This position description is a guide and will vary from time to time, and between services and/or units to meet changing service need



Team Administrator (Workforce)

Te Tai o Poutini is committed to the principles of Te Tiriti o Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori by actively protecting and promoting Hauora Maori wellness concepts e.g. Pae Ora, Whanau ora. ".

Position Title:	Administrator (Workforce)		
Reports daily to:	Nurse Director (Workforce)		
Key Relationships:	Internal:	External:	
	 Consumers, family/whānau, and carers Workforce Development Team All Te Tai o Poutini and Te Aka Whai Ora staff and service areas Clinical/Professional Leaders (Allied Health, GM-Hauora Māori, Medical, Midwifery, & Nursing) Operational (Northern, Central, Southern, & Transalpine) Allied Professional Development Facilitator Child and Adolescent Resource Worker Communications Team Credentialing and Clinical Audit Facilitator Family Violence Training Coordinator Finance Team Hauora Māori Team Information Systems Group (ISG) Midwife Educator People & Capability Planning & Funding Pre-vocational Education Supervisor Quality Team 	 Iwi, hapu, whānau, and other community stakeholders Te Whatu Ora Waitaha (Professional Development Unit, Workforce Development Team, METU) Education providers (i.e. local schools, tertiary) Health Workforce Directorate (within Ministry of Health) Kia Ora Hauora Non-Governmental Organisations (i.e. St John Ambulance) Private care providers (i.e. aged care, general practice, home care, pharmacies, etc.) Regional Coordinators of undergraduate and post graduate medical training programmes South Island Alliance and any relevant specialty groups West Coast Interprofessional Education West Coast PHO Professional Colleges (i.e. Royal NZ College of General Practitioners (RNZCGP) etc.) Health and Disability Ethics Committees 	
Role Purpose:	The Team Administrator (Workforce) is one of two skilled administrators with the Te Tai o Poutini Workforce Development Team who support excellence in rural health and disability outcomes in alignment with Te Tai o Poutini's vision and values. This is achieved by working collaboratively to support all workforce development activities and staff, managing own workflow and prioritising day to day demands in consultation with line manager. This includes organising and overseeing non-clinical administrative duties related to rural workforce strategies and programmes. This work ultimately enables a sustainable, satisfied workforce capable of evidence-based, rural generalism; facilitating innovative and sustainable health and disability services that will help our communities stay well. Key functions of this role include: 1. Coordinating activities and programmes that support a sustainable rural health workforce pipeline, including: exposure to health careers, work experience, scholarships, & student placements 2. Administrative coordination, delivery, and reporting of various undergraduate and postgraduate training programmes across the professional groups in compliance with various requirements		

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- 3. Providing project coordination to enable new programmes and initiatives to be sustainably designed, implemented, & evaluated
- 4. Coordinating promotion, delivery, and evaluation of local development opportunities
- 5. Providing administrative support that enables safe, effective local research processes
- 6. Providing administrative support to the Nurse Director (Workforce) and the Workforce Development Team
- 7. Overseeing and coordinating the Workforce Development Team's work space (i.e. consumables, maintenance)

Complexity:

Most challenging duties typically undertaken, or most complex problems solved:

