



# Job Description

**Job Title:** **B4 School Administrator**

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

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

**Last reviewed:** **November 2019**

*"He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho – Setting the path of wellness in our communities for the early years, for generations to come."*

## Whānau Āwhina Plunket who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 85% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

## Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

## 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 the relationship
- 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 to improve

**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 of working.

**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 with policy

**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 of integrity
- Understands the degree of influence in their role
- Understands own limitations.