

## POSITION DESCRIPTION: Clinical Administrator

| About ADL   |   |
|---|---|
| <b>Vision</b> - the ambitious future state we are working towards   | Empowering young people to live connected and meaningful lives.   |
| <b>Treaty Commitment</b> - how we express our commitment as a Treaty partner                                    | ADL works 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.  |
| <b>Mission</b> - how we work to realise our Vision and Treaty Commitment, our unique contribution               | ADL is a trusted not-for-profit providing accessible and sector-leading youth wellbeing, mental health, and substance misuse services.  |
| <b>Purpose</b> - the reason we exist, the measurable difference we want to see realised in young people's lives | <p>ADL's purpose, for the young people we are invited to work with, is to:</p> <ol style="list-style-type: none"> <li>1. Increase their psychological wellbeing</li> <li>2. Ensure they have more resources to live a resilient, meaningful life</li> <li>3. Optimise our resources so that as many young people as possible have free, timely access to skilled practitioners who are well trained, resourced and supported in best practice service delivery.</li> <li>4. Resource their whānau to support them to respond to life events with resiliency.</li> </ol> <p>Additionally, ADL will:</p> <ol style="list-style-type: none"> <li>5. Resource communities to support their young people to respond to life events with resiliency.</li> <li>6. Contribute positively to the sector so those working with young people and their whānau have the skills, training opportunities, knowledge, and attitudes to support positive change.</li> </ol> |
| <b>Our Kaupapa:</b> - our values, how we go about all that we do, what is important to us                       | <p style="text-align: center;"><b><i>Tika and Excellence</i></b><br/>           "Doing what's right, and just, and doing it well"<br/> <b><i>Mauri and Dignity Enhancing</i></b><br/>           "Actively holding hope and vision for the future, everyone is valued and valuable"<br/> <b><i>Kia tina and Adventure</i></b><br/>           "Having big dreams and going for them"<br/> <b><i>Kotahitanga and Relationship</i></b><br/>           "Journeying together, doing it with heart"</p>  |

### Position Purpose

The role of 'Clinical Administrator' is to provide high-level administration support across ADL's range of services. This role will work with other Administrators (located across the regions) to provide a cohesive, efficient, and coordinated referral process for all ADL services. Focus areas for this role include accurate and efficient data entry, attention to detail, excellent all-round administration skills, high levels of confidentiality and highly developed people skills.

The Clinical Administrator 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.

This role is focused on providing assistance to the clinical administration team.

**Reports to:** Executive Administrator

**Location:** Dunedin

## Position Responsibilities

### Coordinate Referral Process

- 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.
- Develop a good working knowledge of the services ADL provide, including, but not limited to eligibility criteria, confidentiality, and service delivery model.
- 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 whānau are engaging and respectful.
- Be responsible for personal development (in conjunction with your line manager) to develop and maintain skills to suit the needs of the organisation.
- Contribute to continual process improvement of administrative services

### Data Entry

- Monitor all referral systems related to all ADL services (The Single Point of Entry) to ensure that referrals received are entered within 3 working days.
- Liaising with the Triage Coordinators/Service Leaders regarding any referrals that are outside of our eligibility criteria (i.e. age range) or referrals that require immediate attention due to risk.
- Be responsible for entering 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 Triage Coordinators/Clinical Service Leaders / regarding the status of all incoming referrals
- Amend referral status on the client record management system up to and including allocation.
- Contribute as needed to the internal and external reporting for the services

### Reception

- Greet clients and their whānau ensuring that all interactions are engaging and respectful.

