

## Position Description

<b>Position</b>	<b>Personal Assistant</b>
<b>Sector</b>	Younger Persons Mental Health & Adiction Service
<b>Directorate</b>	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Operations Manager
<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 Porirua, though could be required to work from different locations within the sector from time to time

## 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
- 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, addictions and intellectual disability service for the Wairarapa District and Capital, Coast and Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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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:

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|------------------------|--|
| <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 and 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.

## Te Mauri o Rongo

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

### Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

### Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

### Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

## District Responsibility

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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.

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.

## Service Perspective

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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.

## Purpose of the role

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A key responsibility of this position is to provide administrative support to the Operations Manager 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 Personal Assistant is responsible for the effective and efficient provision of all administrative services to a high quality. The Personal Assistant ensures administrative support provided to all health professionals in the operational area and information required by other MHAID services is timely and accurate.

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

The role will work collaboratively with the other EAs/PAs across the MHAID Service and will:

- Provide professional administrative and secretarial support to the Operations Manager and Clinical Leader
- Work with other PAs/EAs in ensuring that there is consistency of practice across the MHAID Service
- Work with other PAs/EAs to ensure there is equitable distribution of workload amongst administration staff within their operational area.

## 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.

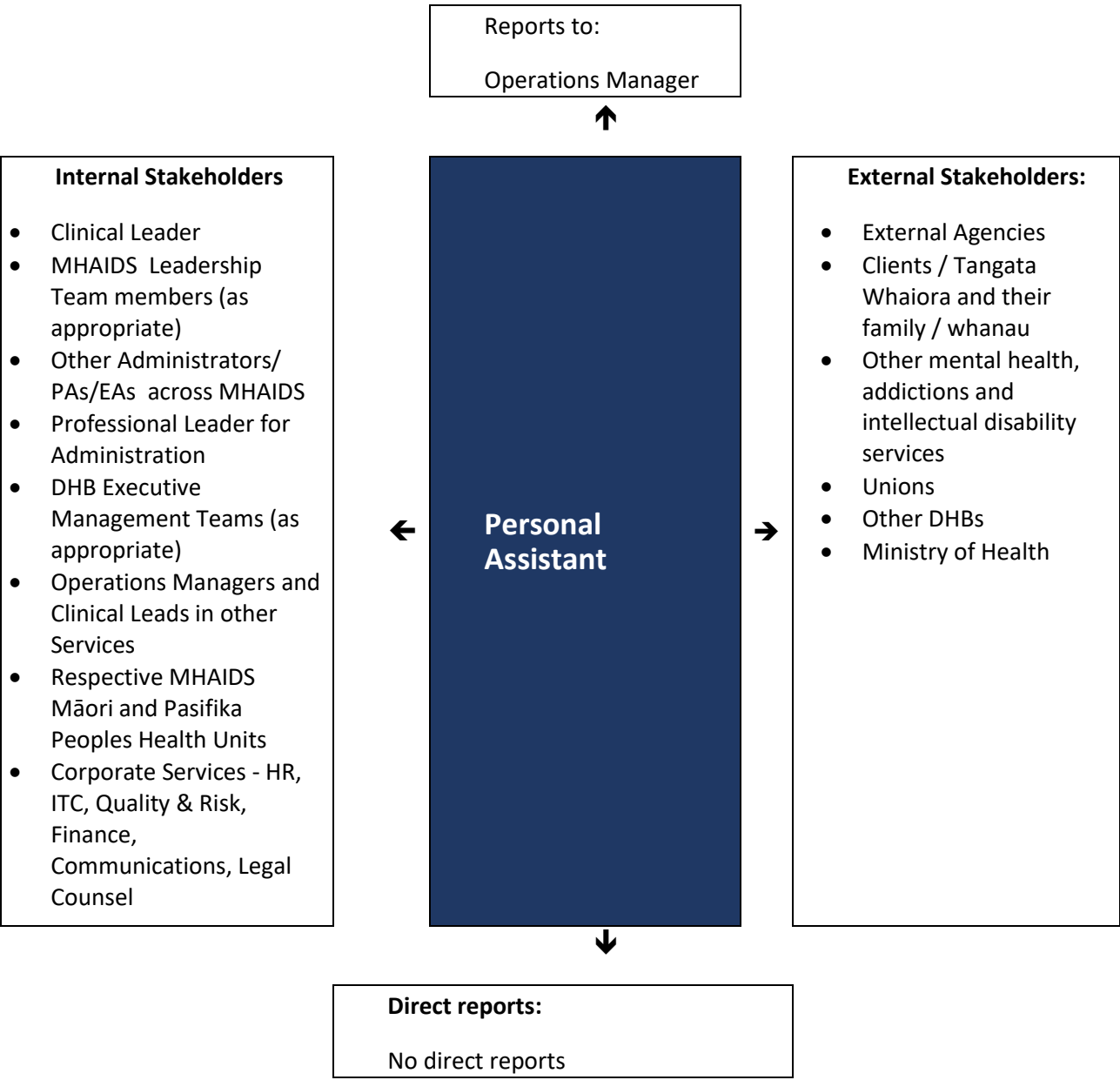
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<b>1. Administrative Support</b> <i>Provides a confidential service to the Operations Manager and Clinical Leader</i>	<ul style="list-style-type: none"> <li>• Provision of an overall administration service in accordance with the Business Plan and Service Initiatives, supporting service co-ordination and service delivery;</li> <li>• Builds and maintains networks and working relationships with people who are external and internal stakeholders of the service area;</li> <li>• Works with Operations Manager and Clinical Leader to ensure all administrative key performance indicators for each of the services are met and reported on;</li> <li>• Coordinate meetings, communication, reports and other relevant support for Operations Manager and Clinical Leader where appropriate;</li> <li>• Supports Operations Manager in meeting deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands the MHAID Service as well as their own area and contemporary administrative practices in this setting;</li> <li>• Diary is managed efficiently;</li> <li>• Tasks and file are managed;</li> <li>• Correspondence is managed and responded to efficiently;</li> <li>• Reports, documents, spreadsheets and presentations are drafted, compiled, edited and finalised, accurately, of a high quality and within timeframes;</li> <li>• Meetings are organised and arranged as and when required.</li> </ul>
<b>2. Information and Business Management</b> <i>To contribute to the business and other planning processes as required ensuring administrative support functions are meeting the needs of management and staff</i>	<ul style="list-style-type: none"> <li>• Participation in the annual business planning process from an administrative viewpoint;</li> <li>• Ensure CAPEX processes and administration functions are known;</li> <li>• Timely and accurate statistical data is provided, as required;</li> <li>• Participation in the regular leadership meetings and follow-through on any required action points;</li> <li>• To support the Operations Manager and Clinical Leader in providing a high quality output of administrative duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative support functions are meeting the needs of management and staff.</li> </ul>
<b>3. Customer Service</b>	<ul style="list-style-type: none"> <li>• Displays a courteous and friendly demeanour at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Customer feedback;</li> </ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<i>Provides professional frontline service for the management team</i>	<ul style="list-style-type: none"> <li>when dealing with internal and external contacts;</li> <li>Communicates directly with the Operations Manager's direct reports advising them on matters pertaining to their operations.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from Operations Manager and Clinical Leader and their direct reports.</li> </ul>
