



TWM Support Services Administrator JOB DESCRIPTION

Responsible to: General Manager, Te Whare Mahana Trust (TWM)
Days of Work: t.b.d.
Hours of Work: t.b.d.
Broad Objective: To provide administrative support for Te Whare Mahana Trust

Key Accountabilities	Objectives	Task	Outcome
Organisation	To be committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> Uphold the organisations vision and Philosophy towards Te Tiriti o Waitangi. Liaise with Iwi as appropriate 	<ul style="list-style-type: none"> Appropriate service delivery to Tangata Whaiora Improved bi-cultural practice.
	To adhere to TWM policy and procedures	<ul style="list-style-type: none"> Participate in meetings, training, supervision sessions and performance appraisals. Utilise TWM Administration systems appropriately. Electronic and hard copy information is kept current and accurate. Confidentiality is observed. TWM property and resources are treated with responsibility and care 	<ul style="list-style-type: none"> Professional standards, boundaries and development are maintained. The employee works within TWM Policies and Procedures Information is accessible and confidentiality is appropriately maintained. Administrative tasks are completed in a timely fashion and to a professional standard.
Health & Safety	Contribute to Health & Safety processes in the Workplace	<ul style="list-style-type: none"> Report any identified hazards. Take responsibility (as far as is reasonably possible) for personal and professional safety while at work. 	<ul style="list-style-type: none"> Hazards are reported and managed The work environment is safe. Personal/professional safety is maintained.

Te Whare Mahana Trust	Support Services	Title	Administrator
Date	02 March 2021	Review Date	02 March 2023
Prepared by	Durham Quigley	Authorised By	GM Te Whare Mahana
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Key Accountabilities	Objectives	Task	Outcome
DBT Intensive Treatment Centre - Enquiry Management	To provide administrative support and assistance	<ul style="list-style-type: none"> • Main point of contact for potential referrers and private individuals • Maintain database of all enquiries • Analysing and reporting on enquiry statistics as requested, collaboration with TWM Marketing as required • Producing written information about the DBT programme and referral process for potential referrers • Ensuring that TWM promotional material and information publications are well stocked and up to date • Creation and dissemination of the various information packs 	<ul style="list-style-type: none"> • Administration systems associated with the DBT Intensive Treatment Centre Intake and client administration run smoothly.
DBT Intensive Treatment Centre – Referral Management Service: DBT ITC	To provide administrative support and assistance	<ul style="list-style-type: none"> • Main TWM contact for referral process • Manage all incoming referral information, collate, scan, record, store and disseminate and destroy hard copies as necessary • Maintenance of the enquiry/referral database • Creation of client WB record, client digital files and core documents • Collaboration with Clinical Manager, RN and Household Manager throughout the referral process, attending weekly intake meeting to discuss intake and visit priorities. • Ensuring notifications are sent to external partners as necessary (MoH, NMDHB, GBCH) • Collaboration with Support Services manager to liaise with DHB Planning and Funding to secure contracts and payment 	<ul style="list-style-type: none"> • The referral process for each new client is managed in a timely and efficient manner • All communications and information collected during the referral process is managed according to privacy guidelines and is stored and shared appropriately • All the stakeholders in the referral process are well appraised and are kept up to date as the referral progresses – no gaps • The information required by the relevant DBT staff is consistently well organised and accessible • The appropriate external agencies/organisations are made aware of new information that is relevant to them (MoH, NMDHB) • DHB and ACC contacts are aware of their funding and payment obligations during the referral process
Miscellaneous	As required - to support the admin team	<ul style="list-style-type: none"> • General IT Helpdesk Support • Statistical & Contract Reporting • Covering reception/phones/general receptionist duties • Supporting with human resources 	<ul style="list-style-type: none"> • Office running smoothly and team are supported whilst on leave etc.

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TWM Administrative Assistance - Person Specifications

<p>Skills and Abilities</p> <p>Communication</p> <p>Supervision</p> <p>Team Work</p> <p>Networking/Relationships</p> <p>Administration</p>	<ul style="list-style-type: none"> - Has excellent communication skills; written and verbal. Is able to communicate with people in a way that gains their trust and engagement. Also able to communicate professionally within the team, with colleagues in other areas of TWM, community agencies, and other health professionals. - Committed to receiving supervision as part of their professional development and best practice. - Understand the value, importance and challenges of (multidisciplinary) team work. - Able to develop and maintain professional relationships within the community at a level appropriate to the role. - Attention to detail and good organisational skills.
<p>Aptitudes</p> <p>Professional</p> <p>Strengths/Solution Focus</p> <p>Flexibility</p> <p>Motivated/Passionate</p>	<ul style="list-style-type: none"> - Works in a respectful and professional manner with all clients, members of staff, other professionals and members of the community. Maintains confidentiality. - Ability to problem solve through use of strength-based solutions to promote an excellent level of service. - Able to work on own initiative, flexible approach to changing priorities, environment and work demands. - Self-motivated and enthusiastic.
<p>Knowledge and Experience</p> <p>Relevant Training and/or experience</p>	<ul style="list-style-type: none"> - Has previous experience in administration - Good working knowledge of Microsoft Office - Has an understanding or willingness to learn with reference to implementation of Te Tiriti o Waitangi - Committed to a bi-cultural model of practice

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