

# Ngati Awa Social & Health Service Trust

## Executive Assistant - Health & Community Services

### Position Description

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**Position Title:** Executive Assistant

**Service:** Health and Community Services

**Responsible to:** Service Manager Health and Community Services

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**Vision:** Te Pou Mataaho/Optimum Health & Wellbeing

**Mission:** To achieve prosperity and wellbeing for our whanau and our communities we serve through a high performing organisation

#### Organisational Strategic Objectives

1. Build and invest in our people capability
2. Strengthen and enhance our infrastructure and systems capability
3. Achieve long term financial sustainability
4. Embed Te Pou Mataaho to provide whanau centered services
5. Consolidate strategic alliances and partnerships

#### Purpose of Position

The purpose of the role is to provide executive management support for the Health and Community Services Manager.

#### Relationships

To provide Administration support to the Health and Community Services. Internal	External
<ul style="list-style-type: none"><li>• Staff Health &amp; Community teams</li><li>• Service Managers</li><li>• SW Practice Manager</li><li>• Performance and Monitoring Team Staff</li><li>• Wider Staff</li></ul>	<ul style="list-style-type: none"><li>• Clients and/or whānau including BOP Facilitation and Kuia/ Kaumatua clients</li><li>• MoH, DHB, Councils, Regional Council</li><li>• Iwi Providers</li><li>• NGOs</li><li>• GPs/PHOs</li><li>• Govt Agencies</li></ul>

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## **Primary Responsibilities**

### **Executive /Administration Support**

To provide secretarial services that include, screening calls, taking messages, and making appointments for identified priority services

- Organise meetings and taking minutes for meetings and as directed by Manager
- To coordinate and organise all flight and accommodation bookings for Health and Community Teams.
- Documents produced and edited to a high standard, attaining excellence in layout and presentation.
- To coordinate functions and activities as required.
- To coordinate and communicate between staff and management, any communications from Manager when off -site using appropriate mode e.g., email or phone.
- To develop and circulate meeting schedules for staff and management to appropriate parties.
- To keep management informed and abreast of all information that is of significance to team performance, management, and governance.
- Contributes to business planning and budgeting process and policy development when required.
- Complies with requirements for collection of statistical data.
- Assists with the development of proposals
- Assists with monthly, quarterly, and annual compliance reporting for Health and Social Services Contracts.
- Maintains & keeps accurate records and prepares confidential reports as required.
- Is familiar with the Policies and Procedures of the service and adheres to these guidelines.
- Provide program support to ensure that programs run smoothly.
- To assist with Human Resource Management processes, as directed by Manager
- Manage and strive to continuously improve all factors contributing to staff performance, satisfaction, and motivation in the Health and Community services Team
- Assist and lead service improvement initiatives i.e., Service Integration, Health and Community Service audits.
- Assist with developing service resources and promotional material including utilising social media platforms.

### **Quality**

- To ensure that all correspondence, proposals, and reports are prepared to a professional level with appropriate formats and standards being applied.
- That all written and verbal communications originating from management and Board instructions, meet a high standard of professionalism and proficiency.
- All communications content will be precise and correct.

### **Customer Services**

- To liaise with representatives from each company
- All information on the intranet and website will be maintained and precise.

### **Commitment to team approach**

- Participates fully in a multi-disciplinary team approach to service by and working co-operatively with other disciplines within the team.
- Provides leadership when required.
- Provides appropriate information freely to other team members.

### **Public relations**

- Promotes NASH through networking and building alliances with community agencies and hapu and iwi.
- Creates opportunities to promote the service in the community.

### **Te Pou Mataaho**

- Participates in training-mandatory
  - Works in a way that promotes and ensures culturally appropriate practices consistent with Te Pou Mataaho.
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**Person Specifications:**

**Essential:**

- Has experience in programme coordination and support
- Has experience in the provision of administrative support at an executive level.
- Knowledge of the local community and organisations with a focus on vulnerable whanau.
- Ability to work with diverse client groups & community organisations, and to build positive relationships.
- Negotiation, advocacy, and facilitation skills.
- Ability to be creative, innovative, solution focused and to use common sense solutions.
- Ability to evaluate and analyse situations as they arise.
- A knowledge of and understanding of tikanga Maori and the concepts of whanaungatanga.
- Has been trained in computer technology and is proficient in Microsoft Office & emailing.
- High level of oral and written communication as well as a good listener.
- Ability to manage workloads, balance priorities and meet deadlines.
- Professional appearance and presentation of written work.
- Ability to respect, understand and maintain confidentiality of the organisation.
  - Reliable and trustworthy.
  - Holds a current driver's licence.

**Desirable**

- Willingness and commitment to promote the Kaupapa (philosophy) of NASH - Te Pou Mataaho
- Able to work as part of a team.
- Human Resource Experience.
- Health & Safety Experience.

I have read and understand the Position Description

I accept the terms and conditions set out in this Position Description.

Name: ..... Date:

Signature.....