<b>4. Administrative Functions</b> <i>Ensure administrative functions are continuously monitored and improved to meet the needs of the manager(s)</i>	<ul style="list-style-type: none"> <li>Takes an active role with the Operations Manager, Clinical Leader and Team Leaders in planning, decision making and ratification of matters that impact on admin issues and service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Regular monitoring to be carried out to monitor the quality of service provided; action plans to be developed and implemented where issues are identified.</li> </ul>
<b>5. Team Functions</b> <i>Participate in and encourage a team functioning approach and to support effective communication.</i>	<ul style="list-style-type: none"> <li>Contribute to operational needs of the area;</li> <li>Participation in team projects as required;</li> <li>Undertake special projects and others services as required;</li> <li>Support and advice to be offered to the team(s) when required.</li> </ul>	<ul style="list-style-type: none"> <li>Good communication and relationships to be maintained with all staff.</li> </ul>
<b>6. Professional Development</b>	<ul style="list-style-type: none"> <li>Works to identify training issues arising from performance management for administrative staff and self;</li> <li>Works with the Professional Lead, Administration to assist in the provision of effective training programmes for the administrative staff in the service area;</li> <li>Individual and group training programmes meet the service delivery and contractual requirements of the MHAID Service;</li> <li>Support administration staff to participate in supervision;</li> <li>All administration staff receive timely, constructive performance appraisals;</li> <li>Work with other PAs/EA's to ensure that there is consistency of practice across MHAIDS;</li> <li>Ensure effective recruitment and management of</li> </ul>	<ul style="list-style-type: none"> <li>Supports the professional leader to identify training for administrators;</li> <li>Administrators receive training to support their roles;</li> <li>Attend regular meetings with other PA/EA's across the 3DHB;</li> <li>All administrative roles are recruited to.</li> </ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
	administrative staff and Human Resource policies, practices and values are upheld.	
<b>7. Legal Requirements</b>	<ul style="list-style-type: none"> <li>Is familiar with legal aspects of the Mental Health (Assessment &amp; Treatment) Act, Criminal Procedure (Mentally Impaired Persons) Act, Intellectual Disability (Compulsory Care &amp; Rehabilitation) Act, and Children Young Persons' &amp; Their Families Act;</li> <li>Is familiar with the Privacy Act and Health &amp; Information Act.</li> </ul>	<ul style="list-style-type: none"> <li>Supports administrators to comply with legal requirements.</li> </ul>
<b>8. Quality and Risk Improvement</b> <i>Actively contributes to Continuous Quality and risk improvement activities</i>	<ul style="list-style-type: none"> <li>Complies with C&amp;C DHB Reportable Events Policy policies and procedures;</li> <li>Actively contributes to continuous quality improvement activities within the service.</li> </ul>	<ul style="list-style-type: none"> <li>Actively contributes to risk minimisation activities within the service.</li> </ul>
<b>9. Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Proactive Health &amp; Safety systems and management are in place.</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety agreed targets are met, including: <ul style="list-style-type: none"> <li>Hazard registers;</li> <li>H&amp;S objectives;</li> <li>Pre-employment screening;</li> <li>H&amp;S orientation;</li> <li>Reportable event reviews;</li> <li>Displays of commitment;</li> <li>Ensuring all employees maintain adequate safety standards on the job through consultation, training and supervision;</li> <li>Ensures own and others safety at all times;</li> <li>Complies with policies, procedures and safe systems of work;</li> <li>Reports all incidents/accidents, including near misses in a timely fashion;</li> <li>Is involved in health and safety through participation and consultation.</li> </ul> </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>

Competency	Behaviours
<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> <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>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

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Essential qualifications, skills and experience

### **A. Knowledge, Skills & Experience:**

- Proven experience and a track record of success in a similar senior 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);
- Demonstrated ability to draft executive reports and understand financial analysis.

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

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

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