

## Role Description

*Nau mai, haere mai ki Ūpoko ki te uru hauora*

<b>Position:</b>	<b>Administration Coordinator</b>
<b>Service / Directorate:</b>	<b>Wairarapa Adult Mental Health Team, Mental Health Addictions and Intellectual Disability Service (MHAIDS)</b>
<b>Responsible to:</b>	<b>Charge Nurse Manager</b>

### **Our Mission:**

*Together, Improve the Health and Independence of the People of the District*

### **Our Vision**

*Keeping our community healthy and well.*

### **Our Values:**

- Manaakitanga - Respect, caring, kindness
- Kotahitanga – Connection, unity, equity
- Rangatiratanga - Autonomy, integrity, excellence

## **Context**

### **Organisational perspective**

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We are a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua Mental Health Campus, a Forensic, Rehabilitation and Intellectual Disability service. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

### **Directorate perspective:**

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHB's and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

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The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga.
- Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review.
- Intellectual Disability High and Complex Framework
- Te Tiriti o Waitangi as the founding document of Aoteroa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

## Position Purpose

A key responsibility of this position is to provide administrative support to the Team Leaders and team members, to achieve the goals and objectives of their operational area. This support will enable the delivery of administrative services that will assist team members to provide a safe, quality service that is in line with best practice and service specifications.

To allow for and sustain flexibility within the changing MHAID environment, and to meet contractual requirements, the administration coordinator from time to time will be required to undertake project work and other tasks as may be assigned.

One of the key purposes of this role is to ensure the best quality of administrative services are provided to the manager, team and clinical staff. The position of Administration Co-ordinator reports directly to the team leader and is responsible for administrating systems, policies and procedures to enhance the performance and day-to-day operational requirements of the Service.

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## Key Accountabilities

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
Establish and maintain systems that offer an efficient and timely service to the Multi-disciplinary Team.	<ul style="list-style-type: none"><li>• Oversee administration personnel, offering support and direction as required and ensuring staff are up-skilled in all facets of administration.</li><li>• Oversee all administration activities, delegating tasks as appropriate.</li><li>• Is responsible for output and quality of administrative work.</li><li>• Ensures all administration tasks are carried out in a timely manner.</li><li>• Regularly updates Team Leader regarding team issues.</li><li>• Monitors statistical information.</li><li>• Maintains booking system for cars.</li><li>• Ensures supplies are maintained.</li></ul>	<ul style="list-style-type: none"><li>• All systems are maintained and information is up-to-date.</li><li>• Positive feedback from team members.</li></ul>

