



**ARAHURA**  
CHARITABLE TRUST

A Society Of Respect And Inclusion

**Your Guide to providing**

# Administration Services <sup>for</sup> Tangata Whai Ora & Kaimahi

**A Manual** Prepared for

# Administration

# Administration Manual

**Constitutes part of the operations manual.**

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**This manual aims at describing all the administration processes. The role of administration is not exclusively limited to what is included in this manual at the time of this Edition.**

# **Introduction**

## **1.1 Role of administration**

This manual is primarily written for Staff/Kaimahi in the admin team to understand the objectives of their tasks. It is relevant to other Staff/Kaimahi in terms of understanding what admin is trying to achieve and their role in supporting that. This manual constitutes part of the operations manual.

## **1.2 Leadership and management**

The Arahura Trust Board provides overall leadership and has overall governing responsibility for the service. The CEO is responsible for the overall management and organisation of the service.

The organisational chart shows the structure of Arahura and defines lines of accountability and how the resources get allocated. The role of administration is to record and enable the flow of resources consistent with this chart, and consistent with external standards such as accounting standards. Administration also has an enabling role, that is the provision of information for decision making.

Administration is also responsible for assisting or organising everything not specifically linked to direct service provision, such as service meetings, notices to Family members, project development and support.

Prime areas of work and responsibility for administration are as follows,

- Staff/Kaimahi Related
- Financial accounts and reports
- End of financial year processes
- Communications
- Events
- Fundraising
- Office management
- Management support
- Family/Whanau, service involvement
- Service Users

## **1.3 Accounting and financial structure overview**

Arahura has arranged its financial systems to reflect a desire to treat the different contract groupings as cost centres. At this point in time, Level 1, 2 and 3, staffing, fundraising and Clubhouse. This means the flow of expenditure is recorded and conducted within separate bank accounts, approval authorities and systems specific to an area. Costs, which fall out of any grouping, are processed through a general 'service' account. All income is received through a 'main'

account. Source documents (receipts/invoices) for any financial transaction need to be 'allocated' before deciding what account will be actioned against, and where recordings will occur. The responsibility of recording and processing all financial transactions under the Trust's umbrella is the responsibility of the admin team, in respect to generating data for financial reports, IRD etc.

### **1.3a Authorising and Approving Expenditure**

The Authority and overarching power to approve spending ultimately comes from the Trust Board. How this relates to everyday operations occurs in two primary ways

1. The Trust Board set a budget for the financial year that indicates how income will be allocated. This information is the basis for the cashflow forecasting and variances indicate if we are off track with the budget.
2. The CEO receives a mandate from the Trust Board to authorise payments to a certain level to enable CEO to meet the objectives communicated in the budget.

Specific expenditure, which is not captured in the mandate, will be authorised via special recommendations being presented to the Trust Board and minuted as accepted.

From the above the CEO is able to delegate approval authority in line with the organisational structure. How this occurs operationally (in most instances) is captured in the purchasing policy, please see the Staff/Kaimahi manual. Systems for the accounting and financial administration of the Trust needs to be in accordance with the organisational chart. In practice the actual decisions made within the roles and responsibilities outlined in the chart should be in accordance with the budget.

### **1.3b Participation**

Service Users, Staff/Kaimahi and Family / Whanau have the opportunity to feedback on how they felt about the budget when the annual accounts are available at the AGM. Their contributions can affect future financial decisions and people are strongly encouraged to voice their concerns or support for areas of spending. People can always make submissions to Trust Board through the monthly Trust Board Meetings. Written notifications should be sent to admin by the second Wednesday of a calendar month, ref to clause (5)g of the Trust Deed. Notice should also be given to admin if someone wishes to make a verbal submission so it can be entered in the Agenda.

### **1.3c Signatories**

The Trust Board specifies actual signatories for physical payments. The expectation is that signatories have an ability to act as a control in respect to expenditure ensuring it is in line with annual budgets. A second level of authority

for expenditure comes via the expense approval presented monthly to the Trust Board. This approval lists all payments by cheque series (or electronic transfer) and provides cash totals, the Trust Board acknowledge that this expenditure has occurred through acceptance of this document monthly.

Having provided an overview of Arahura's financial structure the procedures for each of the areas of responsibility of the admin Team will be outlined. Also included are the reasons for why we do tasks as we do, and what policy is guiding our procedure.

