

Position Description

Position	Security Administrator
Team / Service	Rangipapa; Adult Forensic Inpatient Unit
Directorate	MHAIDS Services - Mental Health Addiction and Intellectual Disability
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Team Leader
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	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
- 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:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** 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.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** 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

Capital and Coast

Vision

Keeping our community healthy and well

Value

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

Wairarapa

Vision

“Well Wairarapa – Better health for all”

Value

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

Mission

Working together for health and wellbeing.

Mission

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

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.

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.

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

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

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 within the following settings – prisons, courts, community, and inpatient. The Service offers assessment and rehabilitation services to defendants charged with criminal offences and/or offenders who have psychiatric illness.

Purehurehu and Rangipapa are central regional adult medium secure forensic units operating as a 24 hour service at Ratonga Rua hospital campus. There are two medium secure forensic inpatient units, Purehurehu - a 19 bed male unit, and Rangipapa - a 15 bed mixed gender unit plus two detached cottages (one four bed and one 5 bed).

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 teams focus is on an assessment and treatment for those who are admitted through the courts or prison. Rangipapa admits acute wahine, whilst Purehurehu admits acute males. Rangipapa is a step down from Purehurehu and for many whaiora, it is part of their journey through the special patient pathway. Care plans are individualised as we work through effective assessment and treatment within the least restrictive environments, whilst focussing on recovery and rehabilitation. The service links into other elements within the hospital such as Tangaroa, Ruamoko and Vaka Pasifika.

Purpose of the role

To provide and administer all security requirements and provide administrative support to the Rangipapa inpatient unit in a front line position.

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 role is a front line position 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 services is timely and accurate.

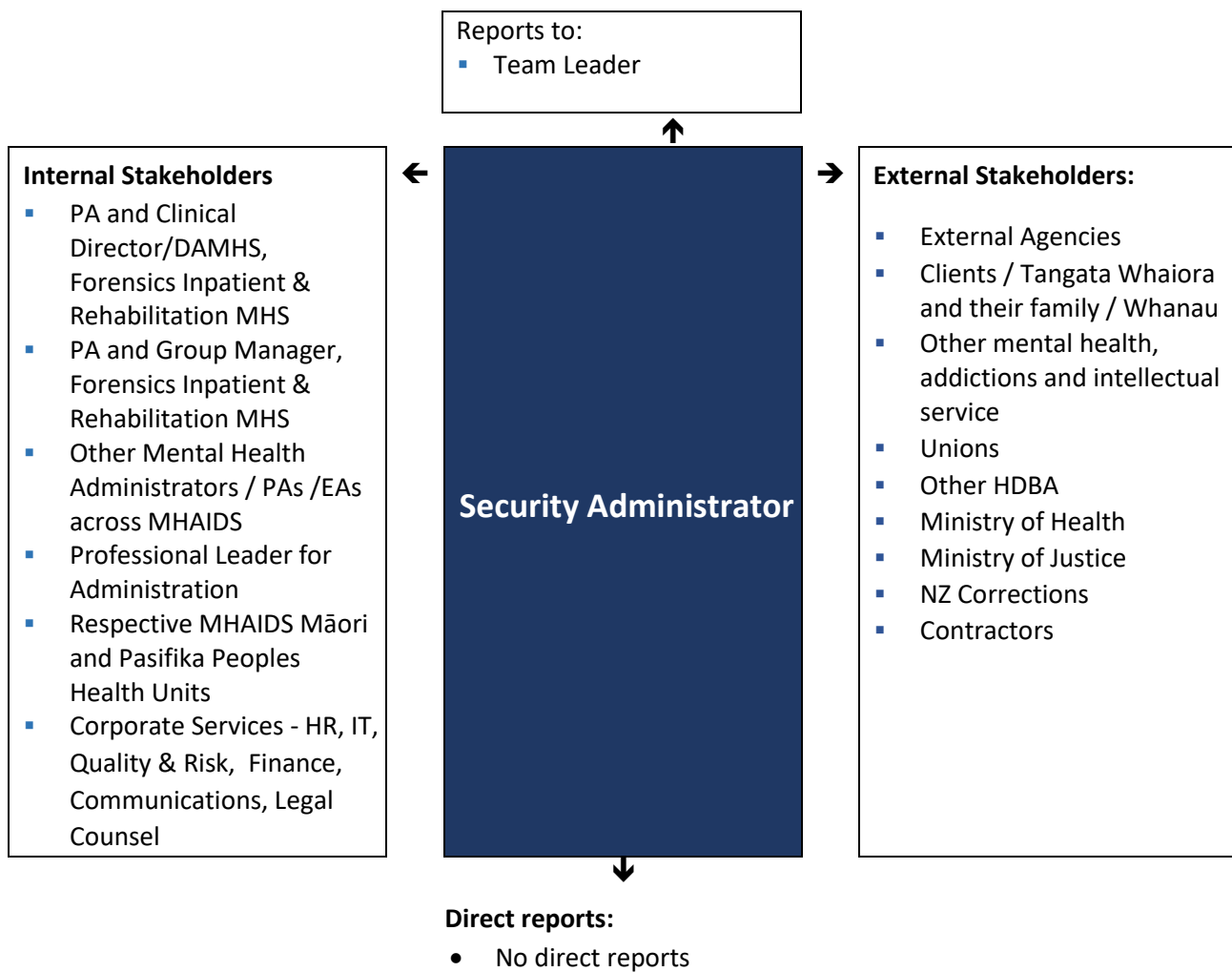
To allow for and sustain flexibility within the changing MHAIDS environment, and to meet contractual requirements, the security administrator from time to time will be required to undertake project work and other tasks as may be assigned.