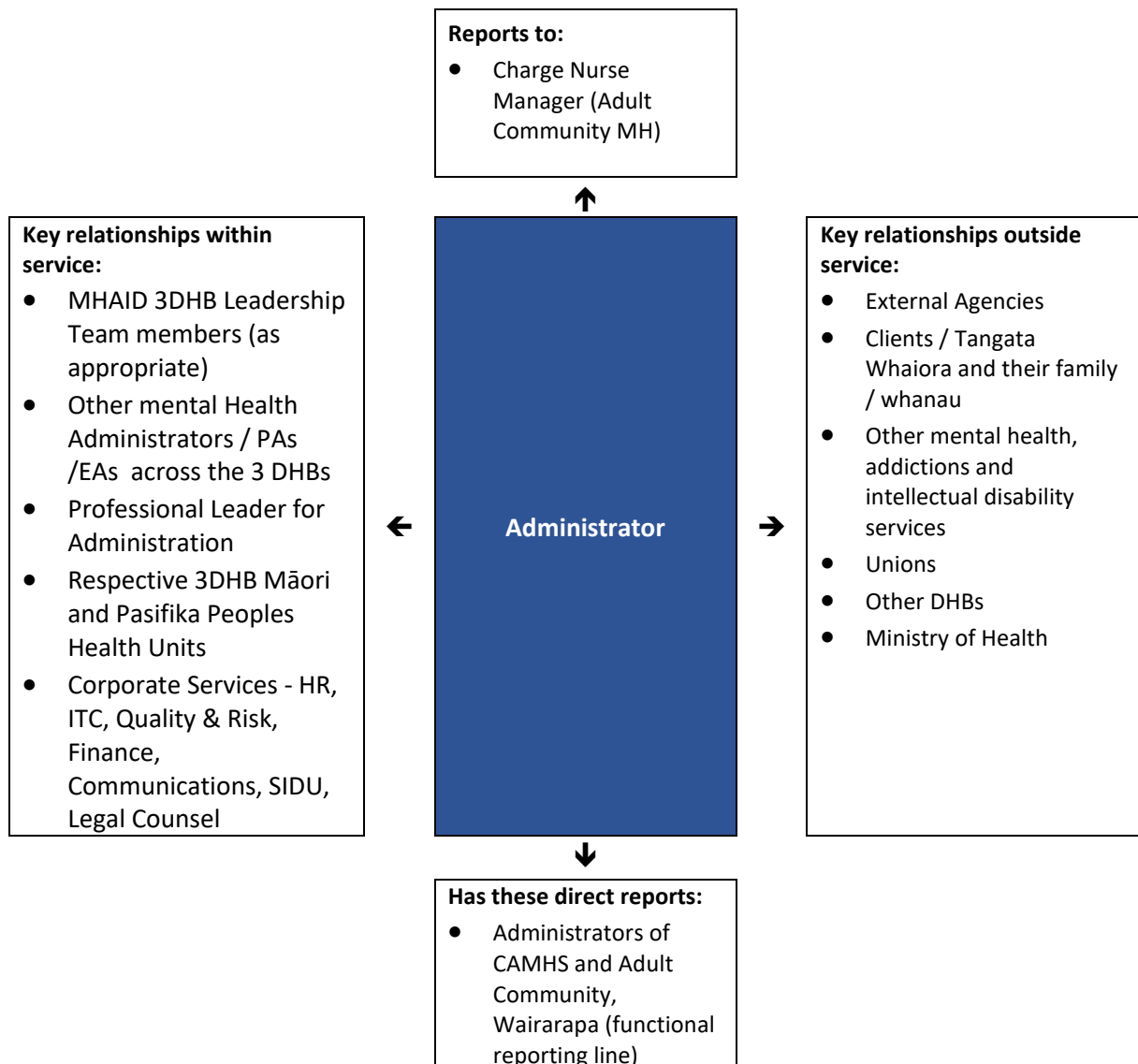
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<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators/Measures</b>
All equipment, vehicles and buildings are maintained and updated.	<ul style="list-style-type: none"> <li>Ensures building maintenance is carried out.</li> <li>Ensures cars are maintained.</li> <li>Ensures all team base equipment is maintained and updated as requested.</li> <li>Liaise with PA for sector regarding Capex purchases as requested by the manager.</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback from team.</li> </ul>
Financial requirements are met.	<ul style="list-style-type: none"> <li>Assist the manager in coding and maintaining accuracy of accounts.</li> <li>Ensure all accounts are processed on time.</li> <li>Coordinate the purchase of goods, other than stationery for the department.</li> </ul>	<ul style="list-style-type: none"> <li>All accounts are processed on time.</li> <li>Goods obtained in a timely manner.</li> </ul>
Maintain all legal requirements.	<ul style="list-style-type: none"> <li>Oversees the administration of the Mental Health Act in conjunction with the Mental Health Act Administrator at the Director of Area Mental Health Services (DAMHS) Office.</li> <li>Is familiar with and can carry out all legal aspects of the Mental Health Act.</li> <li>Is familiar with the Criminal Procedure (Mentally Impaired Persons') Act, Intellectual Disability (Compulsory Care &amp; Rehabilitation) Act and Children Young Persons &amp; Their Families Act.</li> <li>Is familiar with the Privacy Act and Health &amp; Information Act.</li> </ul>	<ul style="list-style-type: none"> <li>Provide accurate information and advice to clinicians regards the MHA administrative process</li> </ul>
Information systems operate responsively and efficiently.	<ul style="list-style-type: none"> <li>Ensure data is accurately entered, maintained and retrieved in a timely manner.</li> <li>Maintain integrity of all information systems by ensuring that only authorised staff obtain access.</li> </ul>	<ul style="list-style-type: none"> <li>All reports from the data entered is accurate and up to date.</li> </ul>
All information relating to clients/tangata whaiora is filed promptly and kept up to date, and all requests for files are actioned in a timely manner.	<ul style="list-style-type: none"> <li>Ensure client/tangata whaiora files are maintained as per the Primary File Manual.</li> <li>Ensure all file requests and discharges are actioned in a timely manner.</li> <li>Ensure files are kept securely in accordance with Primary File protocol.</li> </ul>	<ul style="list-style-type: none"> <li>Files are up-to-date and accessible to clinicians when required.</li> </ul>
Co-ordination of workloads	<ul style="list-style-type: none"> <li>Support the administration team</li> <li>Carry out any new procedures as required by the Service.</li> <li>Show flexibility and willingness to relieve other administrative staff who may be on annual, sick leave or overload situations, within the team and the wider service.</li> </ul>	<ul style="list-style-type: none"> <li>Works collaboratively with other administration staff within the team and the directorate.</li> <li>Implements procedures in a timely and effective manner.</li> </ul>

