**Position:** Kauri Lodge Administrator

**Location:** Omaunu RoadKaeo

**Responsible to:** Clinical Service Manager (CSM)

**Functional Relationships:**

**Internal:**

1. General Manager

Team leaders

**External:**

Whangaroa community organisations and individuals

1. Other Key Stakeholders
2. Iwi organisations

**Overview:**

Administration support will provide general administrative duties for Kauri Lodge

Administration support will provide general customer service duties for Kauri Lodge Aged care facility.

Administration support will manage staff education and training, ensuring requirements are met and accurate documentation maintained as per HR requirements.

**Primary Objectives:**

Administration support will assist the CSM to ensure that appropriate documentation is prepared and completed for all new admissions to Kauri Lodge. This position supports the delivery of high-level clerical support primarily to the CSM but may also provide administrative support to other managers and team leaders within WHST.

Admin support will provide customer service support for Kauri Lodge, ensuring visitors feel welcome and have relevant information supplied in a courteous timely manner.

Carry out duties ensuring adherence to relevant policies, always maintaining confidentiality.

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| **Key Result Area** | **Expectation** | **Outcome** |
| Provide administrative support to CSM | Complete admission documentation for Kauri Lodge. This includes,   * Preparing resident files * Completing all pre-entry documentation to facilitate smooth admission. * Completing administrative check list   Complete clerical tasks such as recording and distributing minutes as per CSM instruction | Smooth admission processes maintained.  Quality administration support delivered within agreed timeframe. |
| Provide customer service duties for Kauri Lodge | All visitors to Kauri Lodge will be made to feel welcome.  First class customer service will always be provided.  The reception area of Kauri Lodge will be kept in tidy condition.  All incoming communication is answered professionally and managed appropriately.  Respond to phone calls and emails | Manaakitangi will be always practised.  Efficient handling of all communications into Kauri Lodge. |
| Provide administrative support for managers and team leaders | Complete clerical tasks as requested by department managers as time all allows. | All documents completed within agreed time frame to high standard. |
| Keep all databases pertaining to staff, residents, next of kin up to date | Actively manage all databases relating to contact details efficiently | Current details are kept and managed within WHST IT database. |
| Manage and maintain staff training requirements within agreed budget.  Liaise with all education providers and follow up all education opportunities on behalf of the organisation | Staff are aware of upcoming training opportunities and opportunities for further education relevant to their role.  All budget requirements met and accounted for  Manage training events, i.e. venue, preparation, manage health and safety requirements | Each staff member has a current record of their competed training.  A digital database of all staff’s relevant and required education and training.  An up-to-date database of all relevant education/training providers.  Events are managed efficiently |
| A good working knowledge of the Health Compliance Solutions Limited facility management software | Support staff to access facility policies and procedures. | All staff will be familiar with policies and procedures on HCSL |
| From time to time, Administration Support may be asked to perform duties outside those stated in this document, in order to maintain the smooth and efficient operation of Whangaroa Health Services | | |

**Person Specification:**

**Essential Skills, Abilities and Experience – to become an integral part of Administration.**

Experience in general administration duties.

Experience with Microsoft Word and Excel software.

Committed to high quality service provision and ongoing quality improvement.

Flexible and able to respond to a wide range of demands and requests on the job.

Current driver’s License

Open and engaging style with proven high levels of positively oriented interpersonal skills

Commitment and proven record of timely and appropriate attainment of goals and objectives

Understanding of the demands of the various functional areas, understanding of the importance of accuracy and timeliness, and ability to recognise opportunities and risks and ability to respond to these.

Excellent communication abilities, both oral and written.

Strong understanding of, and affinity with, Māori culture.

Commitment to the principles and processes inherent in the Treaty of Waitangi

**Personal Attributes:**

Positively “ethics” driven.

Self-motivated.

Well organised and deadline driven.

Positive congenial attitude.

Good communicator.

Confident speaker.

Attention to detail.

High level of personal honesty and integrity.

Open and transparent mode of operation.

Responsive to community need and input.

**This is a living document and, as such, is subject to change at any time with consultation between the employee and employer.**

**The employer and employee must sign this document to demonstrate that both parties have read and understood the responsibilities associated with this job.**

**SIGNATURES:**

**Employer: …………………………………………………. Date: …………………………**

**Title: ……………………………………………**

**Employee: ………………………………………………. Date: …………………………**