

**Position Description**

**Position Title**: **B4 School Administrator**

**Business Unit**: **Operations**

**Reports to**: **B4 School Co-ordinator**

**Last reviewed: November 2019**

*“In the first 1000 days we make the difference of a lifetime”*

**Plunket Strategy**

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whanau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whanau at the very centre of everything we do

**Overview of the Operations Function**

This role is part of the Operations team which delivers Plunket services to whanau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we’re here to support families and whanau for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

**Purpose of position**

To provide high quality administration to the Before School service delivery teams to enable the achievement of organizational and client outcomes by contributing to Before Schools service delivery performance. This involves facilitating free health and development checks for 4 year olds which is the last Well Child Tamariki Ora check and helps give children the best start at school.



**Dimensions of the position**

**Responsible for:** No direct reports

**Delegations:** The position’s full delegations are set out in the Schedule of

Delegations and may be amended from time to time

**Functional relationships:** To follow are the main positions that this role will coordinate with

, they are not meant or intended to be exhaustive or limiting

**Internal:**

* B4 School staff
* B4 School Providers
* Plunket Nurses
* Plunket Kaiawhina
* Community Karitane
* Volunteer Services Leader

**External:** (as required):

* + Plunket clients : Parents/care-givers
  + District Health Board(s)
  + Well Child Providers
  + Vision & hearing service
  + Interpreter service
  + Sub-contractors
  + Public Health Services
  + National Child Safety Advisor
  + ECE’s, Preschools, Kindergartens and relevant local community agencies Parents/caregivers

**Key accountabilities**

(Some will be unique to the position, others will be common across the organisation and level within the organisation and it is accepted that there will be some variation across the country)

**Business as usual - Service Delivery**

**Bookings and appointments**

* Arranging/organising cold calls for hard to reach families.
* Respond to questions from caregiver regarding the nature and purpose of the check and promote in a positive manner.
* Reassure caregiver regarding any concerns and positively influence them so that an appointment is made.
* To provide appointments and reminders to clients and booking of venues.
* Meet monthly target for appointment bookings within portfolio area and prioritise bookings for target populations and families identified as ‘high needs’
* Send confirmation text reminder and information booklet to client regarding the appointment.
* Ensure clinics and nurses are appropriately booked.
* Send daily schedules to Vision and Hearing technicians.
* Book clinic venues/rooms, liaising with providers (including Early Childhood Centres).

**Relationship Management:**

* Maintain a flexible working style, working collaboratively and liaising within the team to achieve team goals, activities and monthly targets.
* Able to have difficult conversations, and challenging thinking and behaviors of clients in a respectful manner so as to get the right outcome for the organisation, while also maintaining therelationship
* Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others (eg nurses, Early Childhood Education providers, Vision and Hearing service providers.
* Seek feedback about the service they provide and self-reflect on ways toimprove

**Client Information Systems:**

* Manage the collection, maintenance, and transfer of accurate and up-to-date client data in the B4SC Information System and database.
* Cross-check client data against data held in other databases to identify up-to- date contact information for clients who may have changed address.
* Audit B4SC data for completeness and ensure provider data is checked against the B4SC data and that any discrepancies are identified and addressed.
* Print and send reports, eg GP summaries, as required
* Ensure all disclosures of information meet the Operations Manual and Health Privacy Code requirements in terms of personal client information and any

disclosures of it.

**General Administration:**

* To provide clerical support to B4SC clinical staff.
* To maintain and renew authorised user agreements/annual licenses to access client data, (eg NHI, NIR, recruiting services).
* To complete status queries when requested.
* To order resources (eg from DHB), assimilate and distribute to B4S clinical staff

**Leadership:**

* Reflect One Plunket principles and role model desired culture and way ofworking.

**Health & Safety**

* Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
* Ensures policies, processes and guidelines are adhered to.
* Identifies and reports all incidents, accidents, and near misses in accordance withpolicy

**Position description and scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket’s Performance and development programmes.

**Person Specification**

**Background & experience**

* Experience in a previous administration role, ideally in a health or clinical environment, preferable.
* Experience working with client information systems an advantage.
* Helpful, customer focused approach with excellent interpersonal skills and the

ability to adapt to diverse individual styles and resolve issues to the customer’s satisfaction.

* Well developed planning and organising skills, including the ability to prioritise tasks effectively and work under pressure while preserving accuracy, validity, timeliness and confidentiality.
* Analytical, logical and proactive in managing risks and resolving problems.
* Experience/knowledge of email and managing multiple diaries.

**Skills**

* High standard of written and verbal communication skills with the ability to have difficult conversations and challenge the thinking and assumptions of others in a respectful manner in order to influence and persuade.
* Accurate data entry and basic Excel skills
* Self motivated to consistently produce high quality work and committed to quality improvement.
* Models constructive and non-confrontational behavior
* Ability to build and maintain positive relationships
* Critical thinker
* Attention to detail.
* Demonstrated awareness of inclusiveness of gender, race and differing culture.
* An understanding of the principles of the Treaty of Waitangi

**Other requirements**

* Committed to own personal development
* Some travel may be required within the region for meetings and training
* Current drivers licence
* Knowledge of local geography an advantage

**Education**

* Required NCEA Level 2/Certificate Level 2
* Preferable NCEA Level 3/Certificate Level 3

**Competencies ACE-Ability**

Plunket’s behavioral competency model is made up of three dimensions of personal

behavior - Connection to Plunket, Adaptability and Emotional Maturity.

**Adaptability**

**Thinking**

* Is comfortable with complexity - understands alternative worldviews
* Can see beyond face value to identify new, sustainable opportunities
* Keeps perspective and is pragmatic and solutions focused
* Able to accept and work with ambiguity and change

**Interpersonal**

* Is committed and capable of expanding professional/social networks
* Is strong enough to confront and deal with difficult people/issues
* A self-starter who can support and motivate key managers and staff

**Connection to Plunket’s Direction**

* Has a high level of energy and commitment to achieving Plunket’s vision
* Has a broad range of engagement
* Is committed to adapting and improving their own practice
* Is committed to growing the business and developing relationships

**Emotional Maturity**

* Is non-reactive and objective and maintains a high level ofintegrity
* Understands the degree of influence in their role
* Understands own limitation