- Contributing to and supporting innovation and promoting new ways of working by demonstrating enthusiasm and positivity about change, developed interpersonal skills, skilled communication, and skilled negotiation
- Contributes to informing and promoting strategic priorities and supports implementation and evaluation of associated actions
- Promotes and role-models collaboration and skilled, professional communication with key relationships to: identify, develop, promote, implement, and evaluate workforce development activities within an interprofessional framework
- Responds effectively and professionally to a range of interpersonal challenges that may present from key relationships. Utilises tact, diplomacy, and sensitive/discreet approaches to handle moderately complex situations.
- Exercises sound judgement and personal influence to facilitate workable outcomes in times of conflict
- Builds positive, lasting relationships with stakeholders located internally and externally
- Liaises with the other Team Administrator (Workforce) to provide seamless administration including service continuation during leave periods (both planned and unexpected leave)
- Designs and/or supports development, in conjunction with the wider Workforce team of key processes that ensure continuity and sustainability within the service
- Provides non-clinical administrative leadership and oversight to ensure projects are:
 collaboratively and sustainably designed, implemented in a timely fashion according to key deadlines, & regularly evaluated
- Meets regular and competing deadlines, maintains accuracy and quality of documented information, and utilises discretion when handling confidential information
- Generates and/or utilises data to be analysed, reported, and reviewed within the service to enable evidence-based decision making
- Supports accreditation, auditing, and quality processes within the service
- Proactively identifies problems and risk and contributes to problem solving, risk mitigation and management, and solution development within the team
- Supports development, implementation, and reporting related to service contracts
- Supports financial, outcome, and other monitoring and reporting within the service; ensuring accuracy, compliance, and timeliness
- Contributes to the effective and efficient use of all resources, including contributing to effective budget management and resource negotiations that will ensure necessary resources are available to enable Te Tai o Poutini to achieve its vision
- Effectively and safely manages and prioritises own workload and all issues; always maintaining own safety, patient safety, and the safety of others
- Refers issues and matters of risk to Nurse Director (Workforce) and any other associated parties

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Health New Zealand Te Whatu Ora

ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities of Te Tai o Poutini reflect the values of:

Manaakitanga – caring for others

Whakapapa - identity

Integrity

Respect

Accountability

Valuing people

Fairness

Whanaungatanga – family and relationships

Pono - truth

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi

With your contribution and my contribution, we will be better able to serve the people.

PLACE IN THE ORGANISATION:

Associate Director of **Executive Director of** Director of Midwifery Executive Director of Director of Nursing Nursing (Waitaha & **Operations** Manager (Waitaha & West Allied Health (Waitaha (West Coast) (West Coast) West Coast) & West Coast) Coast) Director of Allied **Nurse Director** Nurse Director Medical Directors Operations Managers Health (Operations) (Workforce) Clinical Coach (Workforce) Librarian **Nurse Educators** Resuscitation Service Leader

E ngā mana

E ngā reo

E ngā iwi o te motu

Tēnei te mihi ki a koutou katoa

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Health New Zealand Te Whatu Ora

KEY ACCOUNTABILITIES:

This role is responsible for:	This role will be successful when:
1. Coordinating activities and programmes that support a sustainable rural workforce pipeline, including: exposure to health careers, work experience,	 Supports working in partnership with West Coast communities to develop programmes that will enable a sustainable rural workforce pipeline; liaising with various community groups and stakeholders as required (i.e. Consumer Council, schools, Tātau Pounamu via the Hauora Māori Team, etc.)
scholarships, & student placements	 Supports attendance at relevant employment/career fairs by coordinating relevant bookings and resources; attending as required
	 Supports other activities that help to promote career opportunities within the West Coast Health System
	 In collaboration with People & Capability and other key relationships, promotes and coordinates safe and positive work experience within the Te Tai o Poutini, in alignment with relevant policies and procedures
	• In collaboration with key stakeholders, coordinates the Te Tai o Poutini's annual studentship programme; ensuring this is advertised widely and in a timely fashion; that applicants are prioritised according to equity principles and a transparent prioritisation strategy; and that studentship applicants have a safe, supported, and positive experience
	 In collaboration with the Workforce Development Team and operational teams, promotes and contributes to the coordination of safe student placement processes within the Te Tai o Poutini; ensuring placements match capacity and the ability to offer a positive placement experience, and that all students are inducted according to relevant policies and procedures
	 In collaboration with others, supports students and new members of staff to feel welcome by providing a level of pastoral care, promoting belonging
	 In collaboration with the Workforce Development Team, maximises regional placement potential; assisting to negotiate additional placements as required
	 Maintains up-to-date, documented processes regarding all activities and programmes to ensure service continuity
	 Maintains accurate and comprehensive records for all activities and programmes; ensuring all information stored is secure and private. Safely manages shared access to necessary records to enable service continuity.
	 Maintains accurate data regarding participants in the rural workforce pipeline to assist with evaluating effectiveness of current strategies
	 Provides regular reports to key stakeholders regarding the above activities and programmes to enable evidence-based decision-making
	 Supports regular evaluation and quality improvement processes for all pipeline activities to ensure return-on-investment, continuous improvement, and regular innovation
	 Supports the Communications Team and Nurse Director (Workforce) to regularly promote the strategic priorities and role/responsibilities/contact mechanisms of the Workforce Development Team to: staff and community members.
	 Supports the Communications Team and Workforce Development Team to regularly promote activities regarding workforce to: staff, community



