

Position Description: Administrator

Responsible to: CCI Support CEO



Administration

- Perform general office administrative duties such as answering phones, managing emails, and handling correspondence.
- Being the first contact for people arriving at our offices.
- Maintain office supplies inventory by checking stock levels, anticipating needs, placing and expediting orders, and verifying receipt of supplies.
- Coordinate office activities and operations to secure efficiency and compliance with company policies.
- Assist in the preparation of regularly scheduled reports.
- Personal Assistant to CEO as required.
- Support departments with administrative tasks as needed, including data entry, filing, and document management.
- Schedule and coordinate meetings, appointments, and travel arrangements for staff.
- Handle confidential information with discretion.
- Maintain a safe and clean office environment by organizing and implementing office procedures and standards. Being the Health and Safety Officer for the organisation.
- Maintain volunteer team.
- Using computer programmes to provide up to date, accurate and professional documentation.
 - Microsoft
 - Create Publications (Newsletters, Handouts and Power Points)
 - Cliniko
 - Booking appointments, making sure staff schedules are up to date
 - Infoodle
 - Client Notes
 - To Dos
 - Contact Forms and send ISF email
 - Chase clients contact to book appointments
 - Update Volunteer Hours – via forms
 - Keep templates up to date
 - Send Birthday emails
 - Canva
 - Documents
 - Images for Publication
 - Wordpress
 - Updating website
 - Other Programmes
 - Other programmes will be used for networking. These will be maintained by the Wellness Facilitator Assistant. Volunteer BOP, HelpforU, maintain contact details as being correct on websites.
- Assemble and provide 'educational packs' and 'GP packs' for regional, national and older persons services. This can be done with help of Volunteers
 - Maintain member contact and respond to requests for information/advocacy via phone, email/social media platforms/face to face office consultations.

For Facilitators

- Provide appropriate Support in order for them to maintain strong, positive therapeutic relationships with the members. Confirming and rescheduling appointments.
- Distribute resource information to CCI Support members as required.

- Develop research-informed education provided by Health & Wellness Facilitators into appropriate formats for use by Health & Wellness Facilitators and members of CCI Support.

<ul style="list-style-type: none"> • To administrate the Towards Wellness Programme 	<ul style="list-style-type: none"> • Contribute to and consistently maintain the integrity of the Towards Wellness Programme and associated workshops to members.
<ul style="list-style-type: none"> • 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 CCI Support in delivery of services and/or administration) and external volunteers. 	<ul style="list-style-type: none"> • 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. • 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 CCI Support • Assist with training of any newly appointed Volunteer. • Maintain database for volunteers, including logging and maintaining accurate volunteer hours in the CCI Support CRM
<ul style="list-style-type: none"> • To raise awareness of the service CCI Support provides 	<ul style="list-style-type: none"> • Liaise and maintain a working relationship with appropriate Government, Community and Private organisations/providers. • Promote public awareness of these Complex Chronic Illnesses and CCI Support Services.
<ul style="list-style-type: none"> • To undertake any other task the CEO may from time to time ask to be undertaken. 	<p>Other tasks may include but are not limited to the following;</p> <ul style="list-style-type: none"> • Collaborate with CEO on updating of manuals and procedures. • Liaise with management in relation to new projects, initiatives or service requirements. • Assist in the setting up and running of meetings, events, fundraisers and awareness raising activities.

Person Specification: CCI Support Administrator

We are looking for someone that will commit to the mission and values of Complex Chronic Illness Support, with a passion for making a positive impact in our community.

Qualifications:

1. Relevant certification or training in office administration, secretarial studies, or a related area is desirable.

Experience:

1. Proven experience (minimum 3-5 years) in a receptionist, administrative, or personal assistant role, preferably within a healthcare or social service organisation.
2. Demonstrated experience in managing multiple tasks simultaneously, prioritising workload effectively, and meeting tight deadlines.
3. Experience in coordinating schedules, arranging meetings, and managing travel logistics for staff.
4. Familiarity with office management software, such as Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), and experience with database management systems.

Skills and Abilities:

1. Excellent interpersonal and communication skills, both written and verbal, with the ability to interact professionally with individuals at all levels, including stakeholders and clients.
2. Strong organisational skills and meticulous attention to detail, with the ability to maintain accurate records and handle sensitive information confidentially.
3. Proficiency in time management and ability to work autonomously while also being an effective team player.
4. Adaptability and resilience to thrive in a fast-paced environment, managing multiple demands with composure and professionalism.
5. Demonstrated problem-solving skills and ability to think critically to resolve issues efficiently.
6. High level of proficiency in administrative tasks including scheduling, filing, and managing correspondence.
7. Knowledge of the social service sector regulations, practices, and terminology is advantageous.

Personal Attributes:

1. Professionalism and discretion in handling confidential information and sensitive situations.
2. Proactive and self-motivated attitude with a willingness to take initiative and assume responsibility.
3. Empathetic and compassionate approach, with a genuine desire to support the organisation's mission of serving our vulnerable members.
4. Flexibility to adapt to changing priorities and willingness to undertake additional responsibilities as required.
5. Strong commitment to maintaining a positive and collaborative work environment.

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 CCI Support. Note: Staff includes unpaid staff & volunteers.

1 Team work and communication

- 1.1 Establishes and maintains positive relationships with all CCI Support 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 CCI Support philosophy.
- 3.2 Demonstrates an understanding of CCI Support's functions and responsibilities.
- 3.3 Considers CCI Support'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 CCI Support policies, procedures, guidelines, codes of conduct, and other documents.
- 3.6 Knows how to access electronically current CCI Support 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:

CCI Support 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 CCI Support 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 CCI Support 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 CCI Support.
- 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 CCI Support 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 CCI Support Management, to promote CCI Support 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 CCI Support Management
- 11.2 Accepts that CCI Support 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 _____