



Position Description

Facility Lead

Latest Revised Date: September 2023

pathways
ahakoa te aha

real
ahakoa te aha

About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. Every year we support around 5000 adults and young people, all around New Zealand, to live their dreams and flourish – from supporting young people to love life, be resilient and feel good about their futures, to providing adults with support around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector and we're continuing to lead, innovate and pioneer new ways of working. Real is the youth brand of Pathways and has been delivering services since 2010. Our overarching vision at Pathways and Real, is to support people to live full lives; hopeful and connected to what matters to them.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our wairua or spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

Position

Reports to: Executive Assistant and Business Support Manager

Location: Wellington

Purpose: This role is to ensure our facility exceeds the expectations of kaimahi and visitors by effectively anticipating, coordinating and maintaining the building hospitality functions and facilities. To provide exceptional customer service through maintaining an efficient, effective, and welcoming facility.

Relationships (Internal): Pathways kaimahi, Wise Group kaimahi

Relationships (External): External providers, suppliers, and visitors.

Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



Aronga matua

Focus

Front of mind, every day

December 2022

Wairua

Spirit

Ahakoā te aha
Whatever it takes



Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*

Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainability influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Wero nui

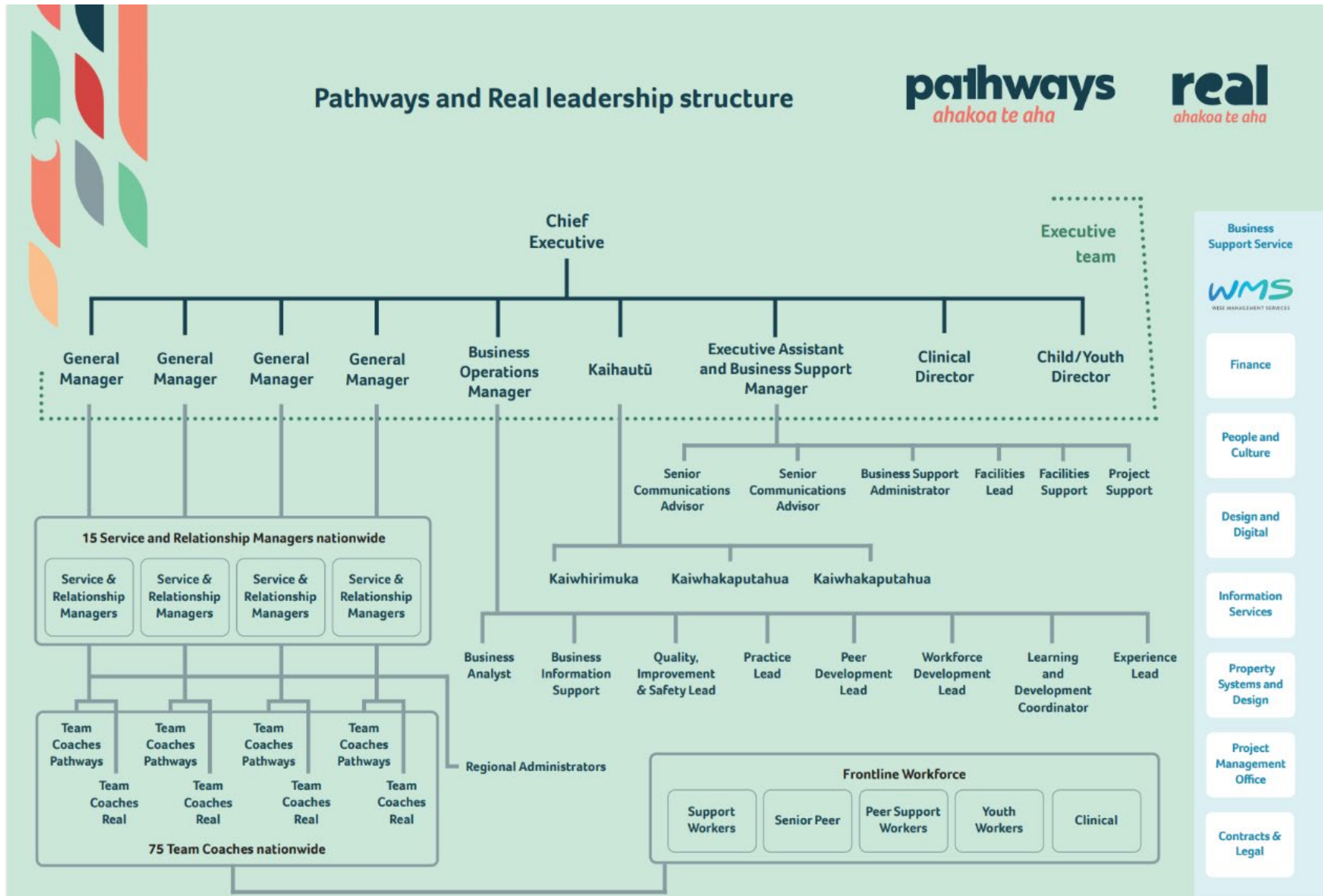
Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

