

Position Description

Administrator

Reports to	Clinical Manager, Youth INTact
Service/Team	Youth INTact

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – trust, honesty, responsibility, concern and love – are the foundation of our work, guiding how we work together and with others.

Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana Motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect, learn and connect so that people can move towards a brighter future.

Position Purpose

To provide excellent customer focused reception, administrative and office management services for the Youth INTact service.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Reception duties</p> <ul style="list-style-type: none"> • Provide a polite, efficient and courteous frontline reception service, including providing appropriate cover during business hours. • Provide a warm and friendly reception to clients/rangatahi, their whānau/family and other visitors, including external organisations. • Ensure the voicemail is cleared daily and messages are accurately recorded and relayed to relevant staff in a timely manner. <p>Administrative support</p> <ul style="list-style-type: none"> • Provide efficient, timely confidential administrative and word processing support to the Clinical Manager, members of the Youth Intact team and Operations Manager as required. This includes: <ul style="list-style-type: none"> ○ Producing high quality documentation as requested by various team members. ○ Accurately entering data into the client case management system. ○ Coordinating and preparing meeting rooms and ordering catering for functions as requested. <p>Property and Stock maintainance</p> <ul style="list-style-type: none"> • Support the organisation and maintain oversight of rooms, and ensure that communal areas and office facilities are kept tidy and clean, including the reception area. • Maintain appropriate stock levels of stationery, kitchie, and cleaning supplies for the office. • Ensure office equipment is kept in good operating order and arrange for repairs or maintenance checks as required. • Ensure the general organisation and tidiness of the storage area. 	<ul style="list-style-type: none"> • Clients, whānau and other visitors are attended to in a timely and pleasant manner. • Internal and external stakeholders including staff, clients/rangatahi, whānau express satisfaction with reception services provided. <ul style="list-style-type: none"> • Professional and timely administrative support is provided. • All work is accurate and professionally presented, with completion deadlines met. • Clinical Manager, Operations Manager and team members express satisfaction with the support provided. <ul style="list-style-type: none"> • Office/kitchen supplies are maintained at an adequate levels and office equipment is kept in good operating order. • Communal areas are kept tidy and clean. • Storage area is well organised. • Vehicles are well maintained and are road worthy.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Maintain the Youth Intact vehicles, which includes arranging regular vehicle checks and ensuring WOF are kept up to date and the vehicles in a tidy condition. <p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Demonstrate interest in and participate in continuous quality improvement activities which contribute to service improvements as directed by the Clinical Manager or Operations Manager. 	<ul style="list-style-type: none"> • Demonstrates an awareness of quality improvement principles. • Participates in quality activities.
<p>Professional Development</p> <ul style="list-style-type: none"> • Maintain skills and knowledge in professional area e.g. knowledge of Microsoft Office applications, databases or software tools used by Youth INTact or Odyssey. • Identify any personal and professional development needs and ensure they are clearly indicated and negotiated with the Clinical Manager. • Participate in regular evaluation of own performance with the Clinical Manager. • Participates in relevant training programmes as required and approved, to enable the provision of best practice. <p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and other employees. • Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required. • Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. 	<ul style="list-style-type: none"> • Employee demonstrates personal and professional growth. • Attends regular meetings with Clinical Manager. • Has an individual development plan which is implemented. • Attends organisational training required for role. <ul style="list-style-type: none"> • Risks (including Health and Safety, compliance and maintenance) are identified and reported. • Plans are put in place to resolve and/or mitigate potential problems as required • Issues are escalated to relevant manager as required. • Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. • Follows correct protocols when using safety equipment. • Workplace hazards are identified and plans are put in place to reduce /eliminate these or the matter is escalated to the relevant authority.

Area of Responsibility	Performance Measures
<p>Treaty of Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role. <p>General</p> <ul style="list-style-type: none"> • Attend and contribute actively to team meetings. • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role.</p> <ul style="list-style-type: none"> • Regular attendance at team meetings and makes useful contributions. • Work is undertaken and completed. Commitment and flexibility is demonstrated. • Maintains a “can do” attitude.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager/Youth Intact Team • Operations Manager • Other Odyssey employees 	<ul style="list-style-type: none"> • Clients/rangatahi and their family/whānau • External organisations • Other Visitors

Person Specification

Qualifications, Knowledge and Experience

- 1-2 years experience in a reception/office administration role.
- Experience of organising meetings, including catering, and of recording and distributing accurate meeting minutes.
- Experience of data-processing and proven competency in accurate data entry.
- Advanced knowledge of Microsoft suite applications.
- Demonstrated understanding of and interest in Odyssey's work
- Full Current New Zealand Drivers Licence
- Experience of working in the social services, addictions and/or mental health sectors is preferred.
- Experience of using relational databases would be an advantage.
- A relevant administrative qualification is desirable.

Skills and Abilities

- Demonstrated ability to interact effectively and respectfully with a wide range of people, including clients, their family members, members of the public and professionals.
- Excellent computer, word-processing and accurate keyboard skills.
- Strong organisational skills and ability to prioritise, forward plan and make sound decisions.
- Ability to work under pressure, complete work on time and to a high standard.
- Demonstrated initiative and ability to respond to changing demands and circumstances.
- Ability to evaluate information and produce high quality reports.
 - Self-motivated and customer focused.
- Ability to work unsupervised and as a team member.
- Demonstrated interpersonal skills and listening skills.
- Excellent command of English, and excellent written and oral communication skills.
- Demonstrated ability to show discretion, tact, diplomacy, cultural awareness and sensitivity.
- Ability to deal with and defuse challenging situations.
- High regard for confidentiality and security, including client information.
- Ability to acknowledge own limitations and willingness to pursue relevant self- development activities.

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Reliable and shows great integrity.
Pono Honesty	Transparency and openness underpins all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore Concern	Empathic and interested in the wellbeing of others.
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.

‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that employees will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level – Essential
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> • Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information • Works in partnership with people accessing services and is mindful of the impact of power differentials • Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whānau • Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment
Working with Māori	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai	<ul style="list-style-type: none"> • Greets Māori people using te reo Māori greetings • Respects and uses te reo Māori correctly & when appropriate • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of

Skill	Description	Competency Level – Essential
	ora with mental health and addiction needs	whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake <ul style="list-style-type: none"> Asks whai ora and whānau what they need and provides information in English and Māori Understands the importance of whakapapa and different roles within whānau Supports Māori whai ora to identify and involve people who are important to them
Working with whānau	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	<ul style="list-style-type: none"> Demonstrates understanding that in many cultures, a person's identity is embedded and connected to whānau rather than their individual selves Welcomes, establishes positive rapport and shares relevant information with whānau Sensitively asks about support needs related to being a parent as appropriate to role
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> Understands 'community' in the broadest sense and that the concept of community is dynamic and evolving Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities people accessing services identify with, and supports them to connect with and participate in communities of their choice Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role Upholds the principles set out in the UN Convention of the Rights of the Person, including the right to

Skill	Description	Competency Level – Essential
		<p>autonomy, self-determination, to be free from coercion and to be treated in a non-discriminatory way</p> <ul style="list-style-type: none"> • Provides information to people about their rights and in a way that supports them to understand • Ensures people know about relevant feedback and complaints processes • Maintains and stores records in accordance with legal and professional standards
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service	<ul style="list-style-type: none"> • Reflects on own work and practices to identify strengths and areas for further development • Seeks and takes learning opportunities to achieve professional development goals • Looks after own wellbeing and contributes to a safe and healthy workplace • Communicates effectively with a diverse range of people • Engages with colleagues to give and receive constructive feedback • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team