## **Staff/Kaimahi related**

### **2.1 Recruitment and selection of new Staff/Kaimahi**

The job descriptions included in this manual, and the organisational chart, indicate the positions at Arahura. The processes listed below ensure we maintain the staff team in the best interests of the Trusts needs.

#### **2.1a Advertising**

A new position will be advertised with an application period of at least two weeks. The recruitment of new Staff/Kaimahi enables us to get closer to the composite cultural and social cultural needs of those people we provide services for. Therefore we are mindful to recruit in areas likely to meet any needs we have in this regard.

#### **2.1b Applications**

As applications are received, suitable applicants will be scheduled for an interview with the CEO, Service Manager and relevant Managers. Prior to the interview applicants fill in the standard application which covers basic information needed to assess someone. The CEO will notify successful first interview applicants.

Unsuitable applicants will be advised in the manner in which they applied and their CV's returned to them.

#### **2.1c Interviews**

The Service Manager is responsible for forwarding on the successful applicants from the first interview to the Team Manager in order for a second interview to be arranged. The Team Manager will involve other members of that team and clients in the interview process. The Second panel should have copies of the person's application form.

The timing of this second interview should be within 3-5 working days of initial interview and be arranged by those conducting the interview. To respect those that have entered the selection process, interviews should take place as soon as possible and decisions reached. The CEO will check referees and references.

## **2.1d Decision**

After the second interview administration will be advised of the outcome. Whether it be a no, or that the person is still under consideration pending more applicants. Similarly as soon as a preference is decided, administration should be told as soon as possible so they can get the paperwork etc ready.

The CEO will then make an offer to the successful applicant after considering the decisions and opinions of both interviewing panels.

## **2.2 Employment offer and agreement**

The CEO will make the initial call and verbally advise of the offer that administration will send by post.

This includes

1. Two copies of the offer of employment letter
2. An IEA and job description which is part of the offer.
3. Two copies of the employment agreement letter
4. An Arahura return addressed and postage paid envelope

On receipt of the signed copy of the agreement letter, the new Staff/Kaimahi member can start their induction and orientation process.

## **2.3 Standard for inducting and orientating new staff/Kaimahi**

Once an agreement has been entered the new Staff/Kaimahi member needs to receive

- 1) A letter of appointment
- 2) A list of required information
- 3) A Staff/Kaimahi manual
- 4) A Trust Deed to be available to them
- 5) An operational manual available to them
- 6) An orientation sheet

Administration needs to start a file which will hold

- 1) Original information provided at application stage
- 2) Application and assessment
- 3) Copy of job offer
- 4) Copy of agreement entered into
- 5) Tax form
- 6) Copy of Police report
- 7) Copy of first aid certificate
- 8) Copy of drivers licence

- 9) A training log
- 10) Completed orientation sheet

Administration needs to complete the following office related tasks:-

- 1) Create profile in wage programme. Name, birth date for birthday entitlement, address etc. All this information should be contained in the original application and IEA.
- 2) Receive from the person their bank account details and tax form, details of next of kin.
- 3) Enter key qualifications in the wage programme
- 4) Enter key qualifications in the master file of Arahura Staff/Kaimahi 'Staff/Kaimahi qualifications and experience'
- 5) Add the cultural groups that Staff/Kaimahi member can work within to the cultural resources list
- 6) Add them to the phone list and provide all sites with updated lists

Administration needs to follow up on:-

- 1) Advise social club secretary that a new Staff/Kaimahi member has begun and what Arahura location they can be contacted at.
- 2) That the Team Manager has the means to provide a) logbook b) first aid kit c) phone card d) keys (what needs to be provided depends on job description).
- 3) Whether business cards need to be printed or blanks provided
- 4) Confirmation from Team Manager that orientation has been completed
- 5) That the new Staff/Kaimahi member will be introduced to an external supervisor
- 6) 'Property of Arahura' form to be signed if applicable.

## **2.4 Staff/Kaimahi files**

Monthly checks on Staff/Kaimahi files will occur via the monthly audit system to ensure we have all records we are meant to have, and request from individual Staff/Kaimahi what is outstanding. If it remains unresolved, notify the Service Manager and CEO in writing. Also, admin needs to receive from the Team Manager an update as to internal training the Staff/Kaimahi have received. This needs to be entered in the Staff/Kaimahi training log.

