TWM Support Services
DBT Administrator
JOB DESCRIPTION

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

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.

Key Accountabilities	Objectives	Task	Outcome

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.
		• Maintain emergency contact lists, keyholder registers, and daily H&S checklists.
		  • Assist with incident and hazard reporting processes for DBT team and support the preparation of data for quality improvement reporting for DBT Services Manager.
		  • Ensure all relevant registers are kept current for DBT team (e.g. training register, vehicle logbooks, first aid kits).
			• Hazards are reported and managed
			• The work environment is safe.
			• Maintain Personal/professional safety for DBT Program

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; Initial Assessments; Preliminary Visits and intakes as per Pathway. • Assist General Manager, DBT Services Manager and DBT Clinical Manager to liaise with Health NZ and ACC to secure contracts and payment. • Assist with all HR processes, for example: induction of new staff (e.g. keys, office orientation, tour of the house, shadowing shifts' organisation etc...)	• 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 • HR Processes for DBT are run smoothly and efficiently. Staff feel well inducted and clear about admin and HR processes for DBT

Key Accountabilities	Objectives	Task	Outcome
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
DBT Roster	Co-ordinate, Record and Communicate monthly rosters and updates	• Support DBT service manager in roster management. • Develop efficient DBT roster admin process and roster guidelines and communicate it to DBT staff after approval of DBT Service Manager. • Develop, maintain and distribute support worker rosters in alignment with service delivery needs and staff availability. • Coordinate shift allocations for 24/7 coverage, including on call and overnight shifts. • Process and record staff leave request and ensure adequate cover is arranged. • Maintain accurate records of shift changes, swaps and coverage for audit and payroll purposes. • Act as the primary point of contact for support workers regarding roster queries, shift changes, or urgent cover requirements. • Communicate roster changes clearly and promptly via agreed channels. • Work closely with DBT Day Team to ensure rosters meet service and client care needs.	• Roster is fully staffed with inducted and trained professionals. • Roster Processes are run smoothly and efficiently

Key Accountabilities	Objectives	Task	Outcome
General Tasks	To provide administrative support to the DBT team	• Priority admin support to DBT Service Manager and Programme Co-ordinators. • General admin support to DBT Team • Make sure that DBT pathway is recorded by DBT team and support team if needed. • Support and prepare for DBT audit • Prepare for meetings; take minutes; distribute documents • Organise meetings; book venues; catering; run errands • Collaborate with DBT Service Manager and General Manager, Executive Assistant to ensure organisational processes are maintained to agreed standards. • Provide administrative support to DBT Service Manager. • IT support: Adding/taking off clients from MS365, distribution lists (e.g. etxt), etc. • Creating and maintaining the clients expense accounts, Pharmacy bills, etc • Basic IT support for DBT staff	• DBT Programme and TWM administration processes meet agreed standards.

Personal Specifications

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.