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Team Work	<ul style="list-style-type: none"> <li>• Support the manager with administration and Human Resource processes as requested.</li> <li>• Meet regularly with administration team.</li> <li>• Meet as required with the Administration Consultant to discuss administrative issues.</li> <li>• Attends monthly meetings with the administration coordinators as well as additional meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback</li> <li>• The clinical team is supported effectively with organisation, practice and systems.</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Development activity as agreed in performance development plan, developed through performance appraisal.</li> <li>• Attend regular supervision sessions, arranged through Professional Leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Participates in appropriate training and development</li> <li>• Demonstrate the development of self/management skills and reflects on practice.</li> </ul>
Actively contributes to Continuous Quality Improvement activities within the service	<ul style="list-style-type: none"> <li>• Identifies improvement opportunities and notifies the manager of these.</li> <li>• Participates in the service's quality improvement activities.</li> <li>• All controlled documents (policies, procedures etc) are appropriately formatted for the manager's sign off.</li> <li>• Provides good client/tangata whaiora service and is responsive to client/tangata whaiora requests or complaints.</li> <li>• Maintain policy and procedure manuals.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of contribution to quality improvement.</li> <li>• Controlled documents are appropriately formatted.</li> <li>• All manuals are updated as per C&amp;C DHB practice.</li> </ul>
Complies with responsibilities under the Health & Safety in Employment Act 1992	<ul style="list-style-type: none"> <li>• Read and understood the Health &amp; Safety policy and procedures.</li> <li>• Actively support and comply with Health &amp; Safety policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>

A temporary change of location to another base may be required in order to meet client and service requirements.

