



Administrator

Position Description

About Pathways 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 dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our 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:	Service and Relationship Manager
Location:	Auckland
Purpose:	To provide efficient and effective support to the service and relationship manager, team coaches and wider Pathways regional team. Ensure that all duties are undertaken in a professional manner and of the highest standard.
Relationships (Internal):	Pathways employees, Wise Group employees
Relationships (External):	People using services and their families/whanau and support people DHBs, other key stakeholders, external suppliers, government and community agencies



Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

June 2017

Spirit
Whatever it takes

Focus
What do you need today?

Greatest Imaginable Challenge

Live, breathe and share trauma informed care



Attributes

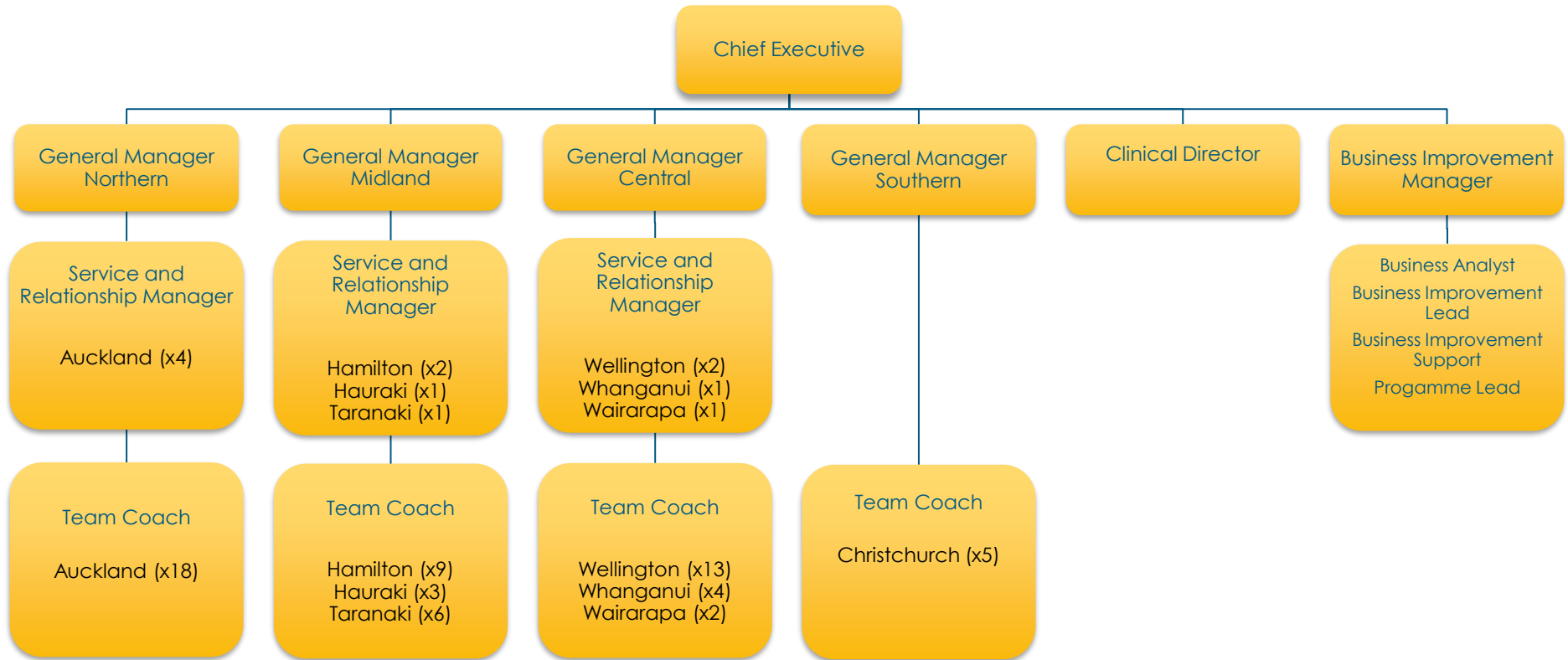
Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength



Pathways Organisational Structure



Requirements of the position

Focus	Activities	Outcomes
<p><i>Provide exceptional support to the service and relationship manger, General Manager and the team</i></p>	<ul style="list-style-type: none"> Effectively manage diaries, giving consideration to all meeting requirements, i.e. travel, efficient use of time management and wellbeing. Actively respond to enquiries in a timely manner on behalf of the 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 support is provided to the team Events flow, are inspirational and champion sustainable choices Actively participate in meetings, resulting in the ability to add pre and post meeting value
<p><i>Administrative support</i></p>	<ul style="list-style-type: none"> Effectively and proactively coordinate projects as required. Ensure that all filing is completed accurately and in a timely manner. Assist in planning and delivery of events and hospitality requirements. Prepare accurate documents as required to support the needs of the team, including team reports and meeting minutes. Effectively liaise with Pathways employees and offer helpful support with queries or issues, escalating to the appropriate manager to respond where required or requested. Update TABS, training and budgeting system when required. Provide back up to reception where required. Maintain confidential information, including client information. Provide administrative coordination and support of client entry and exit processes. Provide administrative coordination and support to the regular processing of tenant income, allowances and other payments, 	<ul style="list-style-type: none"> Exceptional administrative support is provided to the team Projects achieve desired outcomes Effectively respond to queries Admin/Client information is filed in a tidy and accurate manner

	<ul style="list-style-type: none"> • Be the primary liaison between Pathways and WINZ in the coordination of all tenant benefit matters. • Provide administrative support to recruitment processes. 	
Maintain effective relationships	<ul style="list-style-type: none"> • Maintain effective relationships with all contacts in and outside the WISE Group • Understand the wider environment in which the WISE Group operates and make linkages to other areas as appropriate. 	<ul style="list-style-type: none"> • Effective relationships with position related contacts exist and reflect peak performance principles.
General Finance	<ul style="list-style-type: none"> • Ensure new users and vendors are correctly set up • Request and match purchase orders and send 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 on a monthly basis • Approve and process expenditure up to the approved limit. 	<ul style="list-style-type: none"> • Accurate and timely output related to financial activities • Confidentiality is maintained
Ensure compliance of ISO9002 quality and improvement system and that confidentiality policy is strictly adhered to	<ul style="list-style-type: none"> • Confidentiality is upheld at all times • Information is stored securely and only accessed by appropriate personnel 	<ul style="list-style-type: none"> • Consistently comply
Be your very best	<ul style="list-style-type: none"> • Plan regular uninterrupted times to meet with the Service & Relationship 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 	<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

Think and Act as One

- Share knowledge gained from professional development experiences
- Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community
- Role model a healthy lifestyle

- Evidence of Treaty of Waitangi principles are reflected in everyday practice

- Participate in creating a culture of think and act as one
- Actively participate in and contribute to national leadership forums and regional meetings
- Represent Pathways and the Wise Group in a professional manner at all times
- 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

- The Wise Group based services feel connected to each other's work and each other
- You are highly regarded for your contribution nationally within the organisation
- 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

- 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).

- 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

Provision of other related duties within compatibility, as assigned by manager

- Performs other related duties within individuals capability as assigned by your manager

Accountabilities

Authority	<ul style="list-style-type: none"> • Financial – \$1000 • Operational - Nil
Direct Reports	<ul style="list-style-type: none"> • Nil

Know how

Practical and Technical Knowledge	<u>Essential</u>	<u>Preferred</u>
Experience	<ul style="list-style-type: none"> • At least three years administration experience • Working knowledge of Microsoft Office suite, including Word, PowerPoint and Excel 	<ul style="list-style-type: none"> • Work experience in a similar role in the Health Sector
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Attention to detail, particularly with regard to written documents • Excellent time management, organisation and file maintenance • Innovative and problem solving • Actively communicates outcomes or progress • Ability to learn new computer programmes and skills 	<ul style="list-style-type: none"> • A related tertiary qualification • Accounts payable experience