

# WELLSTOP

## JOB DESCRIPTION

### JOB TITLE

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Administrator

### PURPOSE

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The purpose is to assist clients and staff with bookings, maintain reception, meeting rooms and shared spaces, and provide support to staff with database, client enquiries, referrals and services, catering and other activities. The role also provides a component of financial support in the areas of petty cash, sundry purchasing, and facilities administrative support.

### SPECIFIC DUTIES & RESPONSIBILITIES

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#### Client Engagement:

Provide reception duties. Facilitate clients to their respective clinician and ensure reception reflects a warm, engaging environment for our clients and stakeholders.

Maintain interactions with clients, staff, and stakeholders that are professional, responsive, welcoming.

Reception is kept well-presented and inviting for our valued clients.

Manage calls and email communications in a responsive professional manner.

#### Clinician Support:

Assist clinicians to manage their client resources and databases in a responsive, professional manner.

Manage on request the ordering of the psychometric tests for clinicians.

Manage the referral enquires process, including sending out any confirmation letters, managing the waitlist process, and keeping referral information accurate and up to date in D365.

Manage the ACC purchase orders & queries.

Complete triage enquiries, including by liaising with clients or stakeholders if and when required.

Assist clinicians to manage the booking, scheduling, and communication of client appointments as and when required.

Assist clinicians with the advance screening of clients when required for health and safety purposes.

Administer the D365 entries & provide additional support on request.

#### General Support:

Provide general administration support while effectively managing expectations and delivery times.

Manage all travel booking requests. Ensure the travel policy is applied before carrying out the task.

Organise all catering and events within the office, as outlined in the budget provided by the manager.

Ask for support from other staff when needed.

Maintain food and stationary suppliers as outlined in the budget provided by the manager

Assist in the delivery of wraparound support to clients including the coordination, preparation, and

delivery of Client Support packages, and cooperating with other organisations as and when required.

Assist in the coordination of volunteers and volunteer duties.

#### Financial Support:

Manage, support and maintain accounts systems requested of you by your manager.

Manage all travel booking requests. Ensure the travel policy is applied before carrying out the task.

Organise all catering and events within the office, as outlined in the budget provided by the manager.

Ask for support from other staff when needed.

Maintain food and stationary suppliers as outlined in the budget provided by the manager.

#### HR and Health & Safety Support:

Support the manager with specific processes which support staff safety and development.

Monitor the health and safety in the office for; any near misses, reporting of hazards and managing health and safety databases.

Support the manager to prepare for new staff and the delivery of the office induction.  
Manage the office training register and ensure it is kept up to date, accurate and the information is entered in a timely basis.

**Professional Development:**

Continually maintain, develop and update skills, knowledge and experience by attending appropriate courses in consultation with your manager.

Explore ways to increase your knowledge and competence. Refer to the competencies table in the position description for areas of focus.

Keep up to date with best practice innovation in your field.

**Our Safety and Wellness:**

Maintain a safe working environment while working at WellStop.

Take responsibility to keep yourself safe.

Report any hazards, and accidents or near misses that occur.

Adhere to health, safety and wellness policies, practices and processes.

Participate in health, safety and wellness strategies as required.

Work in a safe environment, free from workplace bullying.

**Extra Duties:**

Perform other duties as may be reasonably required from time to time by manager.

Assist manager to implement WellStop's aims, philosophy, standards and methods.

Assist manager when required to take on specific additional responsibilities as agreed; for example, at times you may be expected to support other team members.

## **GENERAL DUTIES & RESPONSIBILITIES**

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## **SKILLS, EXPERIENCE & EDUCATION**

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### Key Competencies

**Cognitive Power:**

Well-developed analytical thinking.

Attention to detail and accuracy, completes all tasks to a professional standard and maintains WellStop's standards of confidentiality and Code of Practice.

Identifies key issues or required actions and develops workable solutions to complex problems.

Critically evaluates options and makes effective decision despite constraints such as time pressure or incomplete information.

Is trusted by others as a provider of accurate judgement and advice.

Probes all fruitful sources for information to deliver the best possible outcome.

**Effective Communication:**

Has a high level of interpersonal and communication skills, including oral and written communication.

The ability to effectively present ideas, information and advice and to communicate information tailored to the audience.

Listens to clients and knows how to ask the right question to gather information and understand what

the clients is seeking.

Responds to queries in a way that demonstrates understanding of the other person's point of view.  
Uses Maori language and templates where possible.

#### Planning and Organising Skills:

Anticipates and plans for future work or reporting requirements, actively coordinates and communicates requirements and completed work with stakeholders.

Excellent self-management and team coordination skills, working effectively without direct supervision.

Ability to establish priorities and meet deadlines including attention to detail and accuracy. Takes responsibility for effective and timely completion of work.

Well-developed planning and organising skills, including the ability to maintain performance when under pressure and appropriate prioritising of work.

Anticipates potential problems when planning work and has alternative strategies available.

#### Emotional Intelligence:

Strong empathy towards others. The ability to understand others' thoughts and feelings.

Strong self-awareness. Recognises personal emotions and their effects on others.

Applies self-regulation when under pressure or when the situation might be challenging.

#### Values the work of the role:

Works within the criteria of our purpose, values and mandate.

Recognises the need for collaboration across the agency to meet our goals.

Values working within an NGO.

Values working in the relevant team.

Shows a willingness to learn and take on new ideas, identifying and pursuing learning and development opportunities.

#### Collaborative Relationships:

Supports others, building partnerships and working collaboratively with others to meet shared objectives.

Gaining the support and trust of others.

Sets and models a culture that leverages differences and supports diversity, works with a wide range of people, respecting different values and encouraging diverse points of views and opinions.

#### Client and Stakeholder Focus:

Build strong stakeholder relationships and delivering stakeholder centred solutions.

Gain insights into stakeholder needs.

Build solutions that meet stakeholder expectations.

#### Tikanga Maori:

Demonstrates an understanding of core Māori values such as; manaakitanga, mana whenua, rangatiratanga.

Has knowledge of the Treaty of Waitangi and its implications for NZ society.

Incorporates Māori culture including tikanga-a-iwi.

Understanding of Māori knowledge and traditions/values to be able to respond appropriately to Māori, whanau, hapu and iwi.

#### Training / professional development:

Comprehensive skills in MS Office.

Database management skills.

#### Experience:

At least two years' relevant experience is preferred.

Experience working with patients/clients in a health or social services setting is an advantage.