

POSITION DESCRIPTION: Clinical Administrator

About Adventure Development	
Purpose:	Adventure Development (ADL) is a not for profit organisation that aims to help young people and their whānau who are dealing with alcohol and drug issues and/or mental health difficulties.
Our Aim is:	<p>We support and empower young people and whānau to live meaningful, valued and enriched lives through collaborative relationships and sustainable, innovative and responsive services.</p> <p>We work for Pae Ora/ healthy futures as determined by Māori and uphold the articles of Te Tiriti o Waitangi in our service to ensure equitable outcomes.</p>
Our Kaupapa:	<p><i>Tika and Excellence</i> “Doing what’s right, and just, and doing it well” <i>Mauri and Dignity Enhancing</i> “Actively holding hope and vision for the future, everyone is valued and valuable” <i>Kia tina and Adventure</i> “Having big dreams and going for them” <i>Kotahitanga and Relationship</i> “Journeying together, doing it with heart”.</p>

Position Purpose	
<p>The role of ‘Clinical Administrator’ is to provide effective and efficient Administration to support ADL’s range of services. This role will work with other Administrators to provide a cohesive, efficient and coordinated referral process for all ADL services. Focus areas for this role include; accurate and efficient data entry, excellent administration skills, and highly developed people skills.</p> <p>They will ensure that all interactions with clients, their whānau, and all stakeholders are engaging and respectful and provide a service that reflects the principles of the Treaty of Waitangi.</p>	
Reports to:	Administration Service Leader
Direct Reports:	N/A

Position Responsibilities	
Coordinated Referral Process	<ul style="list-style-type: none"> • Be a high functioning member of the administration team delivering a coordinated and cohesive referral service for all ADL services. • Follow all relevant policies, procedures and delegations related to the services. • Have a good working knowledge of the services, including, but not limited to the eligibility criteria, confidentiality and service delivery model. • Develop and maintain a working knowledge of all the major referrers in each area, including but not limited to GP practices, secondary schools,

	<p>other mental health and addictions providers and update systems to record and manage this information.</p> <ul style="list-style-type: none"> • Ensure that information about ADL's services is up to date on ADL's websites and other relevant websites or directories such as Health Point. • Develop a working knowledge of the criteria for service of other service providers across the district. • Support the Clinical Service Leaders and Triage Coordinators to communicate with referrers. • Ensure that all interactions with clients, and their whanau are engaging and respectful. • Be responsible for developing and maintaining skills to suit the needs of the organisation. • Contribute to continual improvement of administrative services.
Data Entry	<ul style="list-style-type: none"> • Monitor all the referral systems related to all ADL services (The Single Point of Entry) to ensure that referrals are received and entered as efficiently as possible. • Highlight to Service Leaders and Triage Coordinators if referrals are clearly outside eligibility criteria (i.e. age range). • Be responsible for recording all referrals on the Client Record Management System in line with the service's referral procedures and guidelines. • Set up and manage client folders on SharePoint from referral to closure, according to ADL's client record management policies, procedures and guidelines. • Liaise with Clinical Service Leaders /Triage Coordinators regarding the status of all incoming referrals • Amend referral status on the client record management system up to and including allocation. • Be responsible for ordering of all hardcopy client information and resources related to the services • Be responsible for collating all internal and external reporting for the services and communicating them to Clinical Service Leaders within the reporting timeframes
Reception	<ul style="list-style-type: none"> • Greet clients and their whānau and ensure that all interactions with are engaging and respectful. • Field general enquiries and direct enquiries to the appropriate person. • Support our services to be accessible to young people and their families/whanau
Local Office Administration	<ul style="list-style-type: none"> • Follow all administrative, financial, and where appropriate service delivery policies, procedures and delegations. • Ensuring receipts/invoices are sent to Xero. • Assisting in preparation and monitoring of local budgets. • Responsible for administrating the local area compliance tasks including, but not limited to, health and safety, and accreditation requirements. • Responsible for fleet management in the local area, this includes, but is not limited to; arranging WOF, servicing, registration and repairs. • Support our services to be accessible to young people and their families/whanau

	<ul style="list-style-type: none"> • Provide administrative support for both the recruitment process and induction of new staff members • Responsible for procurement of goods and services for the local area within authorised limits including, but not limited to, catering, printing stationery and kitchen/cleaning supplies. • Oversee building maintenance for the local office, including key point of contact for the landlord and contractors. • Provide support to the Service Leader and local clinicians, this includes providing general administration services (meeting attendance, minute taking) • Act as a key dissemination point for non-clinical administration/operational processes out to staff. • Contribute to continual improvement of administrative services
Other	<ul style="list-style-type: none"> • Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction. • Provide administrative support to local and ADL wide projects as required • Cover other administrative team members roles and/or tasks as required. • Undertake administration tasks as detailed in Health & Safety, Employment, and Service Delivery Policy Suites

Health & Safety
<p>Adventure Development believes the engagement of all team members in Health and Safety management is essential for good Health and Safety practice. All AD team members will demonstrate their commitment to Health and Safety by:</p> <ul style="list-style-type: none"> - Ensuring their own Health and Safety and that of others around them - Being actively involved in the management of hazards and risks their position might be exposed to - Participating in all Health and Safety initiatives that apply to their position, and any other initiatives of interest - With appropriate support and/or training provide suggestions and solutions for the improvement of Health and Safety practices at ADL

KEY RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none"> - Service Leaders - Staff - Clinical Lead - Operations Manager - Triage Coordinator 	<ul style="list-style-type: none"> - Suppliers - Relevant outside organisations and service providers - Referrers - Clients of ADL services and their whānau

PERSON SPECIFICATION		
Requirement	Essential	Preferred
Location	Cromwell	

Knowledge and Experience	<ul style="list-style-type: none"> -Previous data entry experience -Demonstrated experience in a role that required strong attention to detail and accuracy. -High skill level in Microsoft Office suite, in particular Excel. -Ability to pick up new systems quickly and apply them soundly within an overarching process. -Ability to meet daily and monthly deadlines. 	<ul style="list-style-type: none"> -Excellent data entry skills both numeric and alpha. -Experience working with sensitive and confidential information.
Personal Attributes	<ul style="list-style-type: none"> -Ability to work well as a part of a team. -Excellent people skills and ability to relate well to a wide range of people. -Ability to multi-task and work under time constraints. -Effective verbal, listening and written communication skills. -Responsible, organised, self-disciplined, reliable, energetic and productive. 	
The way we work (expected behaviours)	Adventure Development has a Code of Conduct and Ethics that describes the behaviour expected from all employees.	
BEHAVIOURAL COMPETENCIES		
Planning & Organisation	<ul style="list-style-type: none"> • Realistically plan and organise a project, allocating time in a manner which achieve priorities and allows for contingencies • Can set goals for own areas of responsibility and implement the planning and process steps to achieve these. • Effective time management skills. • Commitment to clear and effective documentation of systems and processes. 	
Achievement Orientation	<ul style="list-style-type: none"> • Motivated to achieve goals and objectives • Displays a definitive sense of urgency to accomplish tasks • Commitment to improving quality standards in own area of expertise. 	
Collaborative and Team Approach	<ul style="list-style-type: none"> • Good relational and interpersonal intelligence and willingness to allow that to shape the approach to team leadership. • Active participant in team structures throughout the Organisation. • Active participant in ADL's commitment to the Treaty of Waitangi 	

	<ul style="list-style-type: none">• Committed to a collaborative approach and able to adapt to a high level of synergy amongst different team members and teams in the Organisation.
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This position statement has been read and agreed.

Signature of the Employee

...../...../.....
Date

Signature of the Employer

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Date