

## Position Description

<b>Position</b>	<b>Security Administrator</b>
<b>Team / Service</b>	Regional Forensic Inpatient Unit - Purehurehu
<b>Directorate</b>	MHAID Service – Mental Health, Addiction and Intellectual Disability
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Team Leader
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Ratonga Rua o Porirua Campus

## Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical, surgery and mental health and intellectual disability hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

HEAD OFFICE - MHAIDS | Level 11, BNZ Tower, 14 Hartham Place,  
PO Box 50 233, Porirua 5240 | 04 381 1656

*MHAIDS is the mental health, addiction and intellectual disability service  
for the Capital, Coast, Hutt Valley and Wairarapa districts*

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts some of which are delivered in other district localities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

---

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- |                        |  |
|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.       |
| <b>Mana tāngata</b>    | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.  |
| <b>Mana Māori</b>      | Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge). |

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

---

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### 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.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

#### Mission

Working together for health and wellbeing.

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

### Wairarapa

#### Vision

"Well Wairarapa – Better health for all"

#### Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

#### Value

Manaakitanga – Respect, caring, kindness  
Auaha – Solutions, responsibility, better  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

---

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Service Perspective

---

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

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whāriki 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:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture, 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 Perspective

---

Te Korowai Whariki (TKW) is an operational group of regional and national services that has staff based in various locations in the Central Region, from Gisborne to Whanganui through to Wellington. Te Korowai Whariki services are both inpatient and community based. Te Korowai Whariki consists primarily of two arms - Central Regional Services and the Intellectual Disability (ID) Services

The regional arm includes the Central Regional Forensic Mental Health Service, Youth Forensic Service and Rehabilitation and Extended Care inpatient Service. This position is located in the regional arm of Te Korowai-Whāriki includes the Central Regional Forensic Mental Health Service which operates at the interface between Mental Health Services and the Justice System and works within the following settings – prisons, courts, community, and inpatient. The Service offers assessment and rehabilitation services to:

- Defendants charged with criminal offences
- Offenders who have psychiatric illness

The Central Regional Forensic Mental Health Service provides the acute inpatient service which consist of Purehurehu (male only 15 bed unit) and Rangipapa (mixed gender 13 bed unit). Pukeko House is attached to Rangipapa unit. Pukeko house provides rehabilitation/recovery step-down facility for four tangata whaiora/service users within the inpatient forensic system.

Adult Forensic Inpatient Services function with a multi-disciplinary team including psychiatrists and other medical staff, psychologists, nurses, occupational therapists, social workers and administration staff. We are managed by a Team Leader.

The Team's focus is on assessment and treatment for those who are admitted through the courts or prisons. Effective assessment and treatment occurs in the least restrictive environment with a focus on recovery and rehabilitation. The service links into other elements within the hospital such as Tangaroa, Ruaumoko and Vaka O Le Pasifika.

## Purpose of the role

---

A key responsibility of this positions is to provide administrative support to the Team Leader and team members 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.

The Security Administrator is a front line position primarily responsible for ensuring security requirements of the unit are maintained whilst also providing administrative support. The Security Administrator ensures administrative support is provided to all health professionals in the operational area and information required by other MHAIDS District services is timely and accurate. The Security Administrator will be situated at reception and ensure that timely entry for staff & visitors is maintained.

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..

Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
1. Security systems are developed and maintained	<ul style="list-style-type: none"> <li>Ensuring security guidelines are maintained</li> <li>Ensuring all keys and alarms are accounted for</li> <li>Maintain Swipe Card system</li> <li>Ensure paperwork is recorded accurately for security purposes on a daily basis</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback from users of the systems</li> </ul>
2. All visitors and telephone callers are greeted courteously with their needs ascertained and addressed promptly	<ul style="list-style-type: none"> <li>Answer and follow up all enquiries appropriately and sensitively in accordance with the Privacy and Health and Disability Acts and CCMH Policy &amp; Procedures;</li> <li>Respond to urgent requests promptly;</li> <li>Ensure messages for team members are accurately recorded and forwarded promptly.</li> <li>Ensure clients/tangata whaiora &amp; visitors are not left waiting in reception unnecessarily.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from visitors, tangata whaiora and other callers is always positive.</li> </ul>
3. Administration systems are developed & maintained	<ul style="list-style-type: none"> <li>Prioritises and completes word processing accurately, efficiently and promptly and within acceptable timeframes;</li> <li>Experience in winscribe/dictation typing, spreadsheet and report production, including graphs and charts</li> <li>Is competent in the use of office equipment;</li> <li>Orders supplies and maintains adequate stocks;</li> <li>Maintain staff scheduler if appropriate;</li> <li>Enter staff leaves and rosters in ACTOR system regularly</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback from users of the systems.</li> </ul>

	<ul style="list-style-type: none"> <li>Make client/tangata whaiora appointments as necessary;</li> </ul>	
4. All information systems are efficiently operated	<ul style="list-style-type: none"> <li>Collects, collates and enters statistics.</li> </ul>	<ul style="list-style-type: none"> <li>All data is accurately entered in a timely manner.</li> </ul>
5. Maintain all legal requirements	<ul style="list-style-type: none"> <li>Check all MHA Certificates and documentation for accuracy and obtain amendments and corrections where necessary, within the required timeframe of the Act</li> <li>Prepare files and court applications in preparation for court hearings within required timeframe</li> <li>Provide client/tangata whaiora solicitors and District Inspectors with certificates required to represent their client in a timely manner</li> <li>Action all reviews in terms of the MHA, 1992</li> <li>Liaise with the Department of Courts and MH Review Tribunal (if appropriate) for court hearings, organise court hearings with all involved</li> </ul>	<ul style="list-style-type: none"> <li>Provide accurate information and advice to clinicians on the MHA Admin process</li> </ul>
6. Co-ordination of workloads	<ul style="list-style-type: none"> <li>Show flexibility and willingness to relieve other administrative staff who may be on annual, sick leave or overload situations;</li> <li>Supports the administration team;</li> <li>Supports the Admin Co-Ordinator with tasks delegated and assigned</li> <li>As directed by the Team Leader, assists with team purchases;</li> <li>Carry out any new procedures as requested by the Service.</li> </ul>	<ul style="list-style-type: none"> <li>Works collaboratively with other administration staff within the team and the directorate.</li> </ul>
7. Professional Development	<ul style="list-style-type: none"> <li>Develop activity as agreed with Admin Co-Ordinator and Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>Participates in appropriate training and development;</li> </ul>
8. Quality and Risk	<ul style="list-style-type: none"> <li>Contributes to the quality processes within the team/service.</li> <li>Complies with guidelines, protocols and policies;</li> </ul>	<ul style="list-style-type: none"> <li>Identifies risks, potential solutions and notifies relevant manager of these;</li> </ul>

