

**SCHEDULE 2  
POSITION DESCRIPTION**

**Intake and Operations Administrator**

Reports to: Operations Manager and Mataora Integration Team Lead

Number of direct reports: nil

**VISION**

**Ko toiora te whāinga taiooreore, mō ngā whānau, me te hāpori whānui,  
mā te toiora, ka tō te mauri ora ki a tātou  
Whāia te toiora, kia ora ai te katoa**

Ultimate Wellbeing is the goal for families and wider communities through ultimate wellbeing, our people will flourish. Pursue ultimate wellbeing for the vitality of all people.

Pono	Manaakitanga	Rangatiratanga	Whanaungatanga
<ul style="list-style-type: none"> <li>✓ Role model toiora; walk the talk</li> <li>✓ Integrity and accountability; follow through everytime</li> <li>✓ Drive for positive change</li> </ul>	<ul style="list-style-type: none"> <li>✓ Aki, uplift the mana of others</li> <li>✓ Acts of service, we take care of whānau</li> <li>✓ Hand up not hand out</li> <li>✓ Respect individuality &amp; uniqueness</li> </ul>	<ul style="list-style-type: none"> <li>✓ Te Reo Māori me ōna Tikanga</li> <li>✓ People before profit</li> <li>✓ Kaupapa Māori is living best practice</li> <li>✓ Mana ki te mana practice</li> </ul>	<ul style="list-style-type: none"> <li>✓ Weaving together for best outcomes</li> <li>✓ Strengths based</li> <li>✓ Continuous, genuine relationships</li> <li>✓ Toiora available for all whānau</li> </ul>

**PURPOSE**

Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.

Poutiri Wellness Centre aims to provide holistic, proactive, continuous and preventative whānau-centred care. This is not possible without efficient backbone enablement via the Operations team.

The Operations team look after for Poutiri facilities, equipment, information technology, telecommunications, fleet cars, human resource processes, financial systems, compliance and quality systems.

Poutiri is seeking an Intake and Operations Administrator to be responsible for:

- Intake administration with Mataora integrated services (0.4)
- Executing wide range of administrative tasks with strong organisational skills and attention to detail
  - Office supplies, inventory and consumables
  - Assist with property maintenance, compliance and fleet management and bookings
  - Mail management
  - Accounts
  - Maintain and update office records, databases, and filing systems in an organised manner.
  - Practice Team meeting, Clinical Governance and Health and Safety secretary.

## RESPONSIBILITIES

<p><b>Mahi Toiora</b> Administrative Support</p>	<p><b>Mahi toiora – supporting an organised and efficient working environment::</b></p> <ul style="list-style-type: none"> <li>• Intake coordination with Mataora integrated services (0.4) in Exess</li> <li>• Weekly order of office supplies, inventory and consumables as required, ensuring their availability and functionality across multiple sites</li> <li>• Assist with room setup, audiovisual equipment, and catering for hui including whakatau and poroaki</li> <li>• Follow up on vehicle fleet management, ensure WOF and service occurs on time</li> <li>• Assist with property maintenance &amp; compliance</li> <li>• Assist kaimahi with room and vehicle bookings</li> <li>• Backup for kaimahi with general IT and equipment queries</li> <li>• Coordinating with Service Administrator regarding resources required for organisation or community services</li> <li>• Provide general administrative support including photocopying, scanning and printing</li> <li>• Manage incoming and outgoing mail, packages, and deliveries, distributing them to the relevant parties for processing in accordance with Poutiri policies.</li> <li>• Maintain and update office records, databases, and filing systems in an organised manner.</li> <li>• Support for specific projects or services from time to time due to operational requirements</li> <li>• Practice team meeting and Clinical Governance secretary.</li> </ul>
<p><b>Mahi Toiora</b> Finance and Data Management</p>	<ul style="list-style-type: none"> <li>• Accurately enter and maintain data in various systems, spreadsheets, and databases.</li> <li>• Contribute to effective decision-making processes by providing accurate and timely information.</li> <li>• Help in creating and updating operational manuals, guidelines, and procedures.</li> <li>• Support kaimahi to process incoming (Visa, New World and Reimbursements) via Approval Max or other nominated system</li> <li>• Process purchase orders. invoices to Approval Max or other nominated system</li> <li>• Process and file other financial documentation including packing slips</li> <li>• Coordinate with accounts administrator to ensure ability to assist kaimahi to follow financial processes and related systems</li> <li>• Assist in organising and archiving documents, records, and files.</li> </ul>
<p><b>Mahi Toiora</b> Logistics Coordination</p>	<ul style="list-style-type: none"> <li>• Assist in coordinating logistics for various operational activities</li> <li>• Arrange and track shipments, deliveries, and inventory to ensure timely and accurate availability</li> <li>• Assist in management of supplies held in multiple locations</li> <li>• Support the office environment by monitoring and maintaining office supplies, equipment, and maintenance to support operational needs.</li> <li>• Liaison with suppliers and service providers to ensure smooth operations and the office is well-maintained and supplies are replenished.</li> </ul>
<p><b>Mahi Toiora</b> Health and Safety</p>	<ul style="list-style-type: none"> <li>• Perform the duties of the Building Warden (if position required at primary work location)</li> <li>• Health and Safety Committee Secretary</li> <li>• Support system for ensuring vehicle and property related servicing, maintenance and repairs are undertaken in a proactive manner</li> <li>• Actively support the implementation and improvement of Safe365 across the organisation</li> <li>• Contribute to ensuring a safe healthy working environment for self and others</li> </ul>
<p><b>Mahi Toiora</b> Additional Responsibilities</p>	<ul style="list-style-type: none"> <li>• The Operations Administrator will also perform other duties and responsibilities as assigned by the Operations Manager from time to time to meet operational objectives and compliance requirements.</li> </ul>

