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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
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| 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.
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| 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.
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| **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 supportand 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.
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| DBT Intensive Treatment Centre – Referral Management | To provide administrative supportand 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
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| 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
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| 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.
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**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
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| **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.
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| Team Work | * Understand the value, importance, and challenges of (multidisciplinary) teamwork.
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| Networking/Relationships | * Able to develop and maintain professional relationships within the community at a level appropriate to the role.
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| 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
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| **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.
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| Strengths/Solution Focus | * Ability to problem solve using strengths-based solutions to promote an excellent level of service.
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| Flexibility | * Able to work on own initiative, flexible approach to changing priorities, environment and work demands.
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| Motivated/Passionate | * Self-motivated and enthusiastic with a passion for administration work.
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