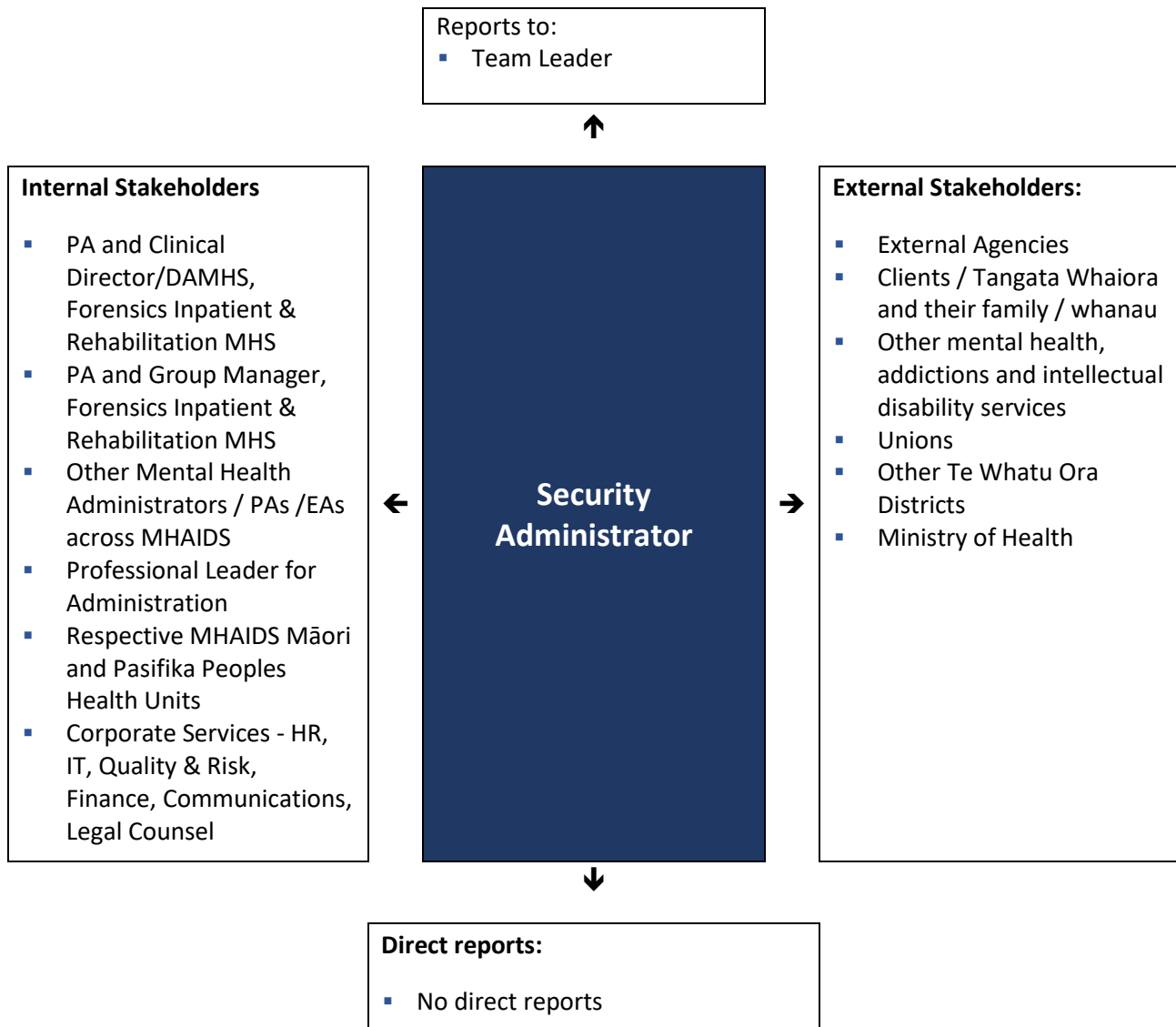
	<ul style="list-style-type: none"> <li>Complies with legal/legislative requirements;</li> <li>Participates in team/service risk minimisation activities;</li> <li>Complies with C&amp;C DHB reportable events policy.</li> </ul>	
9. Occupational Health & Safety	<ul style="list-style-type: none"> <li>Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> </ul>	<ul style="list-style-type: none"> <li>Has read and understood the Health &amp; Safety policy and procedures;</li> <li>Actively supports and complies with Health &amp; Safety policy and procedures;</li> <li>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.</li> </ul>

