

Position Description

Position	Administrator
Team / Service	Crisis Resolution Service
Directorate	MHAIDS Service – 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	Wellington

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)

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

- 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

Mission

Working together for health and wellbeing.

Capital and Coast

Vision

Keeping our community healthy and well

Value

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

Mission

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

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

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.

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.

Purpose of the role

A key responsibility of this position is to provide administrative support to Crisis Resolution Service (Wellington), working closely with the clinical team 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 Administrator is responsible for the effective and efficient provision of all administrative services to a high quality. The Administrator ensures administrative support is provided to all health professionals in their operational area and information required by other MHAID services is timely and accurate.

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. All visitors and telephone callers are greeted courteously with their needs	<ul style="list-style-type: none">▪ Answer and follow up all enquiries appropriately and sensitively in accordance with the Privacy and Health	<ul style="list-style-type: none">▪ Feedback from visitors, tangata whaiora and other callers is always positive.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
ascertained and addressed promptly	and Disability Acts and CCMH Policy & Procedures; <ul style="list-style-type: none"> ▪ Respond to urgent requests promptly; ▪ Ensure messages for team members are accurately recorded and forwarded promptly. 	
2. Administration systems are developed & maintained	<ul style="list-style-type: none"> ▪ Prioritises and completes word processing accurately, efficiently and promptly and within acceptable timeframes; ▪ Completes referral processes in a timely manner in line with DHB standards and processes; ▪ Competent with spreadsheet and report production, including graphs and charts; ▪ Collects, collates and enters statistics (if appropriate); ▪ Is competent in the use of office equipment; ▪ Orders supplies and maintains adequate stocks; ▪ Maintain staff scheduler if appropriate; ▪ Make client/tangata whaiora appointments as necessary; ▪ Minutes meetings as requested by team leader. 	<ul style="list-style-type: none"> ▪ Positive feedback from users of the systems.
3. All information systems are efficiently operated	<ul style="list-style-type: none"> ▪ Collects, collates and enters statistics. 	<ul style="list-style-type: none"> ▪ All data is accurately entered in a timely manner.
4. 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 or overload situations; ▪ Supports the administration team; ▪ As directed by the Team Leader, assists with team purchases; ▪ Carry out any new procedures as requested by the Service. 	<ul style="list-style-type: none"> ▪ Works collaboratively with other administration staff within the team and the directorate.

