

## Job Description

### Reception / Administrator

#### E pā ana ki a tatou - About us

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*Here at Hospice Taranaki we embrace diversity and welcome applications from all people, including all gender identities, ages, ethnicities, sexual orientations, disability and religions. A workforce that is diverse and inclusive means that we are better positioned to understand and serve our community.*

*Hospice Taranaki works in partnership with patients, their families/whānau and organisations to provide and influence best practice care, support and understanding at the end of life.*

#### Position Description

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Position Title	Receptionist/Administrator
Reports to	Quality and Systems Manager
Functional Relationships	Clinical Services Director Chief Executive Senior Leadership Team Māori Liaison/Kaitakawaenga for HT Medical Director and Medical officers Nursing team Volunteers Spiritual Support Carer Chaplains and ministers Clinical Nurse Specialist – Aged care Support Services Staff – Counsellors Education team Hospice New Zealand
Date	December 2025

#### Kōrero mō te tūranga - About the role

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The role provides administrative support to the Quality and Systems Manager on quality assurance matters while contributing to the overall administrative support functions within the administration team.

To be 'first point of contact' for staff regarding IT issues and support.

To cover for the job-share role holder during periods of leave.

<b>Key Objectives</b>	<b>Performance indicators/outcomes</b>
<b>Quality administrative support services</b>	<ul style="list-style-type: none"> <li>• Provides first call IT assistance for staff.</li> <li>• Completes letters and emails from medical staff in a timely manner.</li> <li>• Scans and files documentation accurately.</li> <li>• Has a good understanding on Palcare and its functions.</li> <li>• Ensures information on Palcare is complete and accurate.</li> <li>• Co-ordinates the purchase of stationary etc.</li> <li>• Ensure mail is collected and distributed.</li> <li>• Undertakes general administrative roles as required.</li> <li>• Undertakes specific roles within the team – eg Education data base management</li> <li>• Undertakes administrations requests for allocated Senior Leadership member/s</li> </ul>
<b>Reception</b>	<ul style="list-style-type: none"> <li>• Maintains the highest standard of customer service in person or via telephone and email.</li> <li>• Meeting &amp; greeting visitors, and directing them appropriately to services at Te Kahu Pairuri Hospice Taranaki and notifying staff when visitors arrive.</li> <li>• Able to multi-task in the reception setting; maintaining a schedule of tasks to undertake when not on calls or greeting visitors.</li> <li>• Biography checking and printing.</li> <li>• Ability to accurately produce letters for GP and other health professionals</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>• Awareness and promotion of cultural safety and competence within the HT environment.</li> <li>• Provides and promotes cultural safety in Multidisciplinary Team meetings.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintains compliance with health and safety policies.</li> <li>• Follows safe and healthy work practices.</li> <li>• Participates in self-care.</li> </ul>
<b>Variation to duties</b>	<ul style="list-style-type: none"> <li>• Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of function of this position. Duties and responsibilities may be amended from time to time by either addition, deletion or straight amendment however this will only be done in consultation with the employee.</li> </ul>

## Capability Profile

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role.

Those listed below are expected for any team role in the organisation.

The required capabilities can change as the organisation develops and the roles change.

Capability requirements:	Behaviours expected
<b>Effective communication</b>	<ul style="list-style-type: none"><li>• Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.</li></ul>
<b>Decision Making / Problem Solving</b>	<ul style="list-style-type: none"><li>• Demonstrates effective and timely decision making /problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilising available resources. Is proactive and effective when problem solving is required.</li></ul>
<b>Innovative/initiative</b>	<ul style="list-style-type: none"><li>• Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements or from an innovative solution.</li></ul>
<b>Resilience /flexibility</b>	<ul style="list-style-type: none"><li>• Articulates differing perspectives on a problem and will see the merit of alternate points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</li><li>• Can identify when needs the assistance/support of supervision or EAP and seeks that support.</li></ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"><li>• Demonstrates a commitment to cultural safety by meeting and exceeding cultural needs of customers/clients/colleagues. Manages cultural ambiguity and conflicting priorities well.</li><li>• Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whānau, hapu and iwi.</li><li>• Demonstrates commitment to the culture and philosophy of Te Kahu Pairuri Hospice Taranaki.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Works to build team spirit, facilitates resolution of conflict within the team, promotes / protects reputation, shows commitment to contributing to team success.</li></ul>

## Interpersonal skills

- Demonstrates commitment to organisational values.
- Willingly assists others when needed.
- Initiates action when needed.
- Communicates openly with team member.
- Has excellent communication skills
- Is friendly and approachable.
- Strong work ethic.

## Education, Experience and Qualifications

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- Excellent computer skills including Microsoft Office: word, outlook, excel.
- Excellent organisational skills
- Able to work autonomously.
- Excellent written and numeracy skills.

## Hospice Taranaki Values

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#### Our Values | Ngā Uaratanga

We are deeply committed to upholding a set of core values that guide everything we do. These values are central to our mission and are reflected in our interactions with the community, our partners, and each other.

#### **Dignity | Whakarangatira:**

We believe in treating every individual with the utmost respect and honouring their inherent worth.

#### **Honesty | Pono:**

Transparency and integrity are at the heart of our communication and practices.

#### **Compassion | Aroha:**

Empathy and understanding guide us as we support those we are caring for.

#### **Respect | Whakaute:**

We value and appreciate the diversity and uniqueness of each person.

- Are professional in dealings with others.
- Demonstrate respect for other staff, clients and community group members.
- Understand the need for confidentiality.
- Apply the principles of the Treaty of Waitangi to aspects of their job as appropriate.
- Interact with other agencies and organisations.
- Display a high standard of personal presentation.

## Ma tini, ma mano, ka rapa te whai - By joining together we will succeed

Hospice Taranaki is committed to meeting and enacting our obligations and responsibilities under the five principles of Te Tiriti o Waitangi as below;

<b>Tino Rangatiratanga</b>	Māori self-determination and mana Motuhake in the design, delivery and monitoring of Palliative Care services and End-of-life care in Taranaki.
<b>Equity</b>	The commitment to achieving equitable provision and access to Palliative Care services and End-of-Life care for Māori.
<b>Active Protection</b>	Acting to the fullest extent practicable to achieve equitable End-of-life-care outcomes for Māori, including ensuring that Te Kahu Pairuri Hospice Taranaki, its staff, its representatives and Te Tiriti Partners are fully informed on both Māori End-of-life care outcomes and efforts to achieve equity.
<b>Options</b>	Providing for and properly resourcing Kaupapa Māori End-of-life care and services; and that Hospice Taranaki meets its obligation to ensure that all of its services are provided in a culturally appropriate way that recognises and supports Hauora Māori Models of care.
<b>Partnership</b>	Working in partnership with Māori in the governance, design, delivery and monitoring of Palliative and End-of-life care services and Māori are co-designers of the Palliative care sector and End-of-life Care.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

<b>Date Effective:</b>	
<b>Manager's Signature:</b>	
<b>Employee's signature:</b>	

<b>Date Effective:</b>	
<b>Manager's Signature:</b>	
<b>Employee's signature:</b>	
<b>Date Effective:</b>	