

## Position Description

### Administrator (Enliven)

#### **Our Vision**

Every person is valued and grows in a safe and strong community.

#### **Our Mission**

We walk with people across the generations to create together places to live, learn and thrive.  
We call out injustice and advocate for positive social change.

#### **Our Values**

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

## Position Purpose and Primary Objectives

### **Purpose**

Contribute to the successful day to day operations of the facility and quality service delivery for our residents by providing great service and support to the leadership team, residents, visitors and contractors/suppliers

### **Primary Objectives**

- To ensure administrative tasks are undertaken with a high degree of attention to detail and accuracy balanced with efficiency.
- To provide quality service and support to managers, staff, residents/clients, visitors, contractors and suppliers.
- To develop and continuously improve our office and administration systems and processes
- To maintain key database systems
- To be willing to learn and develop new skills to help with a wide range of duties and maximise the support provided.

<b>Accountability</b>	<b>Expected Outcomes / Key Performance Indicators</b>
<b>Administration Support</b>	<ul style="list-style-type: none"> <li>• Undertakes a wide range of administration activities in a timely and effective manner – whether on a reoccurring basis, as requested or as the need arises, for example: <ul style="list-style-type: none"> <li>- Contacting / Liaising with external parties</li> <li>- Contract administration</li> <li>- Emails and calendar management</li> <li>- General admin support for your manager/other staff</li> <li>- Binding, laminating,</li> <li>- Filing and document management</li> <li>- Cleaning</li> <li>- Deliveries</li> <li>- Mail services</li> <li>- Scanning and filing</li> <li>- Writing correspondence (letter or email), general word processing and document preparation, preparing site communications</li> <li>- Assistance with organising meetings, events and catering</li> <li>- Assistance with minutes</li> <li>- Ordering stationery/supplies to main stock levels</li> </ul> </li> <li>• Adherence to PSO’s accounting and finance procedures for example coding and authorisation of invoices, arranging purchase orders, accounts processing, reconciliations, billing of clients including resident Comfort account, and Hairdressing account.</li> <li>• Ensures that all accounting / financial activities are completed accurately and on time.</li> <li>• Development of systems/recording sheets to assist your work</li> <li>• Preparation of regular reports as well as adhoc reports and analysis as required.</li> <li>• Maintenance and monitoring of residential care contracts filing system.</li> <li>• Accurate and timely contract administration</li> <li>• Coordination of and preparation of information for audit and other quality assurance processes</li> <li>• Provide support with the management and maintenance of the facility including liaising with the Property team and contractors as required.</li> </ul>
<b>Reception, Customer Service, Visitor and Family Liaison</b>	<ul style="list-style-type: none"> <li>• Provides quality and professional service in person, via the phone and email.</li> <li>• In conjunction with other team members provides staff coverage to the reception area for all agreed office hours.</li> <li>• Greets and assists all visitors in a timely, welcoming and friendly manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Calls are answered promptly, courteously and are directed to the appropriate person.</li> <li>• All messages taken are clear, accurate and passed on promptly.</li> <li>• Residents/Clients are treated with dignity and respect</li> <li>• Visitors are treated courteously, directed to the appropriate person / venue and every effort made to meet their requests or offer alternative help.</li> <li>• Timely and effective assistance is provided with requests and enquiries from staff, residents/clients and their family members</li> <li>• Provides assistance to visitors with filling in forms ensuring they complete and provide all required information</li> <li>• Critical thinking and problem solving to resolve issues within capability rather than passing onto the manager</li> <li>• Provides a calm, safe environment for residents/clients and visitors where they feel welcome, and their space and privacy are always respected.</li> <li>• Following de-escalation procedures to ensure safety of self and others.</li> <li>• Maintains reception area to an appropriate standard of presentation</li> <li>• Updates information and resources regularly and ensure availability i.e., front of house pamphlets, Intranet, contact lists.</li> <li>• Assists with resident admissions, transfers and departures as required</li> <li>• Assists with notifying authorities in relation to deaths if required</li> <li>• Liaising with families and service providers as required</li> </ul>
<p><b>Assistance with Health and Safety procedures and compliance</b></p>	<ul style="list-style-type: none"> <li>• Collection / receipt / entering or providing Covid-19 related information into databases or relevant parties eg PCC team, MOH, SDHB, Support Centre e.g. vaccination records for staff or volunteers, staff with covid or in isolation etc</li> <li>• Managing visits for families and assisting all visitors &amp; clients comply with Covid-19 and other general infection prevention and control methods e.g. sign in procedures, supervising RAT tests etc</li> <li>• Mask Fit testing</li> <li>• Ordering, sorting, storage, distribution and monitoring of PPE such as gloves and masks.</li> <li>• Arranging food parcels for families</li> <li>• Providing other covid-related support</li> <li>• Assist staff with health and safety procedures such as incident reporting and general health and safety related administration tasks</li> <li>• Undertake audits, checks as delegated and trained</li> <li>• Assist with updating policies and procedures</li> </ul>

