Korowai Whariki*** – Regional Inpatient Rehabilitation Services – MH NASC coordinate referral of CCHDB and HVDHB clients into CCDHB and HVDHB funded beds. MHNASC also complete assessments and planning for CCDHB and HVDBH clients exiting rehab, as well as for forensic clients and other regional clients exiting rehab to live in the HVDHB or CCDHB region. On request of other regional MH NASCs the team will also complete assessments for clients returning to their DHB of origin.

To provide the person and their whänau with optimum support in the community that best meets their needs to ensure they are able to develop their full potential. To provide these services from within the resource base that is accessible to clients of the CCDHB MHS.

**Role Perspective**

A key responsibility of this position is to provide administrative support to the Team Leader and team members at MHNASC, to achieve the goals and objectives of their operational area. This support will enable the delivery of administrative services that will assist team members to provide a safe, quality service that is in line with best practice and service specifications.

To allow for and sustain flexibility within the changing MHAID environment, and to meet contractual requirements, the administrator from time to time will be required to undertake project work and other tasks as may be assigned.

**Purpose of the role**

The role will work collaboratively with the other Administrators across the 3DHB MHAID Service and will:

* Provide professional administrative support to the Team Leaders and the Clinical team
* This position works in collaboration and cooperation with their counterparts and other related positions in the rest of the 3 DHBs.

**Key Accountabilities**

| ***Key Accountability*** | ***Deliverables / Outcomes*** | ***Key Performance Indicators / Measures*** |
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| All visitors and telephone callers are greeted courteously with their needs ascertained and addressed promptly | * Answer and follow up all enquiries appropriately and sensitively in accordance with the Privacy and Health and Disability Acts and CCMH Policy & Procedures. * Respond to urgent requests promptly * Ensure messages for team members are accurately recorded and forwarded promptly * Ensure clients/tangata whaiora are not left waiting in reception unnecessarily. | * Feedback from visitors, tangata whaiora and other callers is always positive. |
| Administration systems are developed & maintained | * Prioritises and completes word processing accurately, efficiently and promptly * Experience in winscribe/Dictaphone typing, spreadsheet and report production, including graphs and charts. * Is competent in the use of photocopy and facsimile machines * Maintains equipment * Orders supplies and maintains adequate stocks * Maintain staff scheduler if appropriate * Make client/tangata whaiora appointments as necessary. | * Positive feedback from users of the systems |
| Ensure client/tangata whaiora files are maintained. | * Maintain and update client/tangata whaiora files * Action daily file requests * Action urgent requests for files promptly * Maintain file tracking system | * Files maintained and kept secure in cabinet. |
| All information systems are efficiently operated | * Collects, collates and enters statistics | * All data is accurately entered in a timely manner. |
| Co-ordination of workloads | * Show flexibility and willingness to relieve other administrative staff who may be on annual, sick leave or overload situations * Supports the administration team * Supports the Administration Co-ordinator * As directed by the Team Leader, Administration Co-ordinator, assists with team purchases * Carry out any new procedures as requested by the Administration Co-ordinator or Team Leader. | * Works collaboratively with other administration staff within the team and the directorate. |
| Professional Development | * Development activity as agreed with Administration Co-ordinator and Team Leader. | * Participates in appropriate training and development |
| Quality and Risk | * Contributes to the quality processes within the team/service | * Identifies risks, potential solutions and notifies relevant manager of these * Complies with guidelines, protocols and policies * Complies with legal/legislative requirements * Participates in team/service risk minimisation activities * Complies with C&C DHB reportable events policy |
| Occupational Health & Safety | * Complies with responsibilities under the Health & Safety in Employment Act 1992 | * Has read and understood the Health & Safety policy and procedures. * Actively supports and complies with Health & Safety policy and procedures. * Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury. |

A temporary change of location to another base may be required in order to meet client and service requirements.

