



He Oranga Tangata

Ngati Kahu Social & Health Services

Phone (09) 406 1441
 PO Box 693
 Kaitaia 0441
 NORTHLAND
 Email: reception@ngatikahu.co.nz

2021

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| Position | Receptionist Triage Administrator |
| Reports to | Team Leader |
| Employment status | <ul style="list-style-type: none"> Individual Employment agreement 40 hours per week. usually being between the hours of 8:00am to 5.00pm, Monday - Friday The nature of the position will require hours to be flexible as extra hours and after-hours work may be required |
| Purpose of the position | To provide reception and triage administration support for Ngati Kahu Social and Health Services Trust. |
| Place of work | <ul style="list-style-type: none"> Work base will be Ngati Kahu Social and Health Services, 35 Puckey Ave, Kaitaia |
| Performance Review | <ul style="list-style-type: none"> NKSHS carries out performance reviews as per NKSHS procedures |
| Legal requirements | <ul style="list-style-type: none"> All NKSHS employees are subject to police vetting as per Vulnerable Children Act 2014 |
| Functional relationships | <p><i>Internal</i></p> <ul style="list-style-type: none"> Management/Leadership Team NKSHS staff members <p><i>External</i></p> <ul style="list-style-type: none"> Iwi, Hapu, Whānau Key stakeholders Community Partners Local and central government Social Services agencies |
| Limits of Authority | N/A |

1. POSITION OBJECTIVES

- To be the first point of contact for persons contacting the Ngati Kahu Social and Health Services
- To administer referrals into the organisation through the Single Point of Entry process
- To support service leads, when necessary, in administration duties
- To meet individual key performance measures and carry out all work in accordance with set procedures and requirements
- To be an active, inclusive, and effective member of the NKSHS Team

2. COMPETENCIES / IDEAL PERSON SPECIFICATIONS

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| Culturally Competent | <ul style="list-style-type: none"> • Being able to share cultural values. • Extending cultural knowledge to support whānau aspirations. • Takes full part in all tikanga-based organisation activity. • Competence in Te Reo and or takes action to improve proficiency. • Can articulate 'Mārae Tikanga', the self-managing practice in that context and the role of tikanga in governing, guiding, and monitoring that self-managed practice |
| Relating and networking | <ul style="list-style-type: none"> • Maintain a good working relationship with the key stakeholders • Establishes good relationships with whanau and staff. • Builds wide and effective networks of contacts inside and outside the organisation. • Relates well to people at all levels. • Manages conflict. • Uses humour appropriately to enhance relationships with others |
| Presenting and communicating information | <ul style="list-style-type: none"> • Speaks clearly and fluently. • Expresses opinions, information, and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and confidence. • Responds quickly to the needs of an audience and to their reactions and feedback. • Project's credibility |
| Writing and reporting | <ul style="list-style-type: none"> • Writes clearly, succinctly, and correctly. • Writes convincingly in an engaging and expressive manner. • Avoids the unnecessary use of jargon or complicated language. • Writes in a well-structured and logical way. • Structure's information to meet the needs and understanding of the intended audience |
| Learning and researching | <ul style="list-style-type: none"> • Rapidly learns new tasks and quickly commits information to memory. • Gathers comprehensive information to support decision making. • Demonstrates a rapid understanding of newly presented information. • Encourages an organisational learning approach (i.e., learn from successes) • Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation) |
| Creating and innovating | <ul style="list-style-type: none"> • Produces new idea, approaches, or insights. • Creates innovative products or designs. • Produces a range of solutions to problems. • Seeks opportunities for organisational improvement. • Devises effective change initiatives |
| Planning and organising | <ul style="list-style-type: none"> • Sets clearly defined objectives. • Plan's activities and projects well in advance and takes account of possible changing circumstances. • Manages time effectively. • Identifies and organises resources needed to accomplish tasks. • Monitors performance against deadlines and milestones |
| Delivering results and meeting expectations | <ul style="list-style-type: none"> • Focuses on whānau needs and satisfaction. • Sets high standards for quality and quantity. • Monitors and maintains quality and productivity. |