## Key Relationships & Authorities



## Capability Profile

### Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Is dedicated to meeting the expectations and requirements of internal and external customers</li> <li>• Gets first-hand customer information and uses it for improvements in products and services</li> <li>• Acts with customers in mind</li> <li>• Establishes and maintains effective relationships with customers and gains their trust and respect</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Develops constructive working relationships with other team members.</li> <li>• Has a friendly manner and a positive sense of humour.</li> <li>• Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>• Supports in word and action decisions that have been made by the team.</li> <li>• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>• Provides quality service to those who rely on one's work.</li> <li>• Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>• Explores and trials ideas and suggestions for improvement made by others.</li> <li>• Shows commitment to continuous learning and performance development.</li> </ul>
<b>Integrity and trust</b>	<ul style="list-style-type: none"> <li>• Is widely trusted</li> <li>• Is seen as a direct, truthful individual</li> <li>• Can present the unvarnished truth in an appropriate and helpful manner</li> <li>• Keeps confidences</li> <li>• Admits mistakes</li> <li>• Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"> <li>• Is results focussed and committed to making a difference.</li> <li>• Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li> <li>• Adjusts work style and approach to fit in with requirements.</li> <li>• Perseveres with tasks and achieves objectives despite obstacles.</li> <li>• Is reliable - does what one says one will.</li> <li>• Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Self Knowledge</b>	<ul style="list-style-type: none"> <li>• Knows personal strengths, weaknesses, opportunities, and limits</li> <li>• Seeks feedback</li> <li>• Gains insights from mistakes</li> <li>• Is open to criticism</li> <li>• Isn't defensive</li> <li>• Is receptive to talking about shortcomings</li> <li>• Looks forward to balanced (+s and -s) performance reviews and career discussions</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Practises active and attentive listening.</li> <li>• Explains information and gives instructions in clear and simple terms.</li> <li>• Willingly answers questions and concerns raised by others.</li> <li>• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>• Is confident and appropriately assertive in dealing with others.</li> <li>• Deals effectively with conflict.</li> </ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>• Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision.</li> <li>• Applies the notion of partnership and participation with Maori within the workplace and the wider community.</li> <li>• Implements strategies that are responsive to the health needs of Maori</li> </ul>

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## Essential Experience and Capability

### a) Knowledge and Experience:

- Experience in developing administrative procedures.
- Working knowledge of computer programs including Word, Excel and PowerPoint
- Commitment to customer services
- Well-developed oral and written communication skills.
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations.

### b) Valuing the work

Someone well-suited to the role will place a high value on the following:

- Effective working relationships with staff and management
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines)
- Accuracy and confidentiality
- Integrity, trust, highly organised and effective time management

### c) Other

- Demonstrate initiative
- People-centred problem-solving capability
- Confidence to prioritise and focus
- Have a current drivers licence.

## Role Description

*Nau mai, haere mai ki Ūpoko ki te uru hauora*

<b>Position:</b>	<b>DAMHS Administrator</b>
<b>Service / Directorate:</b>	<b>Mental Health Addiction and Intellectual Disability Service (MHAIDS)</b>
<b>Responsible to:</b>	<b>Charge Nurse Manager, Adult Mental Health Services</b>

## Position Purpose

To provide administrative support to the Director of Area Mental Health, as well as administering the Mental Health Act computer programme, ensuring information is correctly entered, and accurate records relating to clients under the Mental Health Act are maintained. Deadlines as outlined in the Mental Health Act and court requirements are adhered to

## Key Accountabilities

Key Accountability	Deliverables/Outcomes
Administer Mental Health Act	<ul style="list-style-type: none"> <li>Mental Health Act administered in a timely and statutory manner for all patients.</li> <li>Send out reminders for clinical reviews.</li> <li>Answer and advise staff on the required processes as relating to Administrative requirements under the Act.</li> <li>Notify Land Transport Safety Authority of any clients under S30 MHA (CA&amp;T) Act.</li> <li>Ensure that transfer of clients under the Mental Health Act follows the legal requirements.</li> <li>Ensure that the correct paperwork is delivered to the Family Court in a timely manner when an application is being made for a Compulsory Treatment Order.</li> <li>Maintain Registers of Mental Health Act Orders and associated information.</li> <li>Ensure the CTO reminders and paperwork is sent to Mental Health &amp; Addiction Service staff to allow reviews to be undertaken in the appropriate time frame.</li> </ul>
Maintain Statistical Data	<ul style="list-style-type: none"> <li>Maintain registers as required by the Mental Health Act and the DAMHS to provide the necessary statistics required for filing of reports to the DHB and Ministry of Health.</li> <li>All statistics are available in an acceptable time frame.</li> <li>The DAMHS receive those statistics in a timely fashion.</li> </ul>

