

**Position: Administrator**

**Responsible to:** CCIS CEO

**Objectives of Position:**

- To provide support to the running of the CCIS Head Office in Tauranga.
- To provide support to Health & Wellness Facilitators working with members: consultations/education/advice and advocacy
- To plan and prepare education/support programme documentation and relevant IT for members including the Towards Wellness Programme and other education
- To manage, encourage and build CCIS member volunteer base
- To raise awareness about ME/CFS, Fibromyalgia and Postural Orthostatic Tachycardia Syndrome (POTS) and to improve community literacy about Complex Chronic Illness
- To raise community awareness of the service CCIS provides
- Member Communication
- To accurately maintain databases for Health & Wellness Facilitators, Funders, Board and CEO

**Relationships**

Internal	External	Committees and Groups
<ul style="list-style-type: none"> <li>• Board of Trustees</li> <li>• CEO</li> <li>• Other CCIS staff and volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Members/Clients and whānau</li> <li>• General public</li> <li>• Other health and social service providers</li> <li>• Contractors</li> </ul>	As required

Responsibilities and Duties	Key Performance Indicators (KPIs)
<ul style="list-style-type: none"> <li>• Administration Duties</li> </ul>	<ul style="list-style-type: none"> <li>• Answering Phones and directing calls and messages as required within office hours</li> <li>• Using computer programmes to provide up to date, accurate and professional documentation.</li> </ul>
<ul style="list-style-type: none"> <li>• To identify and recruit new members</li> </ul>	<ul style="list-style-type: none"> <li>• To follow clients progress through to membership.</li> <li>• Assemble and provide 'new member packs' for regional, national and older persons services.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain accurate CCIS membership database</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain up to date/accurate confidential records for each member on Infoodle, including contacts with each member and staff.</li> </ul>
<ul style="list-style-type: none"> <li>• For Members</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain member contact and respond to requests for information/advocacy via phone, email/social media platforms/face to face office consultations.</li> </ul>
<ul style="list-style-type: none"> <li>• For Facilitators</li> </ul>	<ul style="list-style-type: none"> <li>• Provide appropriate support in order for them to maintain strong, positive therapeutic relationships with the members. Confirming and rescheduling appointments.</li> <li>• Distribute resource information to CCIS members as required.</li> <li>• Develop research-informed education provided by Health &amp; Wellness Facilitators into appropriate formats for use by Health &amp; Wellness Facilitators and members of CCIS.</li> <li>• Designing and branding monthly meetings and social media content.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist Health &amp; Wellness Facilitators with running of the Group Support, Workshop and Social meetings.</li> <li>• Support and as necessary arrange meetings with invited speakers with expertise relevant to managing life with Complex Chronic Illness.</li> <li>• Maintain the CCIS Library, encouraging and enabling use of CCIS library materials by members</li> </ul>
<ul style="list-style-type: none"> <li>• To administrate the Towards Wellness Programme</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to and consistently maintain the integrity of the Towards Wellness Programme and associated workshops to members.</li> </ul>
<ul style="list-style-type: none"> <li>• To encourage and build our member volunteer base (this can provide members with the opportunity for meaningful, flexible work that utilises their skills to assist CCIS in delivery of services and/or administration) and external volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Seek to find members who would volunteer and/or run social activities/groups for our members thus providing an ME friendly place for members who have become socially isolated because of these illnesses.</li> <li>• Seek to encourage suitable members who may be ready to volunteer for a few flexible hours per week in administration/IT or assist with group facilitation/ TWP delivery within CCIS</li> <li>• Assist with training and supervision of any newly appointed Volunteer.</li> <li>• Maintain database for volunteers, including logging and maintaining accurate volunteer hours in the CCIS CRM</li> </ul>
<ul style="list-style-type: none"> <li>• To raise awareness of the service CCIS provides</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise and maintain a working relationship with appropriate Government, Community and Private organisations/providers.</li> <li>• Promote public awareness of these Complex Chronic Illnesses and CCIS Services.</li> </ul>
<ul style="list-style-type: none"> <li>• To undertake any other task the CEO may from time to time ask to be undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Other tasks may include but are not limited to the following;</b></li> <li>• Collaborate with CEO on updating of manuals and procedures.</li> <li>• Liaise with management in relation to new projects, initiatives or service requirements.</li> <li>• Assist in the setting up and running of meetings, events, fundraisers and awareness raising activities.</li> </ul>

### **Accountabilities and Responsibilities (applicable to all employees)**

Works as a professional and committed team member within the philosophy, vision & mission, values, policies, procedures and guidelines of CCIS. Note: Staff includes unpaid staff & volunteers.