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| | <ul style="list-style-type: none"> Works in a systematic, methodical, and orderly way Consistently achieves project goals |
| Technical | <ul style="list-style-type: none"> Uses office software to create, format and edit forms and presentations Establishes and maintains electronic and paper filing systems Retrieves, inputs, edits, formats, transmits, and links electronic file data. Creates, generates, and maintains diverse reports & documents utilizing databases, spreadsheets, and communications Develops and uses systems to organize and keep track of information |
| Qualifications | Essential: <ul style="list-style-type: none"> Qualification in Office Administration or Business Management Full clean drivers license |
| Training and Experience | Essential: <ul style="list-style-type: none"> Office administration experience in Health, Social Services, or other community agencies. |

3. KEY PERFORMANCE OBJECTIVES (Duties and responsibilities)

| Objective Key Responsibilities (Actions) | Outcome / Key Performance Indicators (Result) |
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| To provide excellent reception services for Ngati Kahu Social and Health Services Trust <ul style="list-style-type: none"> To welcome and manaaki visitors to Ngati Kahu premises To maintain a clean and tidy reception area at all times To answer telephone calls into the organisation | To be the first point of contact for persons contacting the Ngati Kahu Social and Health Services Visitors feel welcomed and communicated to appropriately The reception area is pleasant and welcoming Phone calls are answered in a pleasant and timely manner. |
| To provide office administration support <ul style="list-style-type: none"> Collection and postage of mail & parcels Photocopying & filing Ordering of office supplies and service resources Administer development of panui and pamphlets Support the Office Manager in the management of the organisation's vehicle fleet Other administration duties as required | Mail is collected and posted in a timely manner Photocopying and filing are of a high standard and meet the needs of the organisation Office and organisational resources are maintained and cost effective Panui and pamphlets are of a high quality and align with the organisations quality and communications plan. The vehicle fleet is well maintained and efficiently utilised. |
| To administer referrals into the organisation through the Single Point of Entry (SPOE) process | Receiving referrals in either electronically, face to face, or via phone. Responding to referrals in accordance with the SPOE process. |
| To support service leads, in service administration duties. | Develop and maintaining (as appropriate) client files Assist in the collation of data relevant to the compilation of service and other reports. |
| Reporting <ul style="list-style-type: none"> Meet all reporting requirements relating to the delivery of the specific service that are necessary to meet internal and external requirements, following prescribed formats. | <ul style="list-style-type: none"> Client records and case notes are efficiently maintained, and meet minimum recording standards of organisation All reporting requirements internally and externally are met |

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| <p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> To actively contribute to Continuous Quality Improvement activities within the service | <ul style="list-style-type: none"> Identifying improvement opportunities Participating in the Service's quality improvement activities Providing good client service Participation in Internal/External Audits Complying with standards Being responsive to client requests or complaints Working to improve client satisfaction. Able to evidence and evaluate positive outcomes |
| <p>Compliance</p> <p>The actions of all staff must comply with:</p> <ul style="list-style-type: none"> Privacy Act 1993 Health and Disability Act The Health and Disability Standards Other relevant legislation Internal Policies, Procedures & Protocols of the organisation | <ul style="list-style-type: none"> All actions meet minimum legislative requirements and comply with all internal operating policies and procedures. |
| <p>Risk Minimisation</p> <ul style="list-style-type: none"> To actively contribute to risk minimisation activities within the Service | <p>Contributes to the service's risk minimisation activities by:</p> <ul style="list-style-type: none"> Identifying risks Notifying the Lead of these Participating in the Service's risk minimisation activities |
| <p>Health and Safety</p> <ul style="list-style-type: none"> Participate in and comply with the requirements of the Health & Safety at Work Act 2015 and associated Ngati Kahu Social & Health Services policies | <ul style="list-style-type: none"> Work practices ensure safety for self and others Hazards are identified, control plans documented and hazards eliminated, minimised, or isolated Comply with NKSHS incident reporting policy Emergency management procedures and compulsory/compliance education and training completed |
| <p>Team Member</p> <ul style="list-style-type: none"> Individual responsibilities, sanctions and contributions enhance the success of the Service and team. Te Tiriti o Waitangi | <ul style="list-style-type: none"> Maintains a current knowledge of relevant issues, trends, and practices. Behaviour demonstrates cultural appropriateness. Builds and maintains productive working relationships. Participates as a member of designated group(s) Values individual effort, innovation, and creativity Work practice is consistent with the Vision, Mission and Values Statements of NKSHS. |

4. ACKNOWLEDGEMENT

This Job Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

This Job Description records the complete understanding and agreement of the parties as to the terms of employment and supersedes any previous Job Descriptions or understandings.

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