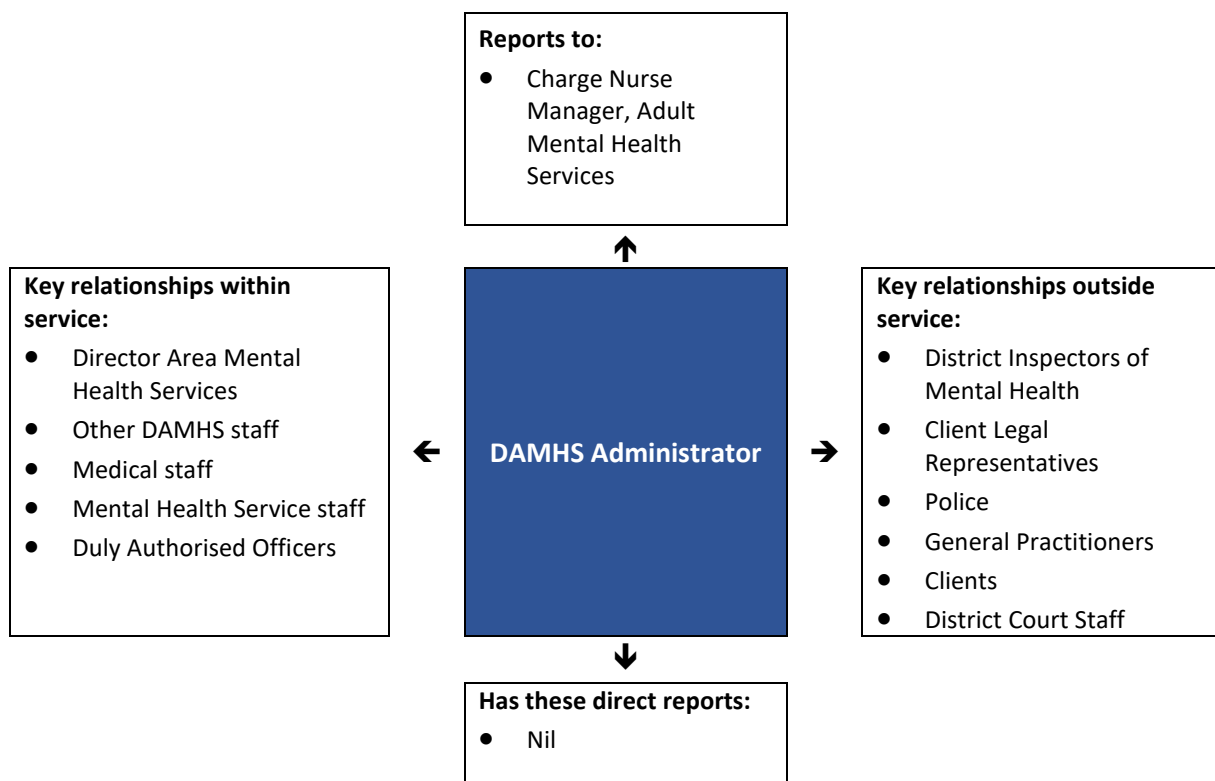


Key Accountability	Deliverables/Outcomes
Communication	<ul style="list-style-type: none"> <li>• Communicate effectively in both written and oral form with all team members.</li> <li>• Phone calls and e-mail queries are handled efficiently, effectively and appropriately.</li> <li>• Escalate practice issues that could result in non-compliance of statutory requirements to the DAMHS in a timely and professional manner.</li> <li>• Meet regularly with other administration staff to discuss administrative issues.</li> <li>• All calls are dealt with in a pleasant, courteous and discrete manner.</li> <li>• Visitors and staff are greeted in a welcoming, prompt and professional manner.</li> </ul>
Duly Authorised Officer (DAO) Training	<ul style="list-style-type: none"> <li>• Assist the DAMHS in provision of statistics around DAO activities.</li> <li>• Maintain an up-to-date list of DAO's within the Wairarapa teams</li> </ul>
To maintain the Mental Health Act database for the DAMHS Office.	<ul style="list-style-type: none"> <li>• Database is kept up-to-date and maintained with accurate information.</li> <li>• New clients under the Mental Health Act are entered promptly into the database.</li> <li>• Relevant information from the database including section papers, review dates and reports are distributed to appropriate clinicians, clients and District Inspectors.</li> <li>• Initial and on-going education relating to the database is given to identified administrative staff.</li> <li>• Directing changes of RC to community doctors on discharge.</li> <li>• Prepare and collate quarterly report on behalf of DAMHS.</li> <li>• Make appointments for patients for Section 76 reviews; send follow up letters requesting attendance; send a copy of the documents to the client's case manager.</li> </ul>
To facilitate and co-ordinate District Court hearings fortnightly.	<ul style="list-style-type: none"> <li>• Liaise as appropriate with the District Inspector.</li> <li>• Liaise with District Court staff relating to hearing schedules, clients' status and general enquiries</li> <li>• Set venue up with appropriate equipment.</li> <li>• Section papers will be ready for signing by the District Court Judge at the hearing.</li> <li>• Court hearing dates and times are communicated to appropriate clinicians, clients and lawyers.</li> <li>• All section papers must be copied and sent into the Court. Court cover sheet is required with order papers.</li> <li>• Contacting lawyers, writing to community patients regarding hearing times and lawyers, contacting clinicians re hearings.</li> <li>• Facilitate CTO Hearings and ensure that they run in an orderly and timely fashion that benefits the court, the clinicians and clients.</li> </ul>
