



Position Description

Administrator

Latest Revised Date: July 2024

pathways
ahakoa te aha

real
ahakoa te aha

About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services 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. Today, with our inspirational purpose of ‘supporting people to live full lives; hopeful and connected to what matters’, we’re continuing to lead, innovate and pioneer new ways of working.

At Pathways we believe in upholding the articles of Te Tiriti o Waitangi and recognise it as the founding document of Aotearoa. We have a rautaki Māori. This is the platform that sets our expectations and approaches for addressing equity. The articles of Te Tiriti inform how we develop and design our kawa to ensure the mana of kaimahi, tāngata whai ora, taiohi and whānau remain upheld. Te reo Māori me ona tikanga influences our organisation. This means our practices, approaches, organisational rhythms and celebrations are informed by Māori tikanga.

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 work to strengthen whānau. We’re all about hope, 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 & working with them to build resilience and protective factors. Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create new opportunities for the wellbeing of people, vulnerable populations, 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:	Service and Relationship Manager
Location:	Various
Purpose:	The role works collaboratively to provide efficient and effective support of the day-to-day operations for the General Manager, Service and Relationship Managers, Team Coaches and the wider Pathways team in the respective region. The role will work closely with teams across Pathways, Real and Wise Management Services, as well as external providers, to ensure sites and regional teams are able to function seamlessly. You will ensure that all duties are undertaken in a professional manner and of the highest standard.
Relationships (Internal):	Pathways kaimahi, Wise Group kaimahi
Relationships (External):	External providers, suppliers, and visitors. Tāngata whai ora, Taiohi and whānau or other support people. DHBs, other key stakeholders, and government and other community agencies.