		members (i.e. via supporting any reporting to the Board, supporting contributions to the Quality Accounts, etc.)
		Represents the organisation positively; projecting a positive and professional image of Te Tai o Poutini
2.	Provides administrative coordination, delivery, and reporting of various	Supports undergraduate and postgraduate training programmes for all professional groups
	undergraduate and postgraduate training programmes across the professional groups in compliance with various requirements	Has comprehensive understanding of any contractual or service requirements related to formal training programmes and proactively supports compliance with these
		Supports and helps to inform planning processes related to formal training programmes (i.e. determining training volumes, placement types, etc.)
		Supports and helps to inform/maintain data collection, documentation, and quality improvement processes related to formal training programmes
		 Collaborates with regional colleagues and attends any forums relevant to administratively coordinating, delivering, reporting, and/or evaluating formal training programmes
		 Maintains communication with all who have a stake in a particular programme (i.e. contract holder, Finance) and advises all parties should any programme changes occur that may influence outcomes, invoicing, reporting, etc.
		 Ensures all programme reporting to the Ministry of Health and/or other authority is completed in accordance with any contractual or service requirements. Reporting is accurate, timely, and approved by line manager and/or relevant contract holder.
3.	Providing project coordination support to enable new programmes and initiatives to be sustainably designed, implemented, & evaluated	Utilises evidence-based strategies/tools/frameworks to support coordination of projects related to workforce; building in principles of collaboration, interprofessionalism, time management, outcomes, change management, evaluation, and quality improvement
	,	Attends, coordinates, and facilitates meetings, workshops, forums with stakeholders as required and determined by the strategic priorities of the Workforce Development Team
		Supports project progress by supporting the development of timelines, key milestones, measures of success, and ongoing improvement mechanisms while working in collaboration with the Project Lead
		 Provides project progress by documenting and tracking/reporting progress; alerting the project team to delays in progress and encouraging the team to celebrate achievement of key milestones
		Provides and supports lateral thinking and proactive problem-solving within the project team if hurdles to progress are encountered
4.	Coordinating promotion, delivery, and evaluation of local development opportunities	Supports planned, coordinated access to development opportunities for all staff, professional groups, and students; equitably prioritising promotion and support for opportunities that benefit tangata whenua Māori and opportunities that benefit Pacifica
		Works in collaboration with the Workforce team to ensure that the opportunities available reflect current strategic priorities/need
		Works in collaboration with the Workforce team to ensure opportunities are well planned and coordinated to ensure maximal attendance. Takes a lead