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
All visitors and telephone callers are greeted courteously with their needs ascertained and addressed promptly	<ul style="list-style-type: none"> • Answer and follow up all enquiries appropriately and sensitively in accordance with the Privacy and Health and Disability Acts and MHAIDS 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.
Security systems are developed & maintained	<ul style="list-style-type: none"> • Ensuring security guidelines are maintained. • Ensuring all keys and alarms are accounted for • Ensure paperwork is recorded accurately for security purposes on a daily basis
Administration systems are developed & maintained	<ul style="list-style-type: none"> • Maintain car bookings and maintenance • Maintain room bookings • Distribute incoming mail • Must be aware of all internal staff and client movements. • Ensuring all relevant paperwork is available for security desk. • Orders supplies and maintains adequate stocks • Is competent with the use of photocopier • Prioritises and completes word processing accurately.
Building/Environment maintenance	<ul style="list-style-type: none"> • Ensure all maintenance requests are actioned promptly through AMIS • Assist technical staff as required
Ensure Client/Tangata Whaiora files are maintained	<ul style="list-style-type: none"> • Maintain and update client/tangata whaiora files • Action urgent requests for files promptly Ensure client filing is up to date.
Co-Ordination of workloads	<ul style="list-style-type: none"> • Show flexibility and willingness to relieve other administrative staff who may be on annual, sick leave of overload situations. • Supports the administrative team • Supports the Team Leader with tasks delegated and assigned • Carry out any new procedures as requested by the Team Leader.
Quality and Risk	<ul style="list-style-type: none"> • Contributes to the quality processes within the team / service • Complies with legal and legislative requirements • Participates in team / service risk minimisation
Occupational Health & Safety	<ul style="list-style-type: none"> • Complies with responsibilities under the Health & Safety in Employment Act 1992
Professional Development	<ul style="list-style-type: none"> • Development plan after discussions with administration coordinator and as agreed by team leader. • Attends and participates in mandatory training.

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
Team Work	<ul style="list-style-type: none"> ▪ 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.
Quality and Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work; ▪ Looks for ways to improve work processes - suggests new ideas and approaches; ▪ Explores and trials ideas and suggestions for improvement made by others; ▪ Shows commitment to continuous learning and performance development.
Taking responsibility	<ul style="list-style-type: none"> ▪ Is results focussed and committed to making a difference; ▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected; ▪ Adjusts work style and approach to fit in with requirements; ▪ Perseveres with tasks and achieves objectives despite obstacles; ▪ Is reliable - does what one says one will; ▪ Consistently performs tasks correctly - following set procedures and protocols.
Communication	<ul style="list-style-type: none"> ▪ 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.
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted; ▪ Is seen as direct, truthful individual; ▪ Can present the unvarnished truth in an appropriate and helpful manner; ▪ Keeps confidences; ▪ Admits mistakes; ▪ Doesn't misrepresent him/herself for personal gain.
Customer Focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers; ▪ Gets first-hand customer information and uses it for improvements in products and services; ▪ Acts with customers in mind; ▪ Establishes and maintains effective relationships with customers and gains their trust and respect.

Priority Setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important; ▪ Quickly zeros in on the critical few and puts the trivial many aside; ▪ Can quickly sense what will help or hinder accomplishing a goal; ▪ Eliminates roadblocks; ▪ Creates focus.
Cultural Skills	<ul style="list-style-type: none"> ▪ Words and actions show an understanding of the implications of Te Tiriti o Waitangi principles and Māori perspective ▪ 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 tangata whaiora own cultural resources and support frameworks

Experience and Capability

Essential qualifications, skills and experience

a) Knowledge and Experience:

- Working knowledge of computer programs including Word, Excel and PowerPoint
- Commitment to customer services
- Well-developed oral and written communication skills.
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations.

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

- Effective working relationships with staff and management
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines)
- Accuracy and confidentiality
- Personal and Professional integrity
- Focus on providing excellent customer service
- Mature and reflective – has the ability to make good decisions under pressure
- Able to work well under pressure
- Puts attention to detail
- Able to follow direction and strives to complete delegated tasks

c) Essential

- People-centred problem-solving capability
- Have a current clean drivers licence.

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

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