The profile of Arahura Staff/Kaimahi will also need updating as contained in the organisational profile. If a year passes by without the Staff/Kaimahi member receiving any training (excluding first aid) then the Service Manager and CEO are to be advised in writing.

## **2.5 Standard for payment of wages**

At an agreed time, simply collate and check time sheets as sent through from staff.

Check for:-

- not enough sleepovers being claimed (7 per house)
- not enough on calls being claimed (should be seven per area L2 and L3)
- missing notifications i.e. a Staff/Kaimahi member on holiday, sick day etc
- public holidays for sleepover staff. Holiday rates apply to people starting their shift on a public holiday
- an incomplete or absent leave application for leave claimed

### **2.5a Calculating and paying wages**

Open the wage system and process pays.

Ensure: That the pay allocation distinguishes between birthdays, leave days, and annual leave etc.

Days in lieu

Actual date awarded must be entered in employee notes.

Ensure against awarding a day in lieu incorrectly i.e. for a Staff/Kaimahi member who works a stat that was not a normal working day for them.

Processing payments

After all checks have been done, load the payments and transfer the workings onto a copy of the pay summary. There should be two pay summaries:-

- 1) with wage records
- 2) with wage account source documents (receipts etc)

Subsidised workers

Each week, copy the hours worked by placements to their claim form.

### **2.5b Entitlements: special leave, benefits and allowances**

Staff/Kaimahi are entitled to a minimum of 5 special leave days as of their anniversary. The anniversary for entitlements is six months after the anniversary of the day they started. This means, if Staff/Kaimahi have an anniversary date of April 1, special leave of 5 days, becomes available as of October each year. Once these have all been used within 12 months, leave days become unpaid

Leave usage can be checked by printing relevant report which can be made available to Staff/Kaimahi who have queries.

## **2.5c Holidays**

Holidays are available for Staff/Kaimahi to use after one year. At that point they have a minimum of three weeks appearing as 'due'. (Four weeks as of the 1<sup>st</sup> of April 2007).

Holidays taken before that time are effectively in advance, as they have not fully reached maturity and become 'due'. In this instance, Staff/Kaimahi need to sign off on the fact they are using holidays before they are effectively allowed to be used.

Holiday pay and annual leave payments require a 'leave application form' that has been signed by the CEO (or authorised by appointed person in the CEO's absence).

## **End of month processing and filing of wages account and payroll**

### **Last pay of the calendar month**

Itemise total deductions for the month and list by date, giving a total that will be transferred to the relevant account. Make two copies:-

- one for the wage account source document and
- one for the other account to explain the deposit.

### **Bank statement**

Ensure a source document is held for each transaction passing through an account, excluding internal transfers.

File together

- 1) Source documents
- 2) MYOB print out
- 3) Summary page with a reconciliation/check

### **Wage records**

Put together by month, pay summaries and time sheets, archive with copy of PAYE and monthly printouts.

### **Deductions: taxable and non-taxable**

All deductions are ledgered as wages (except tax) when they are withdrawn from an Arahura account.

### **PAYE**

PAYE is paid by cheque or D/Link on a twice monthly basis.

PAYE schedules are printed from the MYOB payroll program and sent with payments. 1<sup>st</sup> to the 15<sup>th</sup> of the month is paid by the 20<sup>th</sup> and the 16<sup>th</sup> to the last Monday of Calendar month paid by the 5<sup>th</sup> of the month following.

## **Social club**

Each month print a report of the social club contributions made by staff, MYOB payroll period reports (pay code analysis). This serves as a notice for the social club treasurer of:-

- a) money to be paid
- b) money that will equally be matched by Arahura
- c) individual contributions of members.

Pay the deductions from the wages account to the social club ledger as wages.

The amount that Arahura contributes is drawn from the services account 'ledger' as staff benefits.

## **Staff/Kaimahi advances**

Repayments on Staff/Kaimahi advances need to be transferred to the services account (MYOB payroll period reports).

- Print out total for the month, then transfer.
- Going out of wages account it is ledgered as wages
- being received by the services account it is ledgered as Staff/Kaimahi advances.

These transactions must be updated manually on individual's loan balance sheets, noting amount and date.

Staff/Kaimahi advances must be backed up by a form filled out and signed by the CEO which states repayment conditions. This acts as an advisement to set up the deductions, and will similarly note an end date.

\*individual ledgers for staff advances.

