



POSITION DESCRIPTION

Administrator and Communications Co-Ordinator

Location	166 St Asaph St, City Centre, Christchurch 8011
Group	Administration
Reports to	Te Kaiurungi/Office Manager
Dated	04 April 2022
Delegated Authority	TBA
Responsibility	Administration and Communications provisions to organisation

About Us

We empower people to reach their full potential through personal growth, positive mental health, and wellbeing. As a kaupapa Māori provider, we combine clinical, cultural and community support into services that embrace the Māori view of wellbeing. By connecting you to the culture, traditions, and values of our tupuna, we help you achieve mental, physical, and spiritual health.

Our dedicated team of counsellors, community support workers and registered nurse's work

with tamariki (children), taiohi (teenagers), pakeke (adults) and whānau. We are here to inspire you to get well, stay well, live well, and reach for the stars and beyond.

Purpose of the position

The Administrator will provide office support to Purapura Whetu Trust employees. Administration duties includes fielding telephone calls, receiving and directing visitors, word processing, data entry, and filing. The Administrator will be responsible for maintaining a clean and tidy work environment.

To raise and maintain the organisations profile in the community in which we operate in line with our strategic direction. To manage communications and ensure constancy and mana are maintained through social media. To liaise with external IT providers and provide basic IT support to staff.

Place of work

Location:	166 St Asaph Street, City Centre, Christchurch 8011
Days:	Monday to Friday
Time:	8:00am – 8:00pm
Phone:	03 379 8001

Working Relationships

Internal

- Purapura Whetu Board of Trustees
- Te Kaiwhakahaere Matua/Chief Executive Officer
- Business Quality Manager
- Te Kaiurungi/Office Manager
- Clinical Quality Manager
- Te Kakano Hauora

- Mana Ake
- Manu Ka Rere
- Te Ha Waitaha
- Transitions
- Ngā Maihi Supported Youth Accommodation
- Te Oriori
- Whānau Ora Navigator
- Muslim Wellbeing
- Te Waharoa
- Maui Clinic
- Te Tumu Waiora
- Te Whiri Ora
- Māui Clinic

External

- Whaiora and their whānau
- CDHB
- Professional Groups associated with Purapura Whetu Trust
- Local Māori communities
- Te Runanga o Ngai Tahu
- Community Providers and NGO's
- Government Agencies
- Quality Assurance Agencies

Task	Responsibility area
General	<ul style="list-style-type: none"> • Greeting and directing visitors • Fielding telephone calls, taking messages and re-directing calls as required • Provide administrative support as required • Respond to email enquiries • Calendar and arrange appointments, booking meeting rooms and conference facilities for external users • Organise catering for hui • Post mail (weekly)
Housekeeping	<ul style="list-style-type: none"> • Mailbox – check daily on arrival to mahi and manage post. Includes organising courier as required • Matariki (daily) – Refer to the Administration manual for details • Copier room (daily) <ul style="list-style-type: none"> ○ Breakdown all cardboard for recycling ○ Check paper trays, top up as required ○ Replace cartridges as needed ○ Remove rubbish ○ Discard documents left on printers/surfaces for more than 24 hours • Inwards goods (daily) - When goods are left at the main entrance, distribute where possible to ground floor offices and bring the remaining stock to level. Unwrap items and store away. Package waste should be disposed in rubbish bins • Waste Management (weekly) – council bins placed on the curb ready for collection • Reception (monthly)