 role in coordinating, documenting, and maintaining the annual education calendar. Supports the development of local learning opportunities by providing administrative support and incorporating knowledge of outcomes-based learning frameworks (i.e. Kirkpatrick) In partnership with Hauora Māori, supports a prioritised focus on promot and delivering opportunities related to cultural competency, Te Tiriti o Waitangi Tikanga Best Practice, and other programmes that enable culturale practice, particularly with Māori. 	
 administrative support and incorporating knowledge of outcomes-based learning frameworks (i.e. Kirkpatrick) In partnership with Hauora Māori, supports a prioritised focus on promote and delivering opportunities related to cultural competency, Te Tiriti o Waitangi Tikanga Best Practice, and other programmes that enable culturence. 	ing
and delivering opportunities related to cultural competency, Te Tiriti o Waitangi Tikanga Best Practice, and other programmes that enable cultu	ing
	ral
 Strategically promotes all development opportunities to encourage participation from the wider West Coast Health System and the development of interprofessional practice and rural generalism. Works in collaboration with the Communications Team as appropriate. 	
 Skilfully creates a positive, supportive learning environment reflective of contemporary, culturally safe learning experience 	a
 Supports the delivery of local development opportunities by assisting with scheduling, booking/setting up venues, and supporting any guest speake 	
 Supports electronic record-keeping regarding all development programm in accordance with various contracts, service specifications, and the New Zealand Health & Disability Standards. This includes taking a lead role in maintaining training records, training attendance, etc. 	
 Provides support for local learners by sharing resources, connecting people and helping people to understand the local teaching technology/systems and processes 	
 Supports the success of the West Coast Interprofessional Education (IPE) school by assisting with placement planning and helping to ensure this programme feeds into the DHB's workforce pipeline planning 	
 Providing administrative support that enables safe, effective local research processes Facilitates the documented Te Tai o Poutini Research locality approval process including the regular review/updating of this process 	
Documents all decisions/progress for every research application	
Follows up/promotes research results upon research completion	
 Promotes awareness of local research processes to others and provides advice regarding this process in collaboration with the Clinical/Profession Lead for research 	al
6. Providing administrative support to the Nurse Director (Workforce) and Team Supports the Nurse Director (Workforce) to be successful; elevating their ability to effectively sustain a high standard of quality work by providing skilled administrative assistance as required. This may include:	
 Producing/maintaining data, reports, and documented processes 	;
 Minuting meetings, formatting documents/general Word processing support, printing, etc. 	
 Professionally communicating and working with appointment attendees, ensuring that all face-to-face appointments feel welcome to the Development space 	
 Booking appointments and venues 	



7.	Overseeing and coordinating the Workforce Development Team's work space (i.e. consumables, maintenance)	 As required, provides administrative support to any staff member/programme involved in workforce development and/or support to key programmes (i.e. resuscitation training) to promote efficient programme coordination/delivery and effective meetings. This may include: Producing/maintaining data, reports, and documented processes Minuting meetings, formatting documents/general Word processing support, printing, etc. Booking venues, attendees on courses Provides administrative support to the Workforce Development Team; coordinating and minuting meetings Supports other Administrator (Workforce) with achieving their workload and in providing leave cover to enable service continuity Oversees the cleaning, maintenance, security, and supplies/stocking of the Workforce Development offices; escalating any matters of concern/risk/safety to line manager Manages bookings for the meeting space and other study spaces within the Workforce Development Team block Supports Health & Safety induction processes as needed Supports the effective management of educational equipment/resources to enable high quality learning. Contributes to a sustainable work environment that is fiscally responsible and works alongside the Nurse Director (Workforce) to optimise financial
8.	Own competence and professional	Maintains organisational requirements around mandatory training and
	development	other developmental requirements relevant to role
	Demonstrating a personal commitment to own development.	 Undertakes professional development as approved/requested by line manager
		Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth
9.	Honouring diversity and challenging inequity Demonstrating a personal commitment to Te Tiriti o Waitangi principles when working with tangata whaiora and whānau. Supporting the development of a culturally competent workforce.	 Demonstrates cultural competence that reflects principles found in the Te Tiriti o Waitangi, Tikanga Best Practice guidelines, and Takarangi Cultural Competency Framework Recognises Māori as tangata whenua and works in collaboration with the Māori Health Team and local iwi to ensure equity within the service Consistently demonstrates awareness and sensitivity of cultural differences when working with consumers and their families/whānau, and when working with clinical and non-clinical colleagues across Te Tai o Poutini Consistently respects the spiritual beliefs, sexual orientation, and cultural practices of others, including colleagues Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues

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Health New Zealand Te Whatu Ora

10. Health and Safety

Contributing to a high quality, safe, and secure work environment by following relevant Te Tai o Poutini policies, protocols, and standards.

Actively managing risk.