## **Miscellaneous i.e. Courts, WINZ**

These deductions are paid by direct link, same as wages.

## **2.7 Subsidies: Taskforce green, job plus etc**

From time to time we will seek to utilise subsidised work programmes to fund a new Staff/Kaimahi member. Read the process for reimbursement with the work programme agency.

## **2.8 Supervision**

As it is a condition of employment that Staff/Kaimahi receive regular internal and external supervision. Update supervision log files against invoices each month.

If a Staff/Kaimahi member has not received internal or external supervision for two consecutive months, the CEO and Service Manager are to be advised in writing by administration.

## **2.9 Training**

Like supervision, logs need to be maintained for any training.

Internal training will be advised by the Team Manager or Service Manager.

External training can be recorded through monthly invoices.

Often admin will need to book training, ensure Staff/Kaimahi are advised in writing of the details and keep a copy.

If a working year passes by without the Staff/Kaimahi member receiving any training (excluding first aid) the Service Manager and CEO are to be advised in writing.

Administration also maintains the annual first aid calendar. Check with staff and make bookings for refreshers as well as first timers.

## **2.10 Mileage**

Staff/Kaimahi are reimbursed for kilometres travelled during the course of their jobs in their own vehicles.

- per month up to 250 km's @ .62, (3000ks per year)
- above 250 is reimbursed at .19 a km.

On the first day of the month collect from the Team Manager a summary page of mileage due for their team. Attached to this should be copies of relevant log book pages. Check these against the summary page.

Load payables into direct link and pay direct to peoples account by the 5<sup>th</sup> of the month. For special activities that exceed, say 20 km's, Staff/Kaimahi are given petrol vouchers. See CEO as to amounts. Treat petrol vouchers like cash through the petty cash system.

With increased fuel costs in 2005, 2006, people who use their own vehicles for work purposes can claim the cost of their annual car registration fee. Payment is by cheque issued to the registration authority and requires receipt as proof of payment.

## **Financial accounts and reporting**

### **3.1 General accounting and record keeping**

\*Print off bank register from MYOB to check we have receipts / paperwork for entries made.

Process all bank statements in the first week of each month. Every transaction needs a piece of paper to 'back it up' i.e. receipts, expense approvals etc. These are referenced when entering transactions.

#### **Opening and closing balances.**

The electronic accounts system and bank statements will have matching balances at beginning and end of processing for the same period.

#### **Transaction code**

This is our point of referral to the source document. A cheque number is preferred. In the instance of electronic payments, abbreviate the method of

payment/receipt. The date entered electronically needs to match the processing date. Codes need to be consistent.

### **Payee codes**

This code identifies who we are paying/receiving funds from.

### **Ledger code**

Ledger codes are as per the chart of accounts.

The groupings of ledger codes enable us to distinguish between the different costs and income for each area of the organisation.

It is important to breakdown receipts properly i.e. watch for service delivery charges – they need to be separated from i.e. the cost of a piece of furniture. Similarly, when a power account has had the vector credit credited against it, we need to record the energy dividend as income and introduce the true cost of energy. Also to ensure GST is calculated properly.

After processing

The monthly statement for the account is printed off to go with the monthly receipt audit.

## **3.2 Payments: Accounts payable**

Through the month, accounts payable are loaded into the transfers spreadsheet and MYOB – purchases daily. These are paid by the 20<sup>th</sup> of the month following. Much caution needs to be used around distinguishing between electronic and manual payments.

Before making payments, print off the associated page of the transfer's spreadsheet i.e. level Two. Ensure accounts being paid are only those noted. Payments above that amount need to be noted separately as they effectively fall out of what was budgeted, there is a separate excel workbook for noting income and expenditure out of budget.

The payments for accounts are both authorised and approved by the two signatories who sign the cheques. Automatic Payments are authorised and approved by those who sign for the setting up of those payments.

Allocations need to be correct i.e. Service Expenses are paid from Services account.

As chargeable costs are incurred, they are entered into the electronic accrual accounts as soon as specific notice is received. This ensures our current position is accurate and takes into account current liabilities.

### **3.3 Receipts: Accounts Receivable**

The following invoices are generated by Arahura.

Ministry of Health, fax and post a copy first working day following the 1<sup>st</sup> of the month. Fully complete in terms of Service Users entry and exit dates.

