

SCHEDULE 2

POSITION DESCRIPTION

TITLE	
Job Title	Executive Assistant
Service Location	Poutiri Trust
Reports to	CEO - Kirsty Maxwell-Crawford

PURPOSE
<p>Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.</p> <p>Poutiri recently expanded to establish a Wellness Centre, with the intention to integrate the service to move from hauora to toiora, holistic services that proactively support and empower whānau to get well, stay well and thrive. Poutiri Trust has a Provider network and, as a Māori Development Organisation, the opportunity to support the growth and development of 10 providers throughout the Bay of Plenty and Rotorua.</p> <p>The Executive Assistant role is an exciting new role responsible for providing:</p> <ul style="list-style-type: none"> • excellent VIP customer service for Whānau, Providers and internal and external stakeholders, ensuring communications to and from the CEO office and manuhiri, Whānau, Providers and staff are assisted in a way that imbues manaakitanga, whanaungatanga and Mana to Mana practice • assist with Poutiri Provider networks and relationships including ensuring PMR reporting, arranging Provider visits and quarterly Provider forums • high level pro-active, quality and comprehensive executive assistant support to the CEO, enabling them to undertake their role effectively and efficiently. This role will also assist with general and specific support duties to the wider team, and special projects • opportunity to develop in the area of proposal development and writing.

KEY TASKS	EXPECTED OUTCOMES
<p>Mahi Toiora – Efficient and executive administration services</p>	<p>Mahi toiora - Improve whānau health by:</p> <ul style="list-style-type: none"> • Genuine engagement and manaaki • Responds proactively and holistically to enquiries • Administer the diary of the CEO in a way that allows them to undertake their responsibilities in a structured and planned manner • Manage incoming emails on behalf of the CEO and responds directly where appropriate • Pre-empt the needs of the CEO to ensure that they are provided with the information and resources they need to prioritise, prepare and undertake their work activities in an informed way • Assist with monthly and ad hoc report production • Assist in the preparation of strategic and annual business plans • Arrange travel, transport and accommodation making sure that policies are followed when bookings are made • Supports with monthly budget reports • Drafts new contract budgets for CEO • Provides administration cover • From time to time this may include support for specific projects or services • Maintain a high level of confidentiality and prioritisation of all matters.

	<ul style="list-style-type: none"> • Help whānau maximise Poutiri integrated services and navigate the health care system through: <ul style="list-style-type: none"> - Have a thorough knowledge of all Wellness Centre procedures and Poutiri services to proactively promote services for whānau - Ensuring kiritaki/ patient and whānau voices are heard.
<p>Mahi Whaunaungatanga – Reliability and Trust</p> <p>Mahi Tahī – Collaboration</p>	<p>Mahi whanaungatanga - Maintain trust (professional relationship with stakeholders) by:</p> <ul style="list-style-type: none"> • Understanding the impact of colonisation, privilege and power on health outcomes and engagement • Welcome and manaaki whānau tautoko as natural and normal • Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code • Demonstrates knowledge of Toiora Wellness Centre philosophy and model to accelerate equity of Māori health outcomes • Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau • Responding openly to complaints or feedback. <p>Mahi tahī - working collaboratively by:</p> <ul style="list-style-type: none"> • Working reliably and collegially as part of the team • Maintains a positive and active presence in the community • Attends and participates in relevant meetings pertaining to whānau, external networks and Poutiri • Establish professional relationship with a range of stakeholders and funders • Distributes PMR reporting templates to providers • Supports accurate and timely Provider reports to meet compliance requirements and reflect the breadth and depth of mahi undertaken • Ensures PMRs are sent to the DHB on/before required date • Maintains Mana to Mana practice and relationships with Poutiri network • Organises quarterly Poutiri network provider hui.
<p>Mahi Mauriora - Uphold Kaupapa Māori practice</p>	<p>Mahi mauriora - improve equitable outcomes with a specific focus on Māori by:</p> <ul style="list-style-type: none"> • Assist in improving Māori health and reducing health inequalities between Māori and non-Māori • Take a proactive whānau ora approach and affirm positive Māori approaches that improve an integrated whānau-centred approach and Māori health outcomes • Promote Māori services delivery systems that value health and social service integration as well as employing whānau centred interventions • Understand service models that address the needs of whānau, hapū, iwi and Māori communities • Enhance physical, spiritual, mental and emotional health, giving whānau control over their own destinies.

Mahi Manukura - Compliance with best practice	<ul style="list-style-type: none"> • Practice in accordance with relevant ethical codes • Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate) • Application of explicit ethical decision-making processes to ethically complex situations • Knowledge of best practice guidelines in area of practice • Proactively look for opportunities to improve the operations of Poutiri.
Mahi Manukura - Technical skills	<ul style="list-style-type: none"> • Proficiency in the use of personal computers and related software applications required for the role (Excess, My Profile, Microsoft Word, Excel, Power Point) • Gather and compile data, information and prepare reports • General administrative planning skills, particularly in filing and systems management • Strong understanding of time management and presentation skills; • Ability to monitor, review and/or maintain quality improvement processes and standards • Skill in organising resources and establishing priorities.
Mahi Manukura - Compliance	<ul style="list-style-type: none"> • Supports processes in accordance with policies and procedures • Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures • Undertake personal practice review activities or audits to enhance practice • Participate in Poutiri based audits • Involvement in Poutiri accreditation activities and Cornerstone • Understand and implement safe work practices and operating procedures • Take appropriate action to ensure a safe healthy working environment for self and others • Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice • Completing event/incident forms as per Poutiri policy • Completing tasks in a timely fashion, or delegating if absent.
Mahi Manukura - Professionalism	<ul style="list-style-type: none"> • Engage in ongoing professional development • Contribute to an environment that nourishes the wairua of people • Staff are familiar with and practice appropriate cultural tikanga for different forms of care • Familiarise and apply Te Pae Mahutonga in practice • Proactively contributes to the realisation of Poutiri Trust's vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> - Commitment to health, wellness and fitness - A repertoire of waiata for pōwhiri and other occasions is known by staff - Te Reo is freely used throughout the organisation - Cultural occasions are practiced appropriately • The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Centre

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications

- Full and clean driver's license
- A relevant Business and Administration or Management qualification
- Experience in providing executive support to senior Management
- Able to engage effectively with Māori whānau including use of te reo me ōna tikanga

- A working understanding of Whānau Ora, Mana to Mana practice and how it is incorporated into your practice
- Passionate about delivering high quality experiences for whānau and kaimahi
- Excellent verbal, written and interpersonal communication skills
- Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
- High level of integrity and professionalism
- Ability to maintain confidentiality and discretion
- Strong organisational ability to optimise and prioritise conflicting demands in a busy environment, to achieve deadlines and see responsibilities through to completion
- Good analytical skills and attention to detail
- Flexible, adaptable and resilient
- Comfortable with computerised patient management systems
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people
- Apply knowledge of policies and procedures and practical experience when developing solutions to field problems
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalates issues for wider consideration
- Report writing skills, in particular risk assessment
- Self-Management/ Planning Skills
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Poutiri Services
Community	<ul style="list-style-type: none"> • Tapuika, Waitaha, Whakaue, Whakahemo, Makino • Poutiri Providers • Ngā Kura • Ngā Kohanga Reo • Whānau • Community organisations and agencies
External	<ul style="list-style-type: none"> • Funders • WBOPPHO • Ministry of Health • Ministry of Education • Ministry of Social Development • Te Whatu Ora • Te Aka Whai Ora