	<ul style="list-style-type: none"> ○ Tinted windows to be wiped and cleaned free of marks ○ Dust all surfaces <p>Keep areas listed above clutter free at all times</p>
Suppliers and purchasing	<ul style="list-style-type: none"> • Managing and ordering office stationery, equipment, and resources • Maintain good relationships with suppliers • Ensure all resource request forms are completed by kaimahi and signed by Team Lead confirming purchases • Upload resource request to kaimahi profile – EnableHR <p>Purapura Pai</p> <ul style="list-style-type: none"> • Process Purapura Pai applications/purchases and payments following Purapura Pai process
Meetings and catering	<ul style="list-style-type: none"> • Prepare Matariki for monthly Board Meetings (every second Monday, per month) • Where teams request catering the Team Lead is to confirm per head cost • Organise catering if required
Hardware	<ul style="list-style-type: none"> • General troubleshooting • Hardware includes, but is not limited to: <ul style="list-style-type: none"> ○ Kaimahi work equipment ○ Printers ○ Conferencing
Software	<ul style="list-style-type: none"> • Help with set up and maintaining databases when required • General maintenance/troubleshooting • Software includes, but is not limited to: <ul style="list-style-type: none"> ○ Office 365 ○ Puaa ○ Enable HR ○ Swiped On ○ Cartrack ○ Security systems
Referral entries and reporting – Puaa	<ul style="list-style-type: none"> • PRIMHD Monthly reports • Enter referrals into Puaa for all services • Obtain NHI from MOH if not on referral form • Assign to correct team or CQM for Triage • Create and send letters when required • Liaise with kaimahi and BQM with queries
Strategy/Marketing and Communications Plan	<ul style="list-style-type: none"> • Individual Services • Utilising other kaimahi for their niche expertise • Approx. 1 hour with each team every quarter plus planning time, follow up and ongoing communications <p>From time to time, you may be required to organise the following Marketing and Networking task</p> <ul style="list-style-type: none"> • Develop a marketing plan • Support teams and projects with promotional material and communications that are consistent with communications/strategic plans of Purapura Whetu.

	<ul style="list-style-type: none"> • Ensure all internal and external communications are consistent with the organisation’s strategic plans • • Prepare any marketing/networking related paperwork as required. • Book networking events for Kaiwhakahaere, board and staff.
Maintenance: all websites	<ul style="list-style-type: none"> • Front end (e.g., referral forms, referral form reporting, updating service information, programme timetables, staff photos, etc) • 2-4 hours (Quite variable, may be a full day or two of work some weeks and not much on other weeks.) <p>Refer to Communications Work Streams & Responsibilities schedule</p> <p>From time to time, you may be required to organise the following. Website and Social Media Management</p> <ul style="list-style-type: none"> • Keep the website up to date including but not limited to: <ul style="list-style-type: none"> ○ Review and update website content as required. ○ Keep photos and content current. ○ Respond to website issues as and when required. ○ Liaise with web designer/host.
Social Media	<ul style="list-style-type: none"> • Facebook, Instagram, LinkedIn • (regular posts (as per plan), respond to messages and comments, managing friend requests, liking, and commenting on other pages/posts etc.) • 2-4 hours <p>From time to time, you may be required to organise the following. Establish and maintain social media pages (Facebook, Instagram) including but not limited to:</p> <ul style="list-style-type: none"> ○ Make regular posts to ensure the page is up to date. ○ Develop and curate engaging content for social media platforms. ○ Assist in the creation and editing of written, video, and photo content. ○ Attend events, and regular services across the organisation and produce social media content. ○ Develop and maintain unified brand voice across different social media channels. ○ Interact with users and respond to social media messages, inquiries, and comments. ○ Assist in the development and management of social media marketing strategies.
Publications	<ul style="list-style-type: none"> • Internal & External Newsletters (Pura Pānui & Te Wahanui) • Co-ordinating and Writing • 6 hours • Approx. 20 hours per publication <p>Int = Monthly, Ext = Quarterly</p>
Survey Monkeys	<ul style="list-style-type: none"> • Supporting services to build, monitor and report on surveys • 1-2 hours (May be quite a few hours some weeks and minimal on other weeks.)

Professional Experience

- organised, and able to prioritise and multitask
- able to work well in a team environment
- able to solve problems and show initiative
- friendly and approachable
- discreet and diplomatic when dealing with confidential issues

Useful Experience

- administration or reception work
- customer service experience
- accounting
- information technology (IT) work

Qualification in administration or related discipline

- Experience working with the Microsoft tools including excel and other reporting software
- Experience using and administrating client management systems
- An understanding of equity issues and the Treaty of Waitangi

Competencies

- Creates strong morale and spirit, shares wins and successes, and fosters open dialogue
- Courage to tackle issues – doesn't hold back on anything that needs to be said, provides current and direct feedback, faces up to people problems quickly and directly
- Decision Quality – has a wide-ranging perspective that contributes to excellent decision quality

Attributes

- Strong and committed work ethic
- Ability to make decisions under duress, to assess options and take prompt action
- Ability to work with colleagues in a respectful and mana enhancing manner
- Willingness and desire to upskill in Health, Te Reo, Tikanga and Kawa and other areas
- A commitment to the philosophy and practices of Purapura Whetu Trust
- Ability to work autonomously
- Knowledge of and experience working with the Māori community and Government agencies.
- Knowledge of Te Reo, Tikanga and Kawa
- Full driver's licence