Talk to the Service Manager or Team Managers if unsure about any of this. When payment is received, note any discrepancies specifically i.e. name, day rate, qty etc and carry forward to next month.

NDSA, invoice standard Clubhouse amount, also invoice for rent.

Local Pride, we need to invoice them for their fundraising activities upon their notice.

Attach MOH header.

Rooftop Rentals – MYOB, use reoccurring templates.

Enter sale for MOH – MYOB, update occupancy, Cashflow forecasts, sreadsheets.

Make sure you retain payment advise for a) the MOH file and b) source documents for main account. All income gets received by the main account.

As chargeable receipts are acquired, they are entered into the electronic accrual accounts as soon as specific notice is generated. This ensures our current position is accurate and takes into account current assets.

### **3.4 Reports for the Trust Board**

Once bank statements are processed, and internal checks completed, print off a cashflow variance for the Trust Board by second Friday of the month. Also complete expense approval which notes cheque series and total dollar value presented for the preceding calendar month.

It is imperative all accrual accounts are up to date at time of generating 'profit and loss' and 'balance sheet reports'.

On the second Friday of the month, collate and post the following to Trust mailing list. These should be provided electronically to the Admin Manager for binding.

- 1) Agenda
- 2) Last minutes
- 3) Expense approval and variances
- 4) Savings balances to be noted on bottom of expense approval & total of grant funds we are holding for specific (non running cost) reasons.
- 5) CEO report
- 6) Other reports indicated for inclusion by Trust Board
- 7) Any items required for general business

Keep one master set for the filing.

### 3.5 Petty Cash

The accounts administrator is responsible for ensuring reconcilable receipted petty cash records are kept for all the offices. This means, you need to collect monthly statements and physical receipts from other worksites at the end of each month and check i.e. receipts. Also, put that which has GST receipts into categories i.e. recovery, general etc.

### 3.6 Budgets and cashflows (currently we are transitioning to calendar month budgets).

#### Monthly transfers spreadsheet

Our largest source of income, Ministry of Health payment appears in the main account on the 16th of the month. Once that money is in, it gets transferred to the accounts that will draw on it. Transfers are spread over four weeks, Monday afternoons. Transfer amounts are calculated on a spreadsheet that records any income and expenses against the accounts those transactions occur within. Any new financial information preceding that period needs to be accounted for in this spreadsheet i.e. expenses approved in management meetings, calendared events, bills, invoices due.

#### Checklist for accuracy of what's on the spreadsheet

1. all AP's i.e. rent, power, phone, fuel cards
2. WINZ income is dated for receipt properly i.e. week one is matched up with correct WINZ payment week, and, individual's WINZ payments are correct.
3. Zero balances at beginning. All balances on the 15<sup>th</sup> get 'swept' to savings. The breakdown of this transfer needs to be on paper. A new period has to start at zero.
4. Payments and Income match current invoices/bills
5. Public Holidays are taken into account
6. Be very clear as to how you have identified i.e. 'week one' as timing is crucial.
7. Include 'buffers', income and expenditure not noted on this spreadsheet needs to be entered on an 'adjustment sheet' which accounts for your transfers seeming to be miss calculated. Essentially, all transactions for a month will appear in the forecasting spreadsheet, or the adjustments spreadsheet.

#### Cashflows

Most of what a cashflow would achieve is captured in the transfer's spreadsheet. Alternate to that, we use the annual budget and cashflow variance spreadsheet to plan longer term cashflow.

## Budgets

As a standard, amounts which are in the budget are what we would normally expect to spend in a given month. However, the transfer spreadsheet also serves as a budget. One off expense requires an expense approval to be filled in, that is if it is not recorded as being approved in the management meeting minutes. Read the management meeting minutes each week so budget can be updated accordingly.

## Annual budget

The CEO works out the annual budget based on spending the year before and clearly anticipated new or increased expenses/income.

The Trust Board in conjunction with CEO's recommendations works out how any surplus is to be used, or deficit to be recovered.

Once this budget has been accepted, monthly breakdowns are entered into the budget programme in the electronic accounts system which is compared to monthly actuals via cashbook processing. A variance report will show the difference between what was planned and what actually happened. The Trust Board note the total year to date variance and will comment if it is reaching a level that requires questioning.

