# Ministry of Social Development logo

# Administrator Forensic Coordination Service

# Disability Support Services

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

The Administrator, Forensic Coordination Service provides high quality administrative support to the Forensic Coordination Service team. The role also supports the Manager, Forensic Coordination Service with general administration, planning, service development and implementation initiatives for the Forensic Coordination Service.

**Forensic Coordination Service**

The Forensic Coordination Service – Intellectual Disability coordinates the safe management of tāngata whaikaha within the High and Complex Framework. The High and Complex Framework provides a pathway for offenders with an intellectual disability away from the criminal justice and mental health systems towards more appropriate disability services.

Under the High and Complex Framework tāngata whaikaha are subject to the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 or may be ‘civil clients’ under other orders of the Court or transitioning after Intellectual Disability (Compulsory Care and Rehabilitation) orders have ended.

The Forensic Coordination Service works alongside the Courts and other referral agencies to coordinate the entrance of eligible tāngata whaikaha into the framework. This includes the care and rehabilitation within the framework, ensuring their rights are upheld, including good lives principles and aspirations, and the appropriate progression of tāngata whaikaha from the framework.

The services are a mix of clinical and administrative, delivered with an ongoing commitment to both clinical and administrative excellence.

### Location

Various

### Reports to

The Administrator, Forensic Coordination Service reports to the Manager, Forensic Coordination Service (FCS) which sits in the Disability Support Services Business Unit.

The purpose of the Disability Support Services Business Unit is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## Key responsibilities

### Administrative support

Provide high quality administrative support to the team in an efficient and timely manner including but not limited to the following:

• Provide support with communications, documents, reports, spreadsheets, and presentations including data entry, typing, drafting, formatting, and editing.

• Set up and maintain effective filing systems, procedures, and processes to ensure quick access to information.

• Coordination of meetings including preparing agendas, minute taking, booking meeting rooms, meeting set up and catering.

• Organise and book travel and accommodation as required.

• Assist with diary management and team calendars as required.

• Ensure vehicles are registered and well maintained. Maintain an effective booking system.

• Provide photocopying services, collation, and distribution of papers as required.

• Provide support with data analysis and data entry as required.

• Seek opportunities for continuous improvement to increase the effectiveness of the team.

• Support audit processes as required.

• Familiarise yourself with relevant legislation as required such as the Privacy Act 2020 and Health Information Privacy Code 2020.

• Maintain privacy and confidentially across all aspects of your work.

• Participate in risk minimisation activities and keep your manager informed of any risk issues that may impact on the success of DSS.

• Comply with the reportable events policy and other policies and procedures as required.

• Complete administration tasks as required for your role, ensure your desk file is up to date and complete delegated tasks as required.

### Office support

• Warmly welcome people as the first point of contact of FCS.

• Support the induction of visitors and kaimahi to our sites.

• Keep the office tidy and well-ordered so it is a nice place to work, and people can easily find what they need.

• Ensure office resources are stocked and replenished, such as stationery and office equipment.

• Ensure all equipment is well maintained and operational.

• Coordinate dispatch and collection of courier packages and organise mail as required.

### Finance and systems

• Ensure all accounts are processed on time and action other finance related activities as required, including transactions, invoices, transactions, requestions and expense claims.

• Ensure the systems for contracts for funding and lease data is accurate entered and maintained.

• Maintain the integrity of information systems as required including authorisation access for relevant kaimahi.

### Relationship management

• Build and maintain collaborative and positive relationships across DSS.

• Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.

• Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata whaikaha Māori, whānau and providers reflecting their concerns and aspirations.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills, and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow, and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

• Significant experience providing high level coordination and administrative support within a complex environment.

• Knowledge of relevant legislation (Privacy Act 2020 and Health Information Privacy Code 2020).

• Ability to read, understand and interpret complex documents, including financial, numerical and information.

• Excellent knowledge of administrative processes, systems, and technology.

• Advanced level of technical proficiency in Microsoft office, specifically Word, Excel, and PowerPoint.

• An intermediate to advanced typing speed, with experience in creating PowerPoint presentations and Excel spreadsheets.

• Experience with financial administration such as processing invoices, reconciling payments and financial reporting.

• Continuous improvement ethos, experience looking for and implementing business process improvement.

• Awareness of or understanding of Te Tiriti o Waitangi.

## Attributes

* Highly organised – approaches tasks and situations pragmatically and efficiently
* Time management – ability to prioritise work, often within tight timeframes and under pressure
* Excellent attention to detail – ability to achieve thoroughness and accuracy when accomplishing tasks
* Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
* Resilient and able to stay calm under pressure and utilise effective problem-solving approaches
* Exercises sound judgement and discretion – able to assess individual situations to make quality judgements and decisions
* Relationship management skills – able to develop and maintain effective working relationships
* Interpersonal skills – ability to relate to people at all levels and demonstrate active listening skills
* Excellent communication skills – able to communicate clearly and concisely across multiple channels
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Forensic Coordination Service team
* Finance team
* DSS kaimahi

### External

* Health professionals
* Disability service providers
* Ministry of Justice
* Manatū Hauora - Ministry of Health
* Ara Poutama Aotearoa - Department of Corrections
* Disabled people and tāngata whaikaha Māori
* Families/whānau of disabled people

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited ad hoc travel may be required.

**Position Description Updated:** December 2024