OPERATIONAL SUPPORT

Regional Work Rehabilitation: Work Foundations

Job Title  Operational Support

Location
- Regional Work Rehab: 12 Clark Street, New Lynn
- Te Ata Consumer Support Centre: 52 Keeling Rd, Henderson

Reporting to  Regional Work Rehabilitation Team Manager
(For Te Ata component reporting to the Co Ordinator)

Direct Reports:  Nil

Functional Relationships
Internal:
- All mental health staff with the service area
- Regional Service Manager
- Regional Forensic Services Trust Officer
- Maori and other WDHB cultural service providers
- Forensic rehabilitation services staff
- Other WDHB corporate services incl. Occupational Health, Property Services, Information Services, Payroll Services

External:
- Service users
- Family / Whanau of service users
- Government Agencies in the employment, education and financial sectors
- Non government agencies operating within the training, education and vocational sectors

Purpose
- Regional Work Rehabilitation Services and Te Ata Consumer Support Centre are administrated in an effective, efficient, consumer-friendly manner according to policy, aims and objectives of WDHB and Regional Work Rehabilitation.
- To manage the administration tasks within Te Ata, operating under the principles of consumer governance within the framework of Joint Venture relationship between the West Auckland Mental Health Support Trust trustees and Waitemata DHB.
<table>
<thead>
<tr>
<th>Key Tasks</th>
<th>Outcomes</th>
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<tbody>
<tr>
<td><strong>General Administration</strong></td>
<td><strong>Stock Control and Inventory</strong></td>
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<tr>
<td></td>
<td>• Stock of stationery, office and other supplies are monitored and maintained</td>
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<td></td>
<td>• General and workshop supplies are ordered within the constraints of the Regional Work Rehab and Te Ata’s budget and in a timely fashion</td>
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<td>• Carries out annual stock take</td>
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<tr>
<td><strong>Directories, Databases, Registers, Manuals &amp; Schedules</strong></td>
<td><strong>Creation and maintenance as required</strong></td>
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<tr>
<td></td>
<td>• Te Ata membership list and mailing list is accurately maintained and regularly updated</td>
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<td>• Te Ata statistics are accurately kept as directed by the Coordinator and the funding bodies.</td>
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<tr>
<td><strong>Document Management</strong></td>
<td><strong>Meeting minutes are accurately recorded, typed and distributed in a timely manner</strong></td>
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<td></td>
<td>• Financial information is organised and appropriately stored and secured</td>
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<td>• Electronic information (shared) is organised and accessible for staff</td>
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<td></td>
<td>• Files are accurately maintained in an organised and timely manner</td>
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<tr>
<td><strong>Mail and Correspondence</strong></td>
<td><strong>All mail is processed and distributed correctly and in a timely manner</strong></td>
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<tr>
<td><strong>Office Technology and Equipment</strong></td>
<td><strong>Ensures office equipment is operating correctly to maximise efficiencies and reduce waste</strong></td>
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<td>• Assists in training staff and client receptionists in use of office equipment</td>
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<tr>
<td><strong>Regional Work Rehab</strong></td>
<td><strong>Client Incentive Payments</strong></td>
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<tr>
<td>Finances</td>
<td>• Client Incentive payments are calculated, recorded and processed according to policy</td>
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<td>• Assist and document the annual wage assessments in conjunction with the OT staff.</td>
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<td>• Queries, or discrepancies are dealt with appropriately in a timely manner</td>
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<td>• Leave entitlements are processed as per Holidays Act 2004</td>
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<tr>
<td></td>
<td>• Assist revision of client employment contracts as required</td>
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<tr>
<td><strong>Regional Work Rehab</strong></td>
<td><strong>Petty cash is managed as per appropriate procedures</strong></td>
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<tr>
<td>Finances</td>
<td><strong>Staff Reimbursements</strong></td>
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<tr>
<td></td>
<td>• Assist staff with reimbursements according to policy &amp; procedure</td>
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</table>
| **OPERATIONAL SUPPORT**  
**Regional Work Rehabilitation: Work Foundations** |
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<tbody>
<tr>
<td><strong>Procurement, Receipting of Goods and Accounts Payable</strong></td>
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<tr>
<td>• Supplies are ordered for RWR projects in a timely manner</td>
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<tr>
<td>• Delegated authority is given up to $1000 per order via the Oracle purchasing system</td>
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<tr>
<td>• Ensures goods are received and receipted according to procedure</td>
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<tr>
<td>• Invoices are checked and signed off by appropriate staff and sent to Accounts Payable in a timely manner</td>
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<tr>
<td><strong>Te Ata Finances</strong></td>
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<tr>