<p><b>Develop and continuously improve office/ administration systems and processes</b></p>	<ul style="list-style-type: none"> <li>• Regularly reviews the current systems and processes, identifies areas for improvement and potential solutions.</li> <li>• Seek input from manager and other stakeholders as appropriate and implements agreed actions.</li> <li>• Develops systems required to ensure the effective functioning of reporting, risk management and management processes.</li> <li>• Ability to research and develop solutions to meet the requirements.</li> <li>• Uses initiative to improve organisation, planning and day to day operations</li> <li>• Develop robust account systems and processes.</li> </ul>
<p><b>Data entry, records management and maintenance of computer systems</b></p>	<ul style="list-style-type: none"> <li>• Accurate and efficient data entry for staff education, staff and residential details.</li> <li>• Updating / maintaining Vcare and other databases / systems</li> <li>• Provides support on computer issues where necessary.</li> <li>• Monitors and resolve IT issues promptly, by liaising with the IT Department.</li> <li>• Participates in training activities to build knowledge and skills and utilise our IT systems and software efficiently and effectively</li> <li>• Demonstrates an ability to develop databases, spreadsheets and other systems to meet needs.</li> </ul>
<p><b>Assistance with staff related activities</b></p>	<ul style="list-style-type: none"> <li>• Assists with updating, printing and disseminating staff rosters</li> <li>• Assists with filling vacant shifts e.g. sending out group text messages and ringing people and keeps manager informed</li> <li>• Liaise with internal and external groups as required eg the PCC team in relation to staff queries, MSD in relation to benefit queries</li> <li>• Assist with or co-ordinate the 3 month review, annual performance review processes to enable managers to carry these out effectively and on time. Take follow-up action as appropriate.</li> <li>• Responding to staff queries effectively and passing on messages and following up as required</li> <li>• Support with recruitment as appropriate e.g. arranging interviews and liaising with the PCC team.</li> <li>• Supporting with employment documentation eg printing documents for the candidate to fill in, sending forms and documents to PCC as required</li> <li>• Coordinating and facilitating the induction of new staff as required e.g. name badge, building tour, presentation, going through paperwork etc and ensuring they receive a great induction and all required activities and documentation are completed</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinating the departure of staff including supply and return of uniforms</li> <li>• Overseeing/providing training to other staff and maintaining training records</li> <li>• Assist staff with using computer systems eg kiosk, tablets, computers and liaise with IT or relevant people for further assistance or to pass on reoccurring needs.</li> </ul>
<b>Provide support to the Manager / Leadership team</b>	<ul style="list-style-type: none"> <li>• Assist with organisation of appointments for the Manager.</li> <li>• Maintaining systems and running reports on when key activities are due eg resident reviews, InterRAI assessments etc.</li> <li>• Proactively identify areas of support required.</li> <li>• Ability to build strong relationships with Managers / Team Leaders and contribute ideas and suggestions on systems improvement.</li> </ul>
<b>Other duties or projects assigned</b>	<ul style="list-style-type: none"> <li>• Completes other fair and reasonable duties or projects as requested to the best of their ability</li> </ul>
<b>Expectations of all PSO Employees</b>	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>

<b>Relationships</b>	
<b>Reports to:</b> Manager of Care Home	<b>Direct Reports:</b> Nil
<b>Internal Relationships:</b> Team leaders/Unit Managers Other Presbyterian Support Otago staff	<b>External Relationships:</b> Residents/Clients and their family/whanau, friends Medical practitioners and other health providers Support workers Other site staff
<b>Person Specifications</b>	
<p><b>Qualifications and Education</b></p> <ul style="list-style-type: none"> <li>• NCEA Level 3 desirable.</li> <li>• Restricted or Full Drivers Licence</li> </ul> <p><b>Experience, Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Relevant experience working in a reception / administration role</li> <li>• Good interpersonal and communication skills both written and verbal.</li> <li>• Good organisational, time management and planning skills</li> <li>• Ability to support the improvement of systems and processes</li> <li>• Competent user of Microsoft office suite of products and demonstrated ability to learn and use new systems</li> <li>• Competent typing and data entry skills</li> </ul> <p><b>Personal Qualities</b></p> <p>Essential:</p> <ul style="list-style-type: none"> <li>• Self-motivated, strong worth-ethic and uses their initiative</li> <li>• Service focused</li> <li>• Ability to contribute positively to a team</li> <li>• Willing to learn</li> <li>• Professional, responsible, trustworthy and able to maintain confidentiality and privacy</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Sound judgement</li> <li>• Empathetic</li> <li>• Adaptable and flexible</li> </ul> <p><b>Physical Requirements</b></p> <p>This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.</p>	

<b>Working Together</b>
<b>Our Work</b>

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

#### **Our Organisation**

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

#### **Our Team**

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We should each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

**Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha**