pathways
ahakoā te aha



Pathways and Real leadership structure



Requirements of the position

Focus	Activities	Outcomes
<p>Respond to the procurement needs and contractors of the facility.</p>	<ul style="list-style-type: none"> • Ensure stocks of shared consumables are managed proactively for the facility such as stationery, café supplies and bathroom and hygiene supplies. • Ensure any shared expenses and requests have the correct GL codes and cost centres applied. • Identify and source contractors as needed and ensure they meet Health and Safety standards and are adequately inducted to the site. • Monitor contractor performance and collate pre-qualification information and follow up on any previously reported incidents/injuries. • Ensure work is performed as per the specification, following up on any issues or concerns with contract managers. • Ensure invoices and charges are aligned with quotes and contract rates. 	<ul style="list-style-type: none"> • The shared office environment is well maintained • Health and safety requirements are followed and work is carried out in a timely way.
<p>Monitor and oversee building maintenance, cleanliness and security.</p>	<ul style="list-style-type: none"> • Be the point of contact with the building landlord to ensure any building compliance, maintenance or safety concerns are managed. • Ensure programmed and reactive maintenance is scheduled and approved by the relevant budget holder, coordinated, and carried out per the schedule/need. • Enable investigation of issues, engaging appropriate contractor and/or supplier, organizing and overseeing repairs. • Liaise with security suppliers to resolve faults (access controls, cameras or alarms) • Establish, set up and maintain security schedules for monitoring and patrols. • Understand and monitor the building Warrant of Fitness (WoF) compliance requirements to ensure all servicing requirements are completed when due and documentation completed. 	<ul style="list-style-type: none"> • Health and safety requirements are followed and work is carried out in a timely way. • Work practices and the office environment is safe for self and others.

	<ul style="list-style-type: none"> • Manage any issues arising from WoF to completion. • Manage/reschedule suppliers and services, house notices and communications in the event of the site shutting down (pandemic/Christmas). • Ensure the building and facilities are clean, maintained and kept in a suitable condition for work. • Ensure the building is clean and presentable, liaise with cleaners and carry out monthly quality checks with the Cleaning Manager, following up on actions as required. • Manage relationship with the company providing indoor plants. 	
<p>Health and Safety leadership role.</p>	<ul style="list-style-type: none"> • Identify, assess, and manage building/facility risks to as low as reasonably practicable. • Chair the facility Safety & Wellbeing committee creating agendas and minutes/action plans. • Produce relevant reporting. • Chief fire warden for site and ensure Health and Safety requirements at site are documented and refreshed on the intranet as needed. • Regular identification of hazards and risk mitigation at the site. • Complete contractor’s evaluation checks regularly. • Ensure work is performed to the relevant HSE Act requirements. 	<ul style="list-style-type: none"> • The office environment is safe for kaimahi and visitors • Any health and safety concerns are addressed to minimize future risk and injury
<p>Provide reception, hospitality, and staff café support</p>	<ul style="list-style-type: none"> • Run induction for new kaimahi, visitors and contractors. • Receive and action all incoming calls. • Monitor car parks, ensuring all cars are parked in the correct spaces, arranging tows as needed. • Greet/welcome all visitors and tāngata whaiora/taiohi, announce arrivals and coordinate visitor sign in. • Sort and distribute daily mail and deliveries. • Keep location guides and desk files current. • Keep kitchen supplies fully stocked and order consumables as required. • Manage facility, recycling, and rubbish and ensure all areas are clean and tidy including cupboards, drawers, and surfaces. • Prepare and deliver refreshments per schedules and tidy away 	<ul style="list-style-type: none"> • Kaimahi, visitors and contractors feel welcome • Our office environment actively aligns to our values and is well maintained

