

# POSITION DESCRIPTION

## Oranga Tamariki—Ministry for Children



Title:	Workplace Administrator
Group:	Services for Children and Families/Care Services/ Youth Justice
Reports to:	Manager /Social Work Supervisor
Location:	As Specified
Direct Reports:	No
Budget:	No

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

### Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

### Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

### The Oranga Tamariki way

We've introduced a new way of doing things. A way of looking at the world that guides everything we do:



### Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

## POSITION PURPOSE

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The purpose of this role is to provide a wide variety of administrative support services to assist a workplace or a team of practitioners in achieving quality outcomes for children and young persons.

Working under the supervision and guidance of a manager or practitioners (Social Workers, Supervisors and Coordinators), the focus of the role is on:

- providing quality administrative casework support to a team of practitioners
- gathering and providing information under guidance to clients, professionals, colleagues and others
- fostering cooperative working relations with internal colleagues and external partners and stakeholders
- undertaking any other social work resource and administration support activity in the workplace that falls within the general purpose of the position, as appropriate.

The Workplace Administrator is not a Social Worker in training, or para-social worker. The position does not undertake social work activities and does not have a case load.

## KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Casework Assistance</b>	<p>Provide a range of casework related activities under the guidance of practitioners, including:</p> <ul style="list-style-type: none"><li>- Providing administrative assistance for Family Group Conferences (FGC), Court, assessments, casework, financial requests and general referral processes</li><li>- Keeping factual and timely formal records through the use of computer based and other information systems, e.g. CYRAS (case management system) inputting and paper based files</li><li>- Assisting practitioners to enter case notes and other information into CYRAS</li><li>- Making necessary administrative arrangements for children in placement and/or programme transition.</li></ul>
<b>Financial &amp; Administrative Support</b>	<ul style="list-style-type: none"><li>- Maintain accurate records and reconciliation (where required) of all workplace financial activities where there is expenditure</li><li>- Provide system training and on-going support to staff in relation to expenses and client financial plans as required</li><li>- Maintain records and provide training to staff (when required) of all activities connected with the legal, safe and effective management of the fleet</li><li>- Provide general administrative support to the team including telephony, reception and filing duties including Trim</li><li>- Maintain and disseminate the sites' Duty calls list, and afterhours duty roster</li></ul>

<b>Key Result area</b>	<b>Key Accountabilities</b>
<b>Workplace co-ordination</b>	<ul style="list-style-type: none"> <li>– Coordination of reception and telephony duties include ensuring all visitors are greeted and connected with appropriate party</li> <li>– Administer workplace access and movement for all on and off-site activities, ensuring that site Health and Safety and security management processes are adhered to</li> <li>– Maintain all administrative functions to meet workplace vehicle, travel, meetings organisation, stationery, reception services; record keeping, database management and filing requirements.</li> <li>– Facilitate workplace recruitment requests and staff induction processes</li> <li>– Coordination of casual staff resource to include processing of timesheet data to ensure timely payroll action</li> <li>– Provide a high level of administrative support to the workplace managers</li> <li>– Site based roles maintain and disseminate the sites' Duty calls list, and afterhours duty roster, also ensuring the availability of the Duty Satchel at all times.</li> </ul>
<b>Fleet, Property and Asset Maintenance</b>	<ul style="list-style-type: none"> <li>– Maintain records of all activities connected with the legal, safe and effective operation of the fleet</li> <li>– Facilitate all activities connected with the issue and maintenance of assets</li> <li>– Co-ordination of Oranga Tamariki property requirements including monitoring of repairs and modifications.</li> <li>– Operate and ensure on-going maintenance and upkeep of all fleet, property and assets for the workplace</li> <li>– Provide training to staff (when required) of all activities connected with the legal, safe and effective management of the fleet.</li> </ul>
<b>Cultural Awareness</b>	<ul style="list-style-type: none"> <li>– Be aware and demonstrate an understanding of, and commitment to, our Maori cultural framework</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>– Effectively identify and escalate risks, and propose appropriate mitigation where necessary.</li> </ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>– Actively and positively participate as a member of the team</li> <li>– Proactively look for opportunities to improve the operations of Oranga Tamariki</li> <li>– From time to time, you may be required to perform other reasonable duties as requested by your manager</li> <li>– Comply with and support all health and safety policies, guidelines and initiatives</li> <li>– Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li> <li>– Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li> </ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>– Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> <li>– Demonstrate a commitment to and respect for te Tiriti o (the Treaty of) Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>– Practice Manager</li> <li>– Social Work Supervisors</li> <li>– Coordinators</li> <li>– Social Workers</li> <li>– Other Practice Resource Assistants</li> <li>– Oranga Tamariki staff</li> </ul>
External	<ul style="list-style-type: none"> <li>– Public, State sector and other organisations</li> <li>– Service Providers and suppliers</li> <li>– Local community groups, networks and social service agencies</li> <li>– Local Iwi social services</li> <li>– Tamariki, rangatahi, whānau and caregivers</li> <li>– General Public</li> </ul>

## QUALIFICATIONS & EXPERIENCE

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Qualifications	<ul style="list-style-type: none"><li>- A relevant tertiary qualification is desirable</li><li>- A clean, current full driver's licence is essential and a willingness to drive the Ministry's vehicles</li></ul>
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Experience	<ul style="list-style-type: none"><li>- An understanding of, and experience in, an administration role within a public and/or state sector environment</li><li>- Knowledge and understanding of financial and/or administration in a public or state sector environment</li><li>- Excellent verbal, written and interpersonal communication skills</li><li>- Demonstrated ability to work in collaborative peer and other stakeholder relationships</li></ul>
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Skills	<ul style="list-style-type: none"><li>- Intermediate level competence in the use of the Microsoft Office suite, particularly Microsoft Word, Outlook, Excel and PowerPoint</li><li>- Well-developed written and verbal communication skills and effective interpersonal skills</li><li>- Ability to maintain demeanour in emotionally complex situations</li><li>- Confidently able to deal with the technical aspects of invoicing, client budgeting and tracking costs</li><li>- Calm professional demeanour, with the ability to maintain performance under stress</li><li>- Effective organisation, planning and time management skills</li><li>- The ability to manage sensitive and confidential information in an appropriate manner</li><li>- Works to resolve problems, conflicts or differences by finding areas of agreement that benefit the organisation and individuals</li><li>- Commitment towards positive outcomes for children, young people and their families</li><li>- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture</li></ul>
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