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

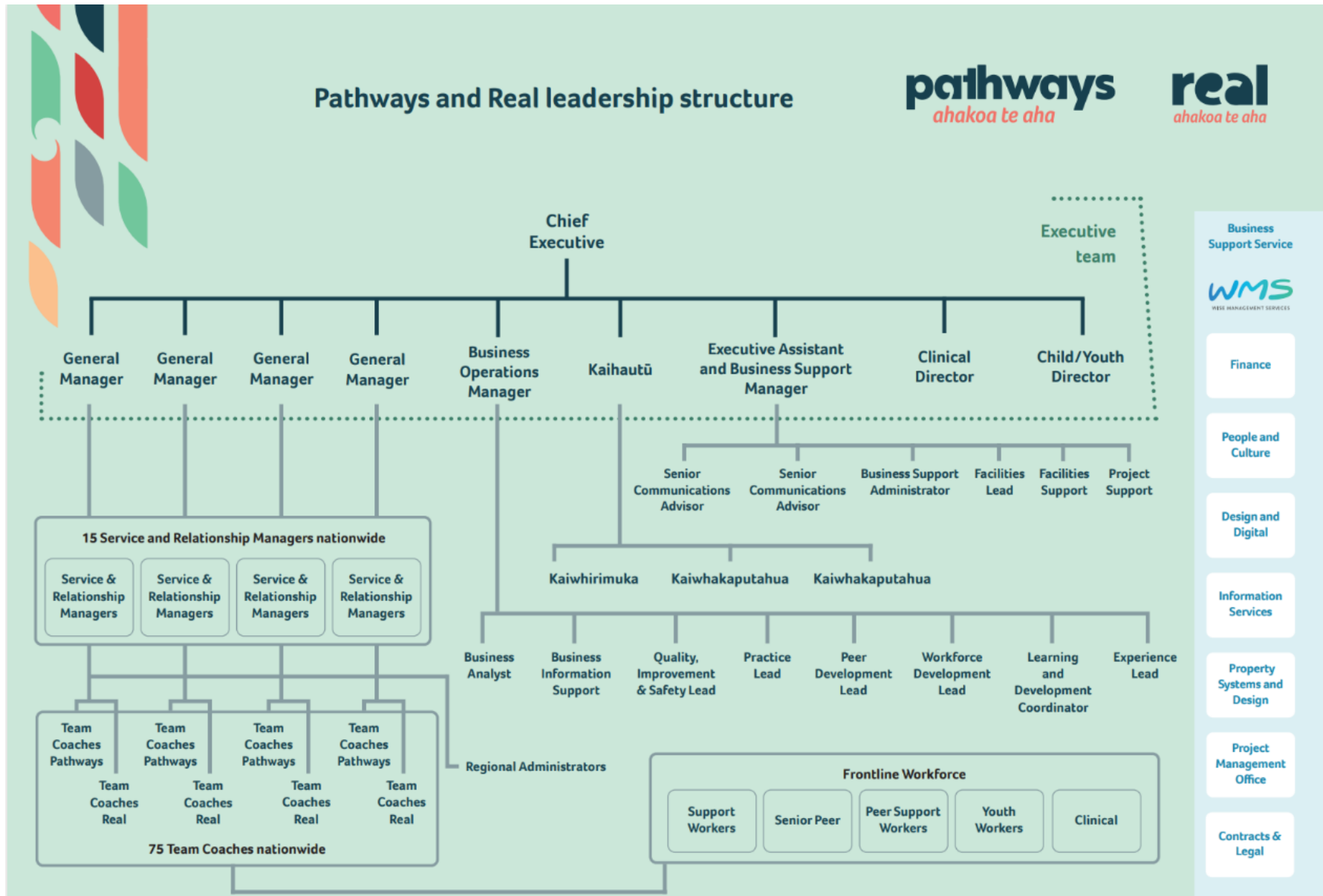
Greatest Imaginable Challenge

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>Provide exceptional support to the Service & Relationship Manager and the regional team.</p>	<ul style="list-style-type: none"> • Effectively manage diaries, giving consideration to all meeting requirements, ie travel, efficient use of time management and wellbeing. • Actively respond to enquiries in a timely manner on behalf of the General Manager, Service and Relationship Manager and Team Coaches if required. • Coordinate travel arrangements, including flights, transportation, accommodation, and conference registrations. • Contribute during team meetings. 	<ul style="list-style-type: none"> • Exceptional and timely support is provided to the team. • Events flow well, are supported to be inspirational and champion sustainable choices. • Actively participate in meetings resulting in the ability to effectively contribute value proactively, pre and post the meeting.
<p>Excellent administrative support.</p>	<ul style="list-style-type: none"> • Effectively and proactively coordinate projects and initiatives as required. • Ensure all filing is completed accurately and in a timely manner. • Assist in planning and delivery of events and hospitality requirements. • Prepare accurate reporting and documents as required to support the needs of the team, including QQR and Safety & Wellbeing reports and meeting minutes. Follow up on delivery of action items as these arise. • Schedule and support meetings as required by the team. • Coordinate the fleet management tasks such as tracking vehicle servicing, updating WoF and registration requirements and ensure the booking system is working effectively. • Effectively liaise with Pathways kaimahi, including being available onsite at service sites and offer helpful support with queries or issues, escalating to the appropriate manager to respond where required or requested. • Use of PowerBi reporting to manage coordination of kaimahi role requirements such as First Aid training, attendance at other training and budget reconciliation. • Provide back-up to reception or facilities management team when required. • Maintain confidential information, including tāngata whai ora and 	<ul style="list-style-type: none"> • Exceptional administrative support is provided to the team, pre-empting requests given broad knowledge of commitments and deliverables. • Projects are delivered on time and to budget and achieve their desired outcomes. • Effectively and helpfully respond to queries. • Administration, kaimahi and tāngata whai ora/taiohi information is filed in a tidy, safe, and accurate manner. • Recruitment processes are effective, and candidates are well supported and prepared for interviews and next steps.

	<p>taiohi records.</p> <ul style="list-style-type: none"> • Provide administrative coordination and support of tāngata whai ora/taiohi entry and exit processes. • Provide administrative support to the end-to-end recruitment process, collaborating effectively with the Recruitment Advisors and recruiting managers, including induction of new team members. • Ensure the Administration procedural documentation (Admin Guide) is current and accurate. 	
<p>Maintain effective relationships including external providers.</p>	<ul style="list-style-type: none"> • Initiate and maintain effective relationships with all key contacts identified, in and outside the Wise Group. • Understand the wider environment in which the Wise Group operates and make links to other areas as appropriate. • Instigate new services for a site and the induction of new contractors/ services at sites. • Maintain good relationships with key partners delivering services to our tāngata whai ora/taiohi such as pharmacies, Government Departments, First Aid providers, and other training suppliers. • Be the primary liaison between Pathways and WINZ in the coordination of all tenant benefit matters. • Coordinate the administrative process associated with tenant income, allowances, and other payments. 	<ul style="list-style-type: none"> • Effective relationships with key contacts exist and reflect Peak Performance Principles and character attributes.
<p>General finance task coordination.</p>	<ul style="list-style-type: none"> • Ensure new users and vendors are set up correctly. • Request and match purchase orders and sent to Finance for processing. • Supply Finance with weekly rent and payment information. • Arrange fuel and food vouchers and petty cash from Finance. • Reconcile outstanding purchase order reports monthly. • Approve and process expenditure up to the approved limit. • Oversight of regional spend against budget (PowerBi), escalating shortfalls as required. 	<ul style="list-style-type: none"> • Accurate and timely output related to financial activities. • Confidentiality is maintained. • An excellent working relationship is created with the Finance team.
<p>Health and Safety.</p>	<ul style="list-style-type: none"> • Support the quarterly Safety and Wellbeing hui. • Produce relevant Safety and Wellbeing reporting. • Ensure all accidents, incidents and near miss statistics are collated for the health and safety committee to identify trends and provide 	<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>information to managers and kaimahi that can be used in injury preventions initiatives.</p> <ul style="list-style-type: none"> • Take on a fire warden role for site and ensure Health and Safety requirements at site are documented and refreshed on the intranet as needed. • Ensure work is performed to the relevant HSE Act requirements. • Emergency evacuation plans are in place and provide support to review documents regularly. • Support fire/evacuation drills and learnings from these. 	
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 model 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"> • Always present Pathways in a professional manner. • 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 	<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.

	<p>manner.</p> <ul style="list-style-type: none"> • 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"> • Projects and tasks are completed within agreed timeframes and to agreed standards.
<p>Be committed to safety and wellness in the workplace</p>	<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 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"> • Work practices are safe for self and others. • Policies and procedures are understood and followed as designed. • All safety and wellbeing reportable events are accurately reported within specified timeframes.

Accountabilities

<p>Authority</p>	<ul style="list-style-type: none"> • Financial delegation – \$1,000 • Operational - nil
<p>Direct Reports</p>	<ul style="list-style-type: none"> • Nil

Know how

	Essential	Preferred
<p>Practical and Technical Knowledge</p>	<ul style="list-style-type: none"> • Excellent communication - both written and verbal with an emphasis on listening. • Proven time management, organisation, and file maintenance skills • Excellent attention to detail, particularly with written documents. 	<ul style="list-style-type: none"> • Treaty of Waitangi Principles • Knowledge of Te Reo Māori • First Aid Certificate.

	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office suite and other office technologies. • Proven ability to develop successful relationships with a variety of people and across cultures. • Clean Driver's Licence. 	
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. • Ability to learn new computer programmes and skills as requested. • Problem solving skills. 	<ul style="list-style-type: none"> • Work experience in a similar role in the Health Sector. • Accounts payable/receivable experience.