#### **1 Team work and communication**

- 1.1 Establishes and maintains positive relationships with all CCIS staff.
- 1.2 Demonstrates effective interpersonal communication based on respect, ensuring others are treated with kindness.
- 1.3 Works with staff in a collaborative and open manner.
- 1.4 Attends and contributes to staff meetings.
- 1.5 Seeks out opportunities to assist other staff members as time allows.

1.6 Makes positive contributions towards effective and efficient working relationships within team(s).

## **2 Professional competency/practice**

- 2.1 Maintains all qualifications, including registrations and practicing certificates, as required for legal and safe practice. (as applicable)
- 2.2 Keeps current on knowledge of and adheres to best practice and legislation relating to work accountabilities.
- 2.3 Maintains and updates own education.

## **3 Organisational awareness**

- 3.1 Works within and adheres to CCIS philosophy.
- 3.2 Demonstrates an understanding of CCIS's functions and responsibilities.
- 3.3 Considers CCIS's capabilities, mission, vision, values, and strategic goals and objectives in work efforts.
- 3.4 Knows capabilities, capacities and constraints of the organisation.
- 3.5 Is knowledgeable of and adheres to the provisions of all relevant CCIS policies, procedures, guidelines, codes of conduct, and other documents.
- 3.6 Knows how to access electronically current CCIS policies and other documents.

## **4 Risk management**

- 4.1 Proactively identifies and reports risks in own work area, as per procedure.
- 4.2 Supports and promotes actions and initiatives to minimise, isolate, or eliminate risk.
- 4.3 Documents and brings to the attention of Operations Coordinator any complaints or negative feedback as soon as practicable, as per procedure.

## **5 Health and safety:**

CCIS maintains a safe work environment and promotes safe work practice.

- 5.1 Takes responsibility for own health and safety within the work environment.
- 5.2 Complies fully and proactively with CCIS health and safety policies and procedures.
- 5.3 Reports in a timely manner all workplace hazards, near miss incidents and accidents as per procedure.
- 5.4 Participates in investigations in an open and professional manner.
- 5.5 Fully and actively supports and promotes occupational health and safety actions and initiatives in the workplace.

## **6 Confidentiality**

- 6.1 Maintains strict confidentiality of patient and staff information at all times.
- 6.2 Adheres to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to confidentiality and the non-disclosure of information.

## **7 Quality improvement**

- 7.1 Demonstrates commitment to CCIS culture of continuous quality improvement.
- 7.2 Participates in quality improvement initiatives and activities to audit, monitor and improve standards of all services provided by CCIS.
- 7.3 Constantly reviews own role and responsibilities to increase efficiency and improve procedures and processes.

**8 Cultural Sensitivity**

- 8.1 Ensures services are delivered in a culturally appropriate manner.
- 8.2 Ensures the culture of all staff and stakeholders is acknowledged and respected.
- 8.3 Actively participates in CCIS cultural activities.
- 8.4 Demonstrates an understanding of the Treaty of Waitangi in relation to the workplace.

**9 Information and Communication Technology (ICT)**

- 9.1 Demonstrates general understanding of available technology and office equipment.
- 9.2 Uses email, Microsoft Office 365, Infoodle, Zoom, Facebook and other required applications competently and effectively.
- 9.3 Uses technology to solve problems and increase efficiency, including but not limited to, use of internet search engines.

**10 Media Release**

- 10.1 Is available for photos, interviews and articles, as required by CCIS Management, to promote CCIS services and activities. This may be through a range of media, including but not limited to newspaper, social media and website.

**11 Other duties**

- 11.1 Undertakes other duties and responsibilities as requested by the CCIS Management
- 11.2 Accepts that CCIS job descriptions are subject to review and may therefore be revised after consultation with the employee to suit changing service and/or professional requirements.

I (print name) \_\_\_\_\_ have read and understand the above job description and agree to undertake the key responsibilities and duties and meet expected KPIs.

Signed \_\_\_\_\_ Date \_\_\_\_\_