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| **Responsible to:** | TWM Lead Administrator, Te Whare Mahana Trust (TWM) |
| **Broad Objective:** | To provide intake and administrative support for DBT Service and maintain TWM administration best practice. |

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| **Key Accountabilities** | **Objectives** | **Task** | **Outcome** |
| **Organisation** | To be committed to Te Tiriti O Waitangi | * Uphold the organisations Vision and Philosophy towards Te Tiriti o Waitangi. * Liaise with Iwi as appropriate | * Appropriate service delivery to Tangata Whaiora * Improved bi-cultural practice. * Participates in on-going development of tikanga Māori competence |
| To communicate with other health professionals and community agencies as appropriate. | * Liaise with other TWM staff * Attend meetings * Liaise with GP’s and Golden Bay Community Hospital Staff as appropriate. * Work with other external health professionals * Work with professionals from local social agencies | * That relevant information is appropriately shared to promote client wellbeing. * Collaborative working relationships with other agencies are developed and maintained within the community. * Clients experience service delivery that is integrated and seamless across agencies. |
| To adhere to TWM policy and procedures | * Participate in meetings, training, and performance appraisals. * Utilise TWM Administration systems appropriately. * Electronic and hard copy information is kept current and accurate. Confidentiality is observed. * Treat TWM property and resources with responsibility and care | * Maintain professional standards, boundaries, and personal development. * Work within the 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** | To maintain a healthy and safe work environment. | * Report any identified hazards. * Take responsibility (as far as is reasonably possible) for personal and professional safety while at work. | * Hazards are reported and managed * The work environment is safe. * Maintain Personal/professional safety. |

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| DBT Intensive Treatment Centre - Enquiry Management | To provide administrative support  and assistance | * Main point of contact for all Programme enquiries * Maintain database of all enquiries * Maintain DBT Intensive Treatment Centre inbox. * Respond to all enquiries within the agreed timeframe with the information required. | * Administration systems associated with the DBT Intensive Treatment Centre Intake and client administration run smoothly. |
| DBT Intensive Treatment Centre – Referral Management | To provide administrative support  and assistance | * Main TWM contact for referral process * Manage all incoming referral information as necessary * Create client WB record, client digital files and core documents * Collaboration with Intake team throughout the referral process, attending and minuting intake meetings. * Creation and dissemination of the various information required for referrals; visits and intakes as per Pathway. * Assist General Manager and DBT Clinical Manager to liaise with Health NZ and ACC to secure contracts and payment. | * The referral process for each new client and stakeholders is managed in a timely and efficient manner * All communications and information collected during the referral process is managed according to privacy policy and is stored and shared appropriately * The information required by the relevant DBT staff is consistently well organised and accessible * DHB and ACC contacts are aware of their funding and payment obligations during the referral process |
| Statistical Reporting |  | * Analyse and report on enquiry, referral, and client data * Preparing contractually required monthly, quarterly, and annual reporting as necessary | * All data collected is comprehensive, consistent, and accessible |
| General Tasks | To provide administrative support to the DBT team | * Priority admin support to DBT Service Manager and Programme Co-ordinator. * General admin support to DBT Team * Prepare for meetings; take minutes; distribute documents * Organise meetings; book venues; catering; run errands * Collaborate with TWM Lead Administrator to ensure organisational processes are maintained to agreed standards. | * DBT Programme and TWM administration processes meet agreed standards. |

**DBT Coordinator - Person Specifications**

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| **Knowledge and Experience** | |
| Relevant Training and/or experience | * At least 3 years relevant administration experience – Essential * Working understanding of the principles of administration systems and processes. * Experience with MS Office systems including MS Teams. * Strong reporting skills. * Committed to a bi-cultural model of service and knowledge of te Tiriti O Waitangi |
| **Skills and Abilities** | |
| Communication | * Has excellent communication skills; written and verbal. Can communicate with people in a way that gains their trust and engagement. * Can communicate professionally within the team, with colleagues in other areas of TWM, community agencies, and other health professionals. |
| Team Work | * Understand the value, importance, and challenges of (multidisciplinary) teamwork. |
| Networking/Relationships | * Able to develop and maintain professional relationships within the community at a level appropriate to the role. |
| Administration | * Have a excellent level of IT literacy. * Can complete required administrative tasks in a timely and professional way. * Well-developed time management skills * Strong organisational skills |
| **Aptitudes** | |
| Professional values | * Works in a respectful and professional manner with all clients, members of staff, other professionals, and members of the community. * Values include empathy, compassion, authenticity, drive and determination. |
| Strengths/Solution Focus | * Ability to problem solve using strengths-based solutions to promote an excellent level of service. |
| Flexibility | * Able to work on own initiative, flexible approach to changing priorities, environment and work demands. |
| Motivated/Passionate | * Self-motivated and enthusiastic with a passion for administration work. |