<td>• Budget is document and responsive to changes in service planning/expenditure adhering to budgetary constraints.</td>
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<tr>
<td>• Bills are checked and paid in a timely fashion</td>
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<tr>
<td>• Monthly invoices and receipts are sent to the DHB.</td>
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<tr>
<td>• Petty cash is managed as per appropriate accounting practise and reimbursed as required.</td>
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<tr>
<td>• Monthly financial reports are prepared for the Trustees</td>
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<tr>
<td>• Accurate records are kept detailing all financial transactions.</td>
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<tr>
<td>• Liaison with IRD occurs, with the supplying of the appropriate information when required</td>
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<tr>
<td>• Banking duties are carried out and liaison undertaken with the bank when required.</td>
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<tr>
<td>• Expense reimbursements and pays are processed and paid out in a timely fashion</td>
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<tr>
<td>• A payroll system is operated following the appropriate procedural guidelines to remunerate group instructors and centre staff.</td>
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<tr>
<td><strong>Reception</strong></td>
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<tr>
<td>• Oversees the efficient daily running of the Clark Street reception area, providing supervision to the client receptionists</td>
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<tr>
<td>• Provides supervision and training to client receptionists as required in conjunction with their Occupational Therapist</td>
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<tr>
<td><strong>Resource Material</strong></td>
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<tr>
<td>• Assists Occupational Therapists in developing and revising documents and forms</td>
</tr>
<tr>
<td>• Assists Occupational Therapists in developing and revising vocational and educational information and teaching packages for clients</td>
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<tr>
<td><strong>Promotional Material</strong></td>
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<tr>
<td>• Promotional material is compiled into an effective presentation, in consultation with staff and Team Leader</td>
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<tr>
<td>• Maintains Service brochures and information packs</td>
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<tr>
<td>• Promotional material is distributed in a timely manner according to schedules</td>
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<tr>
<td><strong>Te Ata Funding and Sponsorship</strong></td>
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<tr>
<td>• Assists the Co ordinator with the identification of potential funders</td>
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<tr>
<td>• Funding applications are clearly presented, adhering strictly to the funders prescribed format.</td>
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<tr>
<td>• Accurately maintains a supply of information packages, including financial reports, which need to accompany funding applications.</td>
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</table>
| Services are delivered in accordance with the Mental Health Service and the Teams philosophies, priorities and objectives. | • Completes orientation and mandatory training stipulated in the Training and Development policies  
• Philosophies and values are known and supported  
• Consumer rights and responsibilities are actively supported, advocated for, and protected  
• Personal conduct is ethical and confidential  
• Adheres to the established policies and codes of conduct to promote staff ethics and confidentiality  
• Safety standards are known and met |
| --- | --- |
| Statutory & Treaty of Waitangi obligations | • Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.  
• Shows sensitivity to cultural complexity in the workforce and patient population |
| To be responsible and accountable for all actions undertaken in the course of duties. | • All documentation is legible, dated and signed with name and designation clearly written and follows documented RWR policy based on the principles of consumer/clinician collaborative note writing.  
• All documentation complies with the relevant N.Z National Mental Health standards.  
• Ensures the provision of a therapeutically and physically safe environment for clients, ensuring that confidentiality is maintained. |
| Demonstrate a commitment to personal and professional development | • Regular professional supervision is sought to address areas of difficulty and reflect on quality of practice  
• Professional development is actively pursued with participation in appropriate in-service and/or out-sourced education, relevant literature or other resources  
• Contributes effectively to own PDR process. |
| Works as an effective team member | • Observes and identifies roles, functions and philosophies of the multi-disciplinary team.  
• Maintains active communication within the team and manages difficulties that arise in team dynamics  
• Progressively make contributions to the multidisciplinary team by taking on responsibilities, roles and functions within the team.  
• Participates in service and organisational projects as required. |
| Recognises individual responsibility under Health and Safety legislation | • Company health and safety policies are read and understood and relevant procedures applied to their own work activities  
• Workplace hazards are identified and reported, including self management of hazards where appropriate  
• Can identify health and safety representative for area |
Waitemata District Health Board - JOB DESCRIPTION

**Operational Support**

**Regional Work Rehabilitation: Work Foundations**

Adheres to Waitemata District Health Boards 4 Organisational Values of:

