



## **Position Description: Administration/Reception/Data Entry**

This position description has been developed with a vision of Stand's Family Therapy Service fit for current and future need, and in the context of achieving competent practice and effective therapeutic work. The Position **reports to** the Support Services Team Leader and has **functional relationships** with other colleagues in the Support Services Team, the Regional Manager, Kaumatua and Kuia, other Stand staff, children and their parents and caregivers, children's home schools, service partners, referral agents, other community agencies, and visitors.

**Hours of Work** are usually 80 hours per fortnight or as specified in your letter of appointment, usually Monday to Friday with office hours to be agreed.

### **Responsibilities**

#### **Administrative Support**

- Provide high quality, effective and efficient administrative support
- Provide reception duties representing Stand in a welcoming and professional manner
- Maintain the client management system and associated paper records as required
- Checking of employee expense claims prior to submission to payroll
- Manage and respond to service enquiries and referrals and any correspondence
- Establish and maintain effective office management systems and processes
- Make travel and accommodation arrangements as required
- Other administrative support as required

#### **Use of physical resources (e.g. Office space and setting, IT, vehicles)**

- Identify physical resources needed
- Obtain physical resources
- Use physical resources efficiently and effectively to maximise safety and quality of services
- Monitor own use of physical resources

**Contribute to the maintenance and development of a safe and effective working environment**

- Contribute to a healthy and safe working environment
- Work with others to create an open and safe working environment in which poor practice can be identified and corrected
- Follow the health, safety and security policies at all times in all environments
- Use the “safety net” practices required

**Contribute support and ideas to enhance performance of the team**

- Act on the guidance/advice of the Team Leader
- Contribute to the identification of the development needs of the team
- Contribute to continuous assessment of team performance and outcomes
- Work to continuously improve the development of the team

**Manage own performance as an individual and as a member of a team**

- Receive allocated work to self from team leader
- Agree objectives and work plans with team leader
- Continually assess the performance of self against agreed work plans and objectives
- Provide and receive feedback on own performance and team performance individually with team leader and in team setting

**Contribute to the assessment of self and on job learning**

- Agree a plan for reviewing performance with team leader
- Provide performance evidence against agreed criteria to team leader
- Receive feedback from Team Leader and contribute to professional development plan
- Complete OJL assessments and maintain OJL practice standards and refreshers
- Complete Internal Training where required and maintain Internal Training practice standards and refreshers

**Manage self and resources ethically**

- Manage time and resources to meet objectives
- Develop capacity and capability to continually improve the service
- Develop and examine own value system
- Use support systems effectively

**Take responsibility for the continuing professional development of self and others**

- Take responsibility for own professional development
- Meet OJL requirements
- Participate in the line management supervision practices required

**Desired Qualifications and Technical Skills**

A relevant administration qualification, or equivalent knowledge, skills and experience and a commitment to ongoing professional development

High degree of computer literacy, including knowledge of email software, MS Word, PowerPoint, Excel and client management systems

Word processing and data management skills

Excellent attention to detail, time management, and planning skills

Strong written and verbal communication skills

Strong customer service focus

Able to relate to a wide range of people at all levels