To fulfil filing, mail and photocopying requirements	<ul style="list-style-type: none"> <li>• New client files made up accurately.</li> <li>• Filing is up-to-date and completed accurately.</li> <li>• Ensures files are only released to authorised personnel.</li> <li>• Files are correctly tracked.</li> <li>• Incoming mail/faxes and email messages are distributed to appropriate personnel and redirected as appropriate.</li> <li>• Photocopying as required..</li> </ul>

Key Accountability	Deliverables/Outcomes
Administration Duties	<ul style="list-style-type: none"> <li>Carries out other reasonable related duties on an as required basis.</li> <li>Participate in training activities as required.</li> <li>Readily accepts share of workload and seeks/offers assistance to others when necessary/required.</li> </ul>
To function within the service philosophy, goals and standards	<ul style="list-style-type: none"> <li>Service philosophy is reflected in staff practice.</li> <li>Policies and protocols of the Service are adhered to.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>Displays commitment through actively supporting all health and safety initiatives</li> <li>Ensures all staff maintain adequate safety standards on the job through consultation, training and supervision.</li> <li>Ensures own and others safety at all times</li> <li>Complies with policies, procedures and safe systems of work Reports all incidents/accidents, including near misses in a timely fashion</li> <li>Is involved in health and safety through participation and consultation</li> </ul>
Treaty of Waitangi	<ul style="list-style-type: none"> <li>Service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation.</li> <li>Ensures procedures do not discriminate against Maori.</li> </ul>

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## Key Relationships & Authorities



## Capability Profile

### Competencies

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## Essential Experience and Capability

### c) Knowledge and Experience:

- Experience in developing administrative procedures.
- Working knowledge of computer programs including Word, Excel and PowerPoint
- Commitment to customer services
- Well-developed oral and written communication skills.
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations.

### d) Valuing the work

Someone well-suited to the role will place a high value on the following:

- Effective working relationships with staff and management
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines)
- Accuracy and confidentiality
- Integrity, trust, highly organised and effective time management

### c) Other

- Demonstrate initiative
- People-centred problem-solving capability
- Confidence to prioritise and focus
- Have a current drivers licence.

***Ma tini, ma mano, ka rapa te whai  
By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

CCDHB is committed to Te Tiriti o Waitangi principles of partnership, participation, protection equity and by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.