	following the hospitality event.	
Be your very best	<ul style="list-style-type: none"> Plan regular uninterrupted times to meet with your manager to review your 90-day plan and seek feedback on performance. Actively develop personal leadership skills Develop a learning and personal development plan with your manager and implement this plan as agreed. Share knowledge gained from professional development experiences. Work in a culturally safe and respectful manner incorporating the principles of the Te Tiriti o Waitangi and be mindful of the cultural diversity of the community. Role models a healthy lifestyle. 	<ul style="list-style-type: none"> You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities. You demonstrate behaviour that is consistent with equitable practices. Evidence of Te Tiriti o Waitangi principles are reflected in everyday practice and future organisational planning.
Provision of other related duties within capability.	<ul style="list-style-type: none"> Performs other related duties within individual's capability as assigned by your manager. 	<ul style="list-style-type: none"> "Can do" attitude – operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.
Contribute to the ongoing success of Pathways including reputation for excellence.	<ul style="list-style-type: none"> Present Pathways in a professional manner always. Ensure compliance with employment policies and procedures. Provide positive and effective participation and collaboration with other Pathways kaimahi in delivering achievement of business outcomes. 	<ul style="list-style-type: none"> Actively live Pathways' values and philosophies.
Think and Act as One	<ul style="list-style-type: none"> Participate in creating a culture of think and act as one. Actively participate in and contribute to national, regional, and local forums and meetings. Always represent Pathways and the Wise Group in a professional manner. Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges. Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards. 	<ul style="list-style-type: none"> The Wise Group based services feel connected to each other's work and each other. The service continually repositions itself to meet perceived future need. Projects and tasks are completed within agreed timeframes to agreed standards.
Be committed to safety and wellness in the workplace	<ul style="list-style-type: none"> Take responsibility for personal wellbeing and health management within the workplace. Comply with legal obligations and safety and wellbeing policies 	<ul style="list-style-type: none"> Work practices are safe for self and others. Policies and procedures are understood and followed as designed.

	<ul style="list-style-type: none"> and procedures • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well). 	<ul style="list-style-type: none"> • All safety and wellbeing reportable events are accurately reported within specified timeframes
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Accountabilities

Authority	<ul style="list-style-type: none"> • Financial delegation – nil • Operational - nil
Direct Reports	<ul style="list-style-type: none"> • Nil

Know how

	Essential	Preferred
Practical and Technical Knowledge	<ul style="list-style-type: none"> • Excellent communication - both written and verbal with an emphasis on listening. • Proven time management, organisation, and file maintenance • Excellent attention to detail, particularly with written documents. • Intermediate or advanced knowledge of Microsoft Office suite and other office technologies. • Proven ability to develop successful relationships with a variety of people and across cultures. • Drivers Licence. • First Aid Certificate. 	<ul style="list-style-type: none"> • Treaty of Waitangi Principles • Knowledge of Te Reo Māori
Experience	<ul style="list-style-type: none"> • Administration or facilities experience or relevant qualification • Knowledge of the NZ health sector, in particular the non-government and 	

community sector is an advantage.