- **"everyone matters ??"**
  
  *Every single person matters, whether a patient / client, family member or a staff member*

- **"with compassion"**
  
  *We see our work in health as a vocation and more than a job, We are aware of the suffering of these entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness. We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families. We seek continuous improvement in everything we do. We will become the national leader in health care delivery.*

- **"connected"**

- **"better, best, brilliant "**

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### Behavioural Competencies

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<tr>
<th>Behavioural Competencies</th>
<th>Behaviour Demonstrated</th>
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<tr>
<td><strong>Communicates and Works Cooperatively</strong></td>
<td>• Actively looks for ways to collaborate with and assist others to improve the experience of the healthcare workforce, patients &amp; their families and the community &amp; Iwi.</td>
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<tr>
<td><strong>Is Committed to Learning</strong></td>
<td>• Proactively follows up development needs and learning opportunities for oneself and direct reports.</td>
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</table>
| **Is Transparent**                                             | • Communicates openly and engages widely across the organisation.  
  • Enacts agreed decisions with integrity.                     |
| **Is Customer Focused**                                        | • Responds to peoples needs appropriately and with effective results  
  • Identifies opportunities for innovation and improvement     |
| **Works in Partnership to Reduce Inequality in Outcomes**     | Works in a way that:  
  • Demonstrates awareness of partnership obligations under the Treaty of Waitangi.  
  • Shows sensitivity to cultural complexity in the workforce and patient population.  
  • Ensures service provision that does not vary because of peoples' personal characteristics. |
| **Improves health**                                            | • Work practices show a concern for the promotion of health and well-being for self and others.                                                          |
| **Prevents Harm**                                              | • Follows policies and guidelines designed to prevent harm.  
  • Acts to ensure the safety of themselves and others.          |
VERIFICATION:

Employee: _________________________________

Manager: _________________________________

Date: _________________________________

Review Date: _________________________________

Note: This job description forms part of an individual’s contract of employment with WDHB and must be attached to that contract.
## PERSON SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td><strong>Education</strong></td>
<td>• MS Excel skills – competent at intermediate level or above.</td>
<td>• Training on DHB applications used within RWR, namely: Oracle, PiMS, Incident Reporting.</td>
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<td>• MS Word skills – competent at intermediate level or above.</td>
<td>• Advanced computer skills and competency in MS Excel</td>
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<td>• Typing speed of at least 30 words per minute (WPM)</td>
<td>• Advanced computer knowledge in WDHB applications</td>
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<td>• Excellent data entry skills</td>
<td>• Advanced general computer skills.</td>
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<td>• General skills and knowledge of computer hardware use and requirements.</td>
<td>• Advanced knowledge of office equipment operations</td>
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<td></td>
<td>• Basic accounting skills- preferably training and experience with MYOB</td>
<td>• Advanced knowledge and skills in accounting principles and systems</td>
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<td>(used at Te Ata).</td>
<td>• Experience with MYOB Commac payroll system</td>
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<td>• Experience operating a small payroll system (used at Te Ata)</td>
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<tr>
<td><strong>Experience and Knowledge</strong></td>
<td>• Interest and commitment to the area of mental health recovery.</td>
<td>• Experience of developing projects in tandem with mental health consumers</td>
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<td>• Knowledge of the Treaty of Waitangi and how this influences mental health service delivery.</td>
<td>• Knowledge of small and large business principles including financial processes and cost benefit analysis</td>
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<td>• Good knowledge of office management and administration.</td>
<td>• Knowledge of the principles of health consumerism and client advocacy</td>
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<td><strong>Skills and Attributes</strong></td>
<td>• Excellent written and verbal communication skills</td>
<td>• Entrepreneurial and innovative project development skills</td>
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<td>• Excellent interpersonal skills</td>
<td>• Ability to take initiatives beyond defined role</td>
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<td>• Ability to time-manage and attain results within negotiated time frames</td>
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<td>• Consumer and customer focused</td>
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<td>• Takes full personal responsibility for making things happen within own area of control</td>
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<td>• Displays a good awareness of the different roles played by team members and uses this to good effect</td>
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<td>• Actively contributes to the development of better rehabilitation practices and recovery approaches.</td>
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<td>• Effectively negotiates to resolve problems.</td>
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<td>• Able to work as part of a team</td>
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<td>• Able to work autonomously and be</td>
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<tr>
<td>self directed</td>
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<tr>
<td>• Can work in partnership with consumers</td>
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