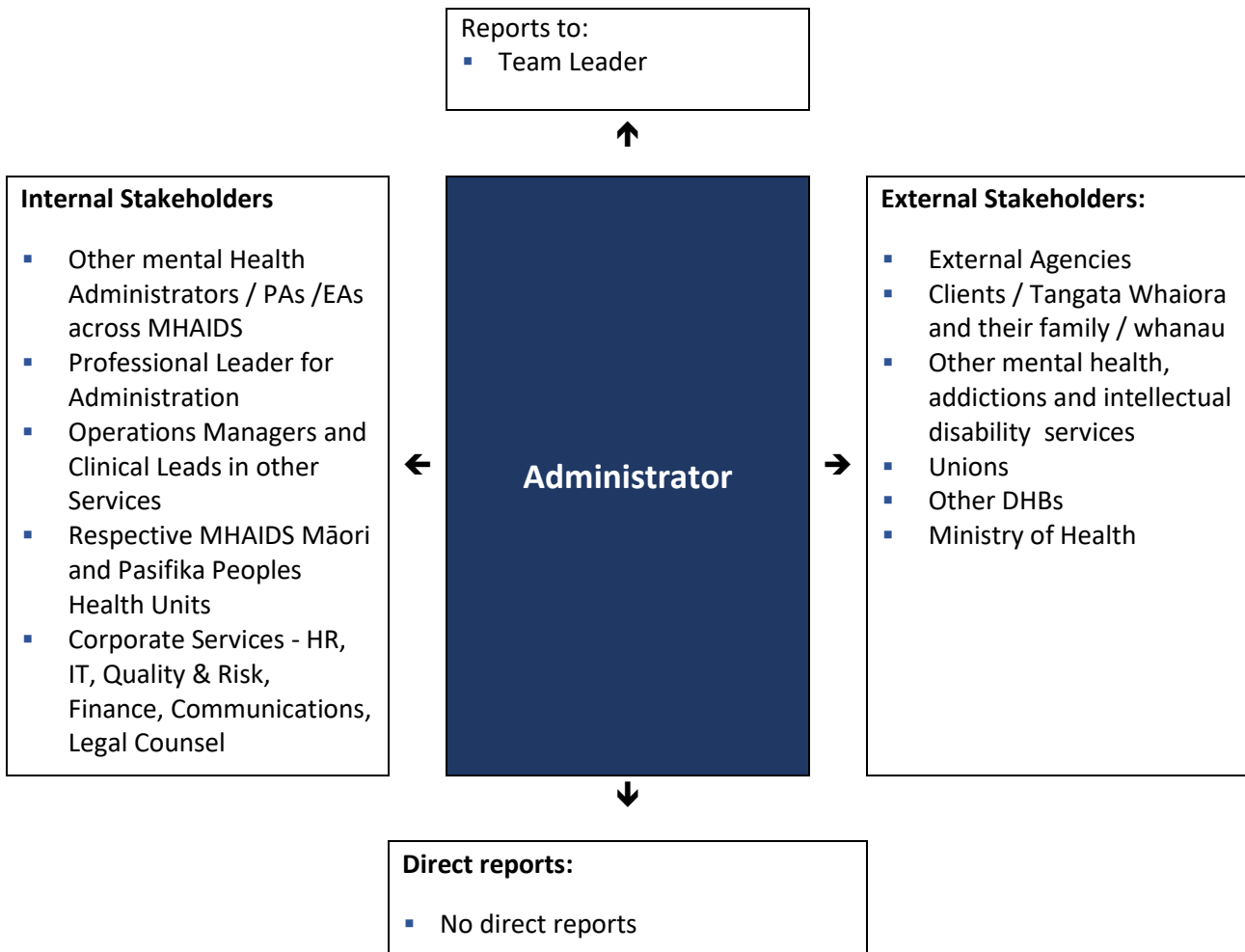
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
5. Quality and Risk	<ul style="list-style-type: none"> ▪ Contributes to the quality processes within the team/service. 	<ul style="list-style-type: none"> ▪ Identifies risks, potential solutions and notifies relevant manager 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.
6. Establish and maintain systems that offer an efficient and timely service to the Multi-disciplinary Team	<ul style="list-style-type: none"> ▪ Supports administration personnel, offering support and direction as required; ▪ Supports all administration activities as appropriate; ▪ All outputs of administrative work are of a high quality; ▪ All administration tasks are carried out in a timely manner; ▪ Statistical information is completed in a timely manner; ▪ Maintains booking system for cars; ▪ Ensures supplies are maintained. 	<ul style="list-style-type: none"> ▪ All systems are maintained and information is up-to-date; ▪ Positive feedback from team members.
7. All equipment, vehicles and buildings are maintained and updated.	<ul style="list-style-type: none"> ▪ Ensure building maintenance is carried out; ▪ Ensure cars are maintained; ▪ Ensure all team base equipment is maintained and updated as requested; ▪ Follow-up with appropriate departments regarding Capex purchases as requested by Team Leader; ▪ Ensures supplies are maintained. 	<ul style="list-style-type: none"> ▪ Positive feedback from team members.
8. Information systems operate responsively and efficiently.	<ul style="list-style-type: none"> ▪ The administration of the Mental Health Act is completed in a timely manner. ▪ Maintain integrity of all information systems by ensuring that only 	<ul style="list-style-type: none"> ▪ All reports from the data entered is accurate and up to date.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
	authorised staff obtain access.	
9. Ensure client/tangata whaiora files are maintained. All information relating to clients/tangata whaiora is filed promptly and kept up to date, and all requests for files are actioned in a timely manner.	<ul style="list-style-type: none"> ▪ Maintain and update client/tangata whaiora files as per the Primary File Manual; ▪ All file requests and discharges are actioned in a timely manner; ▪ Files are kept securely in accordance with Primary File protocol; ▪ Action daily file requests; ▪ Action urgent requests for files promptly; ▪ Maintain file tracking system. 	<ul style="list-style-type: none"> ▪ Files are up-to-date and accessible to clinicians when required; ▪ Data is accurately entered, maintained and retrieved in a timely manner; ▪ Client/tangata whaiora files are maintained.
10. Team Work	<ul style="list-style-type: none"> ▪ Support Team Leader administratively; ▪ Attends monthly meetings with the administration coordinators as well as additional meetings as required. 	<ul style="list-style-type: none"> ▪ Positive feedback; ▪ The clinical team is supported effectively with organisation, practice and systems.
11. Professional Development	<ul style="list-style-type: none"> ▪ Development activity as agreed in performance development plan, developed through performance appraisal; ▪ Attend regular supervision sessions, arranged through Professional Leader. 	<ul style="list-style-type: none"> ▪ Participates in appropriate training and development; ▪ Demonstrate the development of self/management skills and reflects on practice.
12. Actively contributes to Continuous Quality Improvement activities within the service	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies the Team Leader of these; ▪ Participates in the service's quality improvement activities; ▪ All controlled documents (policies, procedures etc) are appropriately formatted for Team Leader sign off; ▪ Provides good client/tangata whaiora service and is responsive to client/tangata whaiora requests or complaints; ▪ Maintain policy and procedure manuals. 	<ul style="list-style-type: none"> ▪ Evidence of contribution to quality improvement; ▪ Controlled documents are appropriately formatted; ▪ All manuals are updated as per C&C DHB practice.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
13. Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Complies with responsibilities under the Health & Safety in Employment Act 1992 	<ul style="list-style-type: none"> ▪ 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.
14. Has a knowledge of legal requirements of clients	<ul style="list-style-type: none"> ▪ Is familiar with the Mental Health (Compulsory Assessment & Treatment) Act; Criminal Procedure (Mentally Impaired Persons') Act, Intellectual Disability (Compulsory Care & Rehabilitation) Act and Children Young Persons & Their Families Act; ▪ Is familiar with the Privacy Act and Health & Information Act. 	<ul style="list-style-type: none"> ▪ Administration of the Mental Health Act in conjunction with the DAMHS office (if applicable for the service).

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
Strategic Agility	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Competency	Behaviours
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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	<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.
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.
Interpersonal Savvy	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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;

Competency	Behaviours
	<ul style="list-style-type: none"> 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.
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.
Partnership with Maori	<ul style="list-style-type: none"> Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision; Applies the notion of partnership and participation with Maori within the workplace and the wider community; Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved; Implements strategies that are responsive to the health needs of Maori.
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.

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.

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.