



Job Description

Position title	Reception/Administration
Division:	Housing First Ōtautahi
Location:	Ōtautahi
Responsible to:	Team Leader Housing
Hours	Part-time/ 20 hours per week
Date approved:	June 2024

The Mission

The Christchurch Methodist Mission (CMM) is the social services agency of the Methodist Church of New Zealand with responsibility for services through the upper South Island, including Canterbury, Marlborough, Nelson and the West Coast.

Housing First is an exciting collaborative programme being led by the Christchurch Methodist Mission (CMM) in collaboration with Comcare Trust, Emerge Aotearoa and Ōtautahi Community Housing Trust (OCHT), Christchurch City Mission and Te Whare Roimata. Housing First supports access to housing and wrap around services to people experiencing long-term homelessness in Christchurch. The programme works toward the goal to make homelessness rare brief and non-reoccurring.

Our Vision

A socially just and inclusive society in which all people flourish.

Our Mission

To promote and enhance the dignity of all people through:

- Providing compassionate care, support and empowerment of those most vulnerable in our community
- Building communities, neighbourhoods and a wider society that are fair and inclusive
- Challenging injustice and working for social transformation

'Cycles of Hope'

Christchurch Methodist Mission is committed to promoting 'cycles of hope' by actively addressing not only the effects, but also the causes of injustice and social and economic disadvantage.

Our Partnerships

We are committed to Te Tiriti o Waitangi in all our work and to working in partnership as Māori and Taiwi.

Our Values

- Tumanako (Hope)- Believing that change is possible
- Whakaute (Respect)- For people, and every person's unique value
- Hei kaikōrero mō te tika me te mana taurite (Social Justice)- Inequality, unfairness and exclusion will be challenged
- Ngākau pono (Integrity)- Actions speak louder than words
- Mahi tahi (Partnership); Strength is found in cooperation
- Whakamana (Empowerment)- Recognising and enhancing the mana in all people
- Whakakauka (Sustainability)- Responding to the challenges of climate change

Purpose of Position

As a Reception/Administrator you will be responsible for overseeing the day to day operations of the reception area/staff room and administration duties

As a pivotal role in our team, you will communicate and pass on accurate information to staff.

You will be an important ambassador for Housing First.

You will have extraordinary inter-personal skills, patience and empathy to build trusting relationships with the Housing First participants and their whānau.

Key Responsibilities

VISITORS

- Creating a warm and welcoming environment for our visitors

INCOMING CALLS

- Answering and directing incoming calls
- Managing information accurately and efficiently
- Using out of office system to forward all 0800 calls when needed

HEALTH AND SAFETY

- Using panic button when needed in an emergency
- Using e-text to alert staff to safety/security issues in the office
- Keeping the office and all communal spaces (including storerooms) tidy and safe for staff

REFERRALS

- Managing all incoming enquiries to the referral's inbox
- Making sure all referrals correctly signed/completed consents
- Creating new Kaewa records on Record Base
- Scanning and uploading referrals onto Record Base

ADMINISTRATION

- Maintaining stationery and kitchen supplies
- Organising staff events – e.g catering
- Managing petty cash, invoices and receipts
- Assist with any other reception and administration tasks as required
- Be available for extra hours when required including cover for annual leave and sick leave

General

It is expected that all staff employed by CMM will:

- Adhere to the CMM values statement, Policies, Strategic Plan, Code of Conduct and Health and Safety requirements
- Actively participate in team meetings and other CMM meetings.
- Demonstrate commitment to CMM's bi-cultural journey including undertaking professional development in Te Tiriti o Waitangi, te reo Māori and te Ao Māori.
- Undertake professional development, supervision and training as agreed.

Person Specification

DESIRABLE

- An understanding of the relevance of the Treaty of Waitangi to Housing First services
- Knowledge of tikanga me te reo Māori, or willingness to learn
- Patience and empathy to build trusting relationships
- Positivity, flexibility, confidence and compassion with a non-judgement attitude
- Resilience, with the ability to work in an environment of chaos or unpredictability
- Demonstrated ability to maintain professional integrity and self-care
- Extraordinary inter-personal and communication skills (verbal, written and computer literacy)
- Ability to manage stress and take an active responsibility for your own wellbeing and recovery
- Previous administration/reception experience

ESSENTIAL

- A clean, current driver's licence (minimum Restricted with a plan to achieve full licence within 60 days of being eligible)
- Comfortable with using Microsoft Word and Outlook (emails/calendar)

Housing First Competencies

As a member of the team which has a kaupapa Māori approach, you are responsible for acknowledging and enhancing the mana of the people we work with. This includes providing a range of holistic support to promote wellbeing, including:

Commitment to the service - promotes high quality care for service users. Demonstrates a commitment to understanding and meeting kaewa' expectations and delivering a high-quality service. Sensitive to the needs and concerns of kaewa. Kaewa are those groups or individuals, internal or external, who use Housing First services.

Building relationships - The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships

Team work- commitment and support for the work of the team. Pools ideas and builds on the contributions of other team members. Demonstrates an ability and willingness to work with other professional staff from other professions e.g. advisors, clinical staff, community workers etc.

Flexibility - Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of a situation. Open minded and flexible in dealing with circumstances as they arise. The ability to think about a situation, issue or process in new or varying ways and to generate new ideas This includes the willingness to seek out and implement better ways of doing things and to embrace change. Approaches changes in Housing First with a constructive attitude.

Planning and organizing - ability to identify objectives and develop effective action plans to achieve them. This may include: using sound personal organization disciplines; using a methodical and systematic approach towards planning workloads; using project management skills; exhibiting appropriate initiative and persistence; focusing on work that is of high quality. High level of initiative and self-management. Excellent time management skills and ability to respond to demanding timelines. Results focused and ability to deliver on commitments.

Managing Personal Responsibilities – upholds personal, professional, and ethical conduct. Demonstrate ethical practice and the maintenance of professional boundaries. Knowledge and commitment to the principles of EEO and health and safety legislation.

Managing Information and Uses Technology - managing information effectively, and using information technology to be efficient, productive, and to deliver a high standard of service

Cultural Responsiveness - The ability to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups. Ability to work within diverse cultural settings.

Key Relationships

Internal

- Manager Housing First
- Team Lead Housing
- Housing Specialist
- Finance Team
- Other CMM staff

External

- Kaewa
- Community Organisations

Signed:

Date:

Employee: _____

Employer: _____