|                                    |   |
|------------------------------------|---|
|                                    | <ul style="list-style-type: none"> <li>• Field general enquiries and direct enquiries to the appropriate person.</li> <li>• Support our services to be accessible to young people and their families/whānau Greet clients and their whānau ensuring that all interactions are engaging and respectful.</li> <li>• Field general enquiries and direct enquiries to the appropriate person.</li> <li>• Support our services to be accessible to young people and their families/whānau.</li> </ul>  |
| <b>Local Office Administration</b> | <ul style="list-style-type: none"> <li>• Follow all administrative, financial, and where appropriate service delivery policies, procedures and delegations.</li> <li>• Ensuring receipts/invoices are coded and sent to the finance team.</li> <li>• Assist in preparing and monitoring of local budgets.</li> <li>• Responsible for administrating the local area compliance tasks including, but not limited to, health and safety, and accreditation requirements.</li> <li>• Responsible for fleet management in the local area, this includes, but is not limited to; arranging WOFs, servicing and cleaning of vehicles, monthly checks, purchasing RUCs and minor repairs.</li> <li>• Provide administrative support for the induction of new staff members.</li> <li>• Responsible for procurement of goods and services for the local area within authorised spending limits including, but not limited to, catering, printing stationery and kitchen/cleaning supplies.</li> <li>• Oversee building maintenance for the local office, including key point of contact for the landlord and contractors.</li> <li>• Provide support to the Service Leader and local clinicians, this includes providing general administration services (meeting attendance, minute taking).</li> <li>• Act as a key dissemination point for non-clinical administration/operational processes out to staff.</li> <li>• Contribute to continual process improvements of administrative services.</li> </ul> |
| <b>Other</b>                       | <ul style="list-style-type: none"> <li>• Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction.</li> <li>• Provide administrative support to local and ADL wide projects as required</li> <li>• Cover other administrative team members roles and/or tasks as required.</li> <li>• Undertake administration tasks as detailed in Health &amp; Safety, Employment, and Service Delivery Policy Suites</li> </ul>   |

| <b>Key Relationships</b>  |  |
|---|--|
| <b>Internal</b>   | <b>External</b>  |
| <ul style="list-style-type: none"> <li>- Service Leaders</li> <li>- Staff</li> <li>- Clinical Lead</li> <li>- People and Capabilities Leader</li> <li>- Triage Coordinator</li> </ul> | <ul style="list-style-type: none"> <li>- Suppliers</li> <li>- Relevant outside organisations and service providers</li> <li>- Referrers</li> <li>- Clients of ADL services and their whānau</li> </ul> |

### Personal Specification

| Requirement                           | Essential  | Preferred   |
|---------------------------------------|--|---|
| Location                              | - Cromwell or Invercargill   |   |
| Knowledge and Experience              | <ul style="list-style-type: none"> <li>- Previous data entry experience.</li> <li>- Demonstrated experience in a role that required strong attention to detail and accuracy.</li> <li>- High skill level in Microsoft Office suite, in particular Excel.</li> <li>- Ability to pick up new systems quickly and apply them soundly within an overarching process.</li> <li>- Ability to meet daily and monthly deadlines.</li> <li>- Financially savvy and experience working within a budget.</li> </ul> | <ul style="list-style-type: none"> <li>- Excellent data entry skills both numeric and alpha.</li> <li>- Experience working with sensitive and confidential information.</li> <li>- Understanding of the Privacy Act 2020</li> </ul> |
| Personal Attributes                   | <ul style="list-style-type: none"> <li>- Ability to work well as a part of a team.</li> <li>- -Excellent people skills and ability to relate well to a wide range of people.</li> <li>- -Ability to multi-task and work under time constraints.</li> <li>- -Effective verbal, listening and written communication skills.</li> <li>- -Responsible, organised, self-disciplined, reliable, energetic and productive</li> </ul>  |   |
| The way we work (expected behaviours) | ADL 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"> <li>• Realistically plan and organise a project, allocating time in a manner which achieve priorities and allows for contingencies</li> <li>• Can set goals for own areas of responsibility and implement the planning and process steps to achieve these.</li> <li>• Effective time management skills.</li> <li>• Commitment to clear and effective documentation of systems and processes.</li> </ul> |
| Achievement Orientation | <ul style="list-style-type: none"> <li>• Motivated to achieve goals and objectives</li> <li>• Displays a definitive sense of urgency to accomplish tasks</li> <li>• Commitment to improving quality standards in own area of expertise.</li> </ul>   |

**Collaborative  
and Team Approach**

- 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.

**Cultural Competency**

ADL works 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.

All ADL team members will demonstrate this by:

- Engaging in ongoing development of their cultural competency using the Takarangi Competency Framework
- Committing to professional development, formal and informal to support continuous improvement.
- Supporting ADL as a culturally safe place for our clients and their whānau, and our colleagues
- Actively participating in cultural supervision.

**Health and Safety**

ADL believes the engagement of all team members in Health and Safety management is essential for good Health and Safety practice. All ADL team members will demonstrate their commitment to Health and Safety by:

- 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.

(i) any other duties as may be reasonably required by us from time to time.

Print Name:.....

Signature:..... Date: / /

**On Behalf of ADL:**

Print Name:.....

Signature:.....Date: / /