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



## Key Relationships & Authorities

---



## Capability Profile

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

Competency	Behaviours
<b>Strategic Agility</b>	<ul style="list-style-type: none"> <li>Sees ahead clearly;</li> <li>Can anticipate future consequences and trends accurately;</li> <li>Has broad knowledge and perspective;</li> <li>Is future oriented;</li> <li>Can articulately paint credible pictures and visions of possibilities and likelihoods;</li> <li>Can create competitive and breakthrough strategies and plans.</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted;</li> <li>Is seen as a direct, truthful individual;</li> <li>Can present the unvarnished truth in an appropriate and helpful manner;</li> <li>Keeps confidences and Admits mistakes;</li> <li>Doesn't misrepresent her/himself for personal gain.</li> </ul>
<b>Dealing with Ambiguity</b>	<ul style="list-style-type: none"> <li>Can effectively cope with change;</li> <li>Can shift gears comfortably;</li> <li>Can decide and act without having the total picture;</li> <li>Isn't upset when things are up in the air;</li> <li>Doesn't have to finish things before moving on;</li> <li>Can comfortably handle risk and uncertainty.</li> </ul>
<b>Composure</b>	<ul style="list-style-type: none"> <li>Is cool under pressure;</li> <li>Does not become defensive or irritated when times are tough;</li> <li>Is considered mature;</li> <li>Can be counted on to hold things together during tough times;</li> <li>Can handle stress;</li> <li>Is not knocked off balance by the unexpected;</li> <li>Doesn't show frustration when resisted or blocked;</li> <li>Is a settling influence in a crisis.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>Accurately scopes out length and difficulty of tasks and projects;</li> <li>Sets objectives and goals;</li> <li>Breaks down work into the process steps;</li> <li>Develops schedules and task/people assignments.</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>Can marshal resources (people, funding, material, support) to get things done;</li> <li>Can orchestrate multiple activities at once to accomplish a goal;</li> <li>Uses resources effectively and efficiently;</li> <li>Arranges information and files in a useful manner.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members;</li> <li>Has a friendly manner and a positive sense of humour;</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues;</li> <li>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;</li> <li>Supports in word and action decisions that have been made by the team;</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening;</li> <li>Explains information and gives instructions in clear and simple terms;</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Willingly answers questions and concerns raised by others;</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged;</li> <li>▪ Is confident and appropriately assertive in dealing with others;</li> <li>▪ Deals effectively with conflict.</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation;</li> <li>▪ Builds appropriate rapport;</li> <li>▪ Builds constructive and effective relationships;</li> <li>▪ Uses diplomacy and tact;</li> <li>▪ Can diffuse even high-tension situations comfortably.</li> </ul>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>▪ 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;</li> <li>▪ Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living;</li> <li>▪ Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work;</li> <li>▪ Accesses resources to make sure culturally appropriate and language appropriate services are provided;</li> <li>▪ Draws on a client's own cultural resources and support frameworks.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>▪ Is dedicated to meeting the expectations and requirements of internal and external customers;</li> <li>▪ Gets first-hand customer information and uses it for improvements in products and services;</li> <li>▪ Acts with customers in mind;</li> <li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>▪ Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision;</li> <li>▪ Applies the notion of partnership and participation with Maori within the workplace and the wider community;</li> <li>▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved;</li> <li>▪ Implements strategies that are responsive to the health needs of Maori.</li> </ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Is results focussed and committed to making a difference;</li> <li>▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected;</li> <li>▪ Adjusts work style and approach to fit in with requirements;</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles;</li> <li>▪ Is reliable - does what one says one will;</li> <li>▪ Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>

## Experience and Capability

---

Essential qualifications, skills and experience

### **A. Knowledge, Skills & 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 intermediate to advanced knowledge of MS Word and MS Excel;
- Experience in public or community relations or events management is required as is experience in a corporate environment with exposure in dealing with stakeholder and customer relations.

### **B. Essential Professional Qualifications / Accreditations / Registrations:**

- A relevant qualification is strongly desirable or relevant experience in business administration;
- Have a full, current and 'clean' driver's license is preferable

### **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 and manager;
- Can be trusted implicitly with confidential information.

**Ma tini, ma mano, ka rapa te whai  
By joining together we will succeed**

Te Whatu Ora is 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.

We 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.