## **3.7 Day to day financial transactions**

### Banking

#### Daily

- Check via direct link that balances are in accordance with your MYOB data entry
- Transfers: Prepare any electronic payments for authorisation that are due for payment, fill in cover sheet for this.
- Receipts: These are received constantly, prepare cover sheet for eftpos – ensure GST receipt accompanies eftpos receipt. File others with i.e. expense approvals, update adjustment spreadsheet if necessary.
- Payments: organise payments ahead of time, that is, if a transfer is necessary, ensuring signatories available, ensuring you have supporting paperwork i.e. expense approval, PA schedule etc
- Deposit miscellaneous payments i.e. donations. These need a handwritten receipt with our GST number on it, and a brochure and possibly a newsletter to be sent to person donating. The mailing list for donors needs to be updated with their details.
- Grants need to be deposited straight away and a grant accountability form generated that notes gross amount and what it is to be spent on, along with any terms and conditions indicated by the funder. Sometimes, if the money is for Clubhouse or Change Your Mind, that money needs to be transferred to their account.

# End of year financial processing

## 4.1 Cashbook processing

(During April we check March itself)

In February, work needs to be started for end of financial year.

Firstly, ensure sign off for all bank accounts, for all months, for the year to date. This includes

Services: All payments

Wages: All transfers out of the account

Main: All receipts and payments (not transfers)

Level 2: Payments

Level 3: Payments

Clubhouse: Payments and possible grants.

Once this has been done up to and including February, an annual print out is done by ledger code.

From this, the following can be checked, as each task is done it needs to be marked off.

Payments for petty cash (all work sites) are entered in manual petty cash records.

All assets appear in asset books

The balance on the Staff/Kaimahi advances ledger, plus carried forward balance for year before, is represented by individual Staff/Kaimahi advance balance sheets.

The PA amounts, for level two and three are entered at \$75 per week.

Transfer accounts all have zero balances.

There is a Vector credit showing for each premises.

There are twelve accounts showing for each worksite (one for each month, cost allocated to correct site) for things like telecom, electricity, fuel costs.

Check all bank fees are not interest payments/receipts.

The GST ledger should show a payment for each month that matches our GST returns. If not, reprint GST returns for each period, attach a copy of original return, then give to the reconcile the MOH account, that is, ensure actual invoices for each month for a level have been recorded properly.

Once all these corrections/checks have been done, reprint the annual ledger code report.

Most of the tasks listed above are substantial and warrant time and notes to be taken showing your checking/reconciliation.

## 4.2 Assets

Purchases and disposals are recorded throughout the year. These details are entered during month of purchase/disposal.

Register of physical assets. Assets are considered as items or bulk purchases \$500 or over.

Minimum information to record in the asset register.

1. Date
2. Transaction number (i.e. cheque or directlink code)
3. Type of item i.e. 'couch' and make if a warranty applies.
4. Purchase Price, do not include delivery costs or i.e. insurances or GST

File: admin/YE\*/Assets

### **4.3 Accrual accounts**

During March, start building a list of accounts payable and receivable. Note if we are paying for services in advance as these appear as prepayments in our assets. Special calculations need to be done for:

WINZ payments

Rents

Holiday Pay

In Lieu

Rates

## **Communication**

Administration ensures all work sites have up to date phone lists, and site addresses as they change. Keep copies of written communications to Staff/Kaimahi and Service Users and Family/Whanau and Trustee's in suspension files. Please observe word processing standards i.e. alphabetical or site ordered lists for phone lists and correct layout for i.e. letters.

### **Email**

Arahura has a domain and its own email system. The main email address for Arahura is [admin@arahura.org.nz](mailto:admin@arahura.org.nz). In conjunction with the email system, Microsoft Outlook is used for shared appointment making, and individual planning. Please check the phone line protocols before going on line at your work site. When people are away for an extended time their email is checked by a nominated co-worker.

### **Faxes**

Fax machines are a prime means of distributing memo's, minutes and notices to Staff/Kaimahi teams. Please follow the protocols of your team when clearing faxes. It is assumed that those to whom the message is addressed receive the fax and all pages accompanying it.

### **Memos**

As above

## **Mail**

Regular post is used for bulkier items. If a mail out goes to Service Users, a copy is also forwarded the relevant team.

## **Telephone**

Landlines are the preferred means of contacting Staff/Kaimahi to control costs, however, 90% of Staff/Kaimahi do have a mobile and can be reached throughout the working hours. Please ensure you have voice mail for times when your phone is off. Messages should be acknowledged promptly.