<p><b>Mahi Whaunaungatanga</b> Reliability and Trust</p> <p><b>Mahi Tahi</b> Collaboration</p>	<p><b>Mahi whanaungatanga - Maintain trust by:</b></p> <ul style="list-style-type: none"> <li>• Apply the principles of Te Tiriti of Waitangi by: <ul style="list-style-type: none"> <li>○ Demonstrating the practical application of Te Tiriti of Waitangi in everyday work</li> <li>○ Using Te Reo Māori appropriately, and adheres to tikanga</li> <li>○ Demonstrating a commitment to improving Māori education equity</li> </ul> </li> <li>• Recognise the importance of communication and engage across internal systems and processes to ensure what and how we do things honours Mana to Mana Practice</li> <li>• Understanding the impact of colonisation, privilege and power on health outcomes and engagement</li> <li>• Welcome and manaaki whānau tautoko as natural and normal</li> <li>• Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code</li> </ul> <p><b>Mahi tahi - working collaboratively by:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates knowledge of Toiora Wellness Centre philosophy and model to accelerate equity of Māori health outcomes</li> <li>• Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau</li> <li>• Responding openly to complaints or feedback.</li> <li>• Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care</li> <li>• Committing to support future workforce development opportunities</li> <li>• Develop collaborative working relationships within the team and providers.</li> </ul>
<p><b>Mahi Manukura</b> Technical skills</p>	<ul style="list-style-type: none"> <li>• Proficiency in the use of personal computers and related software applications required for the role (including the Microsoft Suite, Outlook, Word, Excel, Power Point, Teams and accounting software)</li> <li>• Gather and compile data, information and prepare reports</li> <li>• Ability to monitor, review and/or maintain quality improvement processes and standards</li> <li>• Skill in organising resources and establishing priorities.</li> </ul>
<p><b>Mahi Manukura</b> Compliance</p>	<ul style="list-style-type: none"> <li>• Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures</li> <li>• Being aware of, and taking action if occupational hazards are identified</li> <li>• Follow company policy to report untoward events/incidents/errors</li> <li>• Understand and implement safe work practices and operating procedures</li> <li>• Take appropriate action to ensure a safe healthy working environment for self and others</li> <li>• Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice</li> <li>• Completing event/incident forms as per Poutiri policy</li> <li>• Completing tasks in a timely fashion, or delegating if absent.</li> </ul>
<p><b>Mahi Manukura</b> Professionalism</p>	<ul style="list-style-type: none"> <li>• Engage in ongoing professional development</li> <li>• Contribute to an environment that nourishes the wairua of people</li> <li>• Staff are familiar with and practice appropriate cultural tikanga for different forms of care</li> <li>• Familiarise and apply Te Pae Mahutonga in practice</li> <li>• Proactively contributes to the realisation of Poutiri Trust's vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> <li>- Commitment to health, wellness and fitness</li> <li>- A repertoire of waiata for pōwhiri and other occasions is known by staff</li> <li>- Te Reo is freely used throughout the organisation</li> <li>- Cultural occasions are practiced appropriately</li> </ul> </li> <li>• The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Centre</li> </ul>

## QUALIFICATIONS AND SKILLS

### Qualifications and Experience

- Full and clean driver's license
- A relevant Business and Administration qualification, level 4 minimum
- Proven experience in an administrative or operational support role
- Able to engage effectively with Māori whānau including use of te reo me ōna tikanga
- Passionate about delivering high quality experiences for whānau and kaimahi
- Is reliable, friendly, approachable, flexible, adaptable and resilient
- Ability to build and maintain credible relationships internally and externally
- Produce written communication that is clear, concise and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau
- Comfortable with computerised systems including proficiency in using office productivity software (Microsoft Office suite, email clients, calendar applications, accounting software)
- Familiarity with office equipment and basic troubleshooting
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people
- Exhibit well-developed communication skills that enable clear, relevant and appropriate presentation of ideas, opinions, views and recommendations
- Apply knowledge of policies and procedures and practical experience when developing solutions to field problems
- Strong organisational and time management skills, with the ability to prioritise tasks and multitask effectively.
- Excellent verbal and written communication skills
- Attention to detail and ability to maintain confidentiality
- Strong problem-solving and decision-making abilities
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalate issues for wider consideration
- Self-Management/ Planning Skills
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.

### KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• Poutiri Services</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Tapuika</li> <li>• Waitaha</li> <li>• Ngā Kura</li> <li>• Ngā Kohanga Reo</li> <li>• Whānau</li> <li>• Te Arawa Whānau Ora</li> <li>• Women's refuge</li> <li>• Community organisations and agencies</li> </ul>
External	<ul style="list-style-type: none"> <li>• Suppliers and Service Agents</li> </ul>

I have reviewed this job description and I understand my job duties and responsibilities.

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Signature

Date: \_\_\_\_\_

Name: \_\_\_\_\_