Key Working Relationships

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|  |  | Reports to:  **Team Leader** |  |  |
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| Key relationships within the DHBs:   * MHNASC staff * Other MHAID staff * MHAID 3DHB Leadership Team members (as appropriate) * Other mental Health Administrators / PAs /EAs across the 3 DHBs * Professional Leader for Administration * Operations Managers and Clinical Leads in other Services * Respective 3DHB Māori and Pasifika Peoples Health Units * Corporate Services - HR, ITC, Quality & Risk, Finance, Communications, SIDU, Legal Counsel | 🡸 | **Administrator**  **MHNASC**  **MHAID Service 3DHB** | 🡺 | **Key relationships outside the DHBs:**   * External Agencies * Clients / Tangata Whaiora and their family / whanau * Other mental health, addictions and intellectual disability services * Unions * Other DHBs * Ministry of Health |
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|  |  | **Has these professional / direct reports:**  Nil |  |  |

**Capability Profile**

**Competencies**

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Competency | Behaviours |
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| **Strategic Agility** | * Sees ahead clearly * Can anticipate future consequences and trends accurately * Has broad knowledge and perspective * Is future oriented * Can articulately paint credible pictures and visions of possibilities and likelihoods * Can create competitive and breakthrough strategies and plans |
| **Integrity and Trust** | * Is widely trusted * Is seen as a direct, truthful individual * Can present the unvarnished truth in an appropriate and helpful manner * Keeps confidences and Admits mistakes * Doesn’t misrepresent her/himself for personal gain |
| **Dealing with Ambiguity** | * Can effectively cope with change * Can shift gears comfortably * Can decide and act without having the total picture * Isn’t upset when things are up in the air * Doesn’t have to finish things before moving on * Can comfortably handle risk and uncertainty |
| **Composure** | * Is cool under pressure * Does not become defensive or irritated when times are tough * Is considered mature * Can be counted on to hold things together during tough times * Can handle stress * Is not knocked off balance by the unexpected * Doesn’t show frustration when resisted or blocked * Is a settling influence in a crisis |
| **Planning** | * Accurately scopes out length and difficulty of tasks and projects * Sets objectives and goals * Breaks down work into the process steps * Develops schedules and task/people assignments |
| **Organising** | * Can marshal resources (people, funding, material, support) to get things done * Can orchestrate multiple activities at once to accomplish a goal * Uses resources effectively and efficiently * Arranges information and files in a useful manner |
| **Teamwork** | * Develops constructive working relationships with other team members. * Has a friendly manner and a positive sense of humour. * Works cooperatively - willingly sharing knowledge and expertise with colleagues. * Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. * Supports in word and action decisions that have been made by the team. * Shows an understanding of how one’s own role directly or indirectly supports the health and independence of the community. |
| **Communication** | * Practises active and attentive listening. * Explains information and gives instructions in clear and simple terms. * Willingly answers questions and concerns raised by others. * Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. * Is confident and appropriately assertive in dealing with others. * Deals effectively with conflict. |
| **Interpersonal savvy** | * Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation * Builds appropriate rapport * Builds constructive and effective relationships * Uses diplomacy and tact * Can diffuse even high-tension situations comfortably |
| **Cultural Skills** | * Words and actions show an understanding of the implications for one’s work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua. * Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. * Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one’s work. * Accesses resources to make sure culturally appropriate and language appropriate services are provided. * Draws on a client's own cultural resources and support frameworks. |

**Other aspects of capability not covered by the above competencies**

1. **Knowledge and Experience:**

* Proven experience and a track record of success in a similar administrative role.
* Ideally experience in working in the health industry and an understanding of clinical governance.
* Well developed written and oral skills – the ability to communicate ideas in writing and verbally
* Excellent word processing and PC skills with an advanced knowledge of MS Word, MS Excel, graphic packages (PowerPoint/Visio), Outlook

**b) Essential Professional Qualifications / Accreditations / Registrations:**

* A relevant qualification is strongly desirable or relevant experience in business administration
* Must have a full, current and ‘clean’ drivers license

**c) Someone well-suited to the role will place a high value on the following:**

* Personal and professional integrity
* Provision of excellence in customer service
* Mature and reflective judgement - the ability to make good decisions under pressure and to handle a range of competing pressures at one time
* Flexible to respond to workload peaks and available at short notice
* Ability to work under pressure and unplanned hours
* Shows initiative and is self motivated

**d) Other**

* Is able to project a positive image for the service
* Can be trusted implicitly with confidential information

Wairarapa, Hutt Valley and Capital and Coast District Health Boards are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

The DHBs are committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

This role description will be reviewed regularly in order 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.

**Date Effective: August 2017**