All Te Tai o Poutini staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant Te Tai o Poutini policies and procedures. This includes:

- Personal commitment to zero harm
- Reporting for duty in a fit state, free from the influence of alcohol/drugs
- Ensuring personal health, safety, and wellbeing and that of others
- Reporting actual or potential hazards via the Safety1st incident reporting system
- Using all protective equipment provided, as appropriate
- Cooperating with the monitoring of workplace hazards, including attending all relevant safety training and complying with all safety instructions
- Ensuring that all accidents or incidents are promptly reported to line manager
- Reporting any pain or discomfort to line manager as soon as it develops
- Seeking advice from line manager if unsure of any work practices
- Contributing to initiatives aimed at improving health, safety, and wellbeing
- Complying with all organisational health and safety polices including those related to: handling of instruments and any other potentially dangerous equipment or substances

11. Quality

Contributing to a quality service and taking an active role in quality activities; identifying areas of improvement.

Actively managing threats to a quality service.

Every Te Tai o Poutini staff member is responsible for ensuring a quality service is provided. This includes:

- Supporting and undertaking quality improvement activities in collaboration with line manager and other key stakeholders
- Working collaboratively to achieve 100% compliance with relevant audit schedule(s), including accreditation and other legislated compliance programmes
- Informing, developing, coordinating, and monitoring outcomes from relevant audits in accordance with national and organisational standards.
 This includes actively contributing to any initiatives aimed at addressing corrective actions.
- Supporting timely investigation and management of complaints
- Developing and/or reviewing relevant policies and procedures as required
- Supporting colleagues and members of the interprofessional team to develop and implement ideas for practice innovations
- Refers all matters and concerns related to professional practice to line manager(s) and relevant Executive Clinical Lead including:
 - Deficiencies in quality care and professional standards
 - Incidents related to consumers, which may affect wellbeing
 - Matters of noncompliance with the Te Tai o Poutini's policies and procedures
 - Matters of unresolved staff conflict
 - Security breaches and quality standards failure

12. Special projects and other duties

- Supports special projects and programmes as directed by the Nurse Director (Workforce)
- Is a member of groups and/or committees as directed by line manager
- Provides representation on behalf of the Te Tai o Poutini at various relevant forums

13. Reporting line, base, hours of work, and monthly reports

 Reports daily to the Nurse Director (Workforce) and is based in Greymouth, but travels as required throughout the West Coast region and Aotearoa New Zealand

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Negotiates all hours of work with line manager
 Meets monthly with line manager to review monthly report and progress against key deliverables
Ensures that all reporting is timely and accurate

PERSON SPECIFICATION:

Qualifications & Experience:

Essential

- Minimum 1 years' experience in a senior administration role
- Completion of, or personal commitment to undertake, cultural competency training
- Demonstrated professional people skills and ability to work with a wide range of personality types
- Demonstrated experience with project/programme management, reporting, and quality improvement
- · Well-developed personal processes
- Demonstrated skills in facilitating and supporting meetings and forums
- Hands-on experience in budgeting, bookkeeping, and reporting
- Excellent/advanced computer literacy skills (i.e. Microsoft suite)
- Experience and confidence to work with a range of technologies
- Full 'clean' NZ driver's license

Professional skills/attributes:

- Ambitious, self-motivated, and looking for a challenge
- Credible, respected, and person-centred
- Flexible, adaptable, embraces change
- Creative, innovative, and able to apply lateral thinking to solve problems
- Extremely well-developed communication and interpersonal skills
- Demonstrated cultural competence and understanding of the Te Tiriti o Waitangi and its application to this role
- Ability to work self-directed and as part of a team
- Excellent organisational and time management skills
- Ability to focus on detail and see the bigger picture
- Ability to thrive in a fast-paced environment
- Ability to work efficiently under pressure and prioritise competing demands

Desirable

- Level 4 New Zealand Certificate in Business (Administration & Technology) or similar (can be working toward same)
- Kirkpatrick Bronze certification
- Knowledge and understanding of New Zealand healthcare systems, including service accreditation, credentialing, and quality standards frameworks

Knowledge of (but not limited to):

- Te Tiriti o Waitangi and its application to health
- Adult learning theory
- Health & Safety at Work Act (2015)
- Privacy Act (2020) and Health Information Privacy Code (2020)

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.



Signed on behalf of Te Tai o Poutini	I accept the terms and conditions as outlined in Position Description	
		
Name	Name	
Position	Team Administrator (Workforce)	
Date	Date:	
Te Tai o Poutini	Te Tai o Poutini	