

JOB DESCRIPTION

Administration Assistant, Freeman Court

Habitat for Humanity (Central North Island) Ltd, January 2017

ABOUT HABITAT FOR HUMANITY CENTRAL NORTH ISLAND

Habitat for Humanity (Central North Island) Ltd “Habitat CNI” is an independent not-for-profit charitable organisation and an affiliate of Habitat for Humanity New Zealand, which is an affiliate of the global Christian charity, Habitat for Humanity International.

The Central North Island region includes Hamilton, the greater Waikato, Taupo, Hawke’s Bay, Gisborne and Rotorua.

Freeman Court is part of Habitat CNI.

ABOUT THIS POSITION

This position is based at Freeman Court, 387 Roche Street, Te Awamutu, and reports directly to the Support Services Manager, Habitat for Humanity (Central North Island) Ltd. The normal hours of work are Monday-Friday, 9am-3pm (27.5 hours).

ABOUT FREEMAN COURT – www.freemancourt.co.nz

Up to 44 residents live at Freeman Court. The facility has a strong legacy of making sure independent living is affordable and a little easier for older people. Board is paid weekly, which includes three home cooked meals each day, morning and afternoon tea, and all hot drinks throughout the day. Board covers weekly room cleaning and linen changes and laundry. Staff are at Freeman Court 24-hours, giving both residents and their families peace of mind.

PURPOSE

Habitat for Humanity’s vision is *A world where everybody has a decent place to live.*

The Administration Assistant, Freeman Court is part of the Habitat CNI Support Services Team, and is responsible for:

- Meeting and greeting all visitors to Freeman Court.
- Helping to ensure the facility is operated with excellence and residents are well supported.
- Coordinating Delivered Meals orders and deliveries, including volunteer management.
- Undertaking all administration tasks necessary to support the operation of Freeman Court.

CORE SKILLS AND ATTRIBUTES

- Excellent time management.
- High attention to detail.
- Self-directed and organised.
- Positive interpersonal communication.
- High energy.
- Confident decision making.
- Compassionate.
- Patient.
- Relates to people of all ages, from all backgrounds, especially older people.
- Computer savvy – Microsoft Suite essential.
- Full driver's licence.
- Legal right to work in New Zealand.

DUTIES

Reception

- Meet and greet all visitors to Freeman Court.
- Greet and direct all tradespeople, service personnel.
- Answer and direct incoming phone calls.
- Empty mailbox daily, deliver to residents and other managers; post outgoing mail at the end of each day.
- Coordinate trade personnel, as authorised by Operations Manager
- Maintain reception environment – clean, tidy, relevant information available
- Ensure all visitors to building sign in and out
- Support residents to ensure they sign in and out

General administration

- Print blank timesheets for all Freeman Court staff fortnightly (Mondays).
- Format and print weekly rosters, as per Supported Living Manager request.
- Monitor shared printer/photocopier/scanner and support other Freeman Court staff to troubleshoot.
- Monitor, order, reconcile office consumables.
- Monthly chemical order.
- Issue uniform for new staff members, receive from outgoing staff members.
- Receive and direct deliveries.
- Maintain desk file with all required log-ins etc.
- Advise Communications Manager of any changes required to website.
- Coordinate hairdresser bookings, and ensure salon/multipurpose room is clean and tidy at all times.
- Attend monthly Support Services team meeting and provide weekly Work in Progress update to Support Services Manager.
- Regularly liaise with all Habitat CNI staff members to ensure Freeman Court is operated with excellent, including coordinating or preparing resident, financial and operational information, as requested.
- Secure residents' petty cash allowances, maintain register and distribute.
- Procurement, as requested by managers.

Building, health and safety

- Adhere to Habitat CNI Health & Safety policy.
- Maintain security of all room, building and vehicle keys.
- Receive requests for maintenance from staff/tenants and direct to Operations Manager.
- Provide administrative support for renovation and construction process, as required.

Resident support

- Direct resident queries, as appropriate.
- Receive incident and/or complaint forms, redirect to Supported Living Manager, record in register and compile monthly report.
- Assist Supported Living Manager, Catering Manager and Family Services Manager to ensure resident details, including next of kin, GP details, DNR, food dislike/portion and personal data is kept up to date (maintain database and generate lists).
- Event coordination, as required.

Delivered meals

- Recruit, retain and reward Delivered Meals Volunteers, as required.
- Ensure adherence to procedure and policy (eg volunteer agreements).
- Receive orders/bookings for delivered meals, including agreement for service and payment arrangement.
- Maintain a high level of communication with Catering Manager regarding this.
- Identify opportunities to expand Delivered Meals quantity, in consultation with manager and other staff.
- Rectify delivered meals accounts arrears in consultation with Accounts Manager.

Tenancy Coordination

- Maintain resident room and vacancy list (via database).
- Receive prospective resident enquiries, conduct tours and facilitate appointments with Family Services Manager.
- Manage incoming tenant paperwork, including tenancy agreements, bond payments, in coordination with Family Services and Accounts Managers.
- Maintain Eldernet vacancy listing.

General

- Offers ideas and suggestions that result in improved facility performance and the success.
- Demonstrates a willingness to contribute to the work of the wider team.
- Undertakes other general duties as required.
- Maintains confidentiality of volunteer, staff, family and individual information at all times.