## **Website**

Administration is responsible for updating the website. Main things to check for are

- 1) Funding and Donations
- 2) Current Projects
- 3) addition of Newsletter
- 4) updating profile of Trustees

## **Calendar**

Administration prepares the annual calendar for distribution by January to Trustees and Service Users and Family.

## **Newsletter**

The Newsletter is published every 6 months. Service Users and Staff/Kaimahi are to be asked for contributions. The newsletter should inform our community as to what Arahura is doing, and ideally fill an informative role in providing interesting information relevant to our community. The newsletter gets sent to over 100 addresses which includes Family, Service Users, work sites, funders and friends of the Trust. There is a checklist in the newsletter file which needs completing each time a newsletter is being put together. This must be completed. Check the events log and conference attendance for items that could go into the newsletter.

## **Annual report**

After the preparation of annual accounts for the auditor, work needs to begin on the annual report. Admin can start on summary of year's events, presentation of financial information, and general layout.

## **Families/Whanau**

All communication with families/Whanau needs to be recorded and logged. Information such as date/reason/type of communication. This book is kept in the 'Family' suspension file.

## Events & community

Events are calendared through the year, primary ones would be vision and planning Meetings, Annual General Meeting (AGM), Founders day in early February and our participation in the Grey Lynn Festival. Our community is defined by the local communities we work within, the mental health, cultural and social services we work with, the Family and Whanau of the Service Users, staff, Trustees Service Users, and those who support the Trust by way of sponsorship and donations. We aim to include all these groups by way of invitation to events and including them in our newsletter mailing list.

Meetings and events are scheduled as early as possible. They are indicated most often on the Arahura calendar distributed in January of each year.

Notices of meetings go out to the relevant groups at least one week before the meeting. Administration can be contacted if copies of previous minutes are required. People invited to a meeting RSVP to administration or their Team Manager, this assists in venue and catering planning.

The meeting will be opened in a manner respectful of the attendees. The meeting guidelines, process and objectives noted below will be observed at meetings. Attendance at meetings is always recorded by way of signing either the meetings book or a separate signing sheet. House supporters are expected to encourage Service Users attendance when appropriate.

After the meeting, minutes will be distributed.

As administration usually organises meetings, or provides the funds for events, it is their responsibility to ensure all steps are taken and documented. There is a checklist in the file that prompts filing of

- 1) invite
- 2) costing
- 3) signing sheet
- 4) comments sheet
- 5) minutes

This is important and part of good record keeping. This process also applies to special activities for Service Users such as Rainbows End and Kuratau.

### **Task List for admin**

Indication as to 'who' to invite

Invites

Plan venue

Plan food

Plan presentation materials

Inform everyone who needs to know about this  
Copies of i.e. previous minutes etc for the meeting  
Taking of minutes  
Ensuring signing book moves around the group  
Sometimes camera/projector

Other staff: Help with clean up and set up of furniture, and bring coffee machine if applicable.

## **6.1 Guidelines for meetings**

Please refer directly to staff/kaimahi manual

## **Fundraising**

Administration is responsible for fundraising, yet cannot do this alone. Needs of the Trust have to match opportunities and this requires help from the Team Managers.

Key elements for fundraising

- 1) Either a project, or type of expense, that will benefit or provide opportunity to a marginalised group and that those costs are not being met by any other person or organisation.
- 2) The ability to accurately cost what we want funded.
- 3) The ability of Team Managers to articulate the benefits by way of a report.

The role of administration is to find opportunities when all the above elements are present. As admin find different sources, these should be entered on the outlook calendar as to opening dates for the funding rounds.

When grants are received, care must be taken to fulfil the funder's requirements. If this does not happen future funding is jeopardised from that group. When we receive funding we need to follow the receipting process, and update i.e. the website.

Everything to do with fundraising gets filed, even rejections.

## **Office Management**

Managing the work space falls on administration, that is the ordering of supplies and making sure we have all the services we need.

Monthly audits are used to maintain stock levels.

## **Executive and management support**

The Administration Manager will often be called on to help with current projects and tasks i.e. moving houses.

The key to managing this well is to save work effectively, feedback to the person who gave you the task, aim to meet any deadlines, and keep any notes/drafts/supporting information you were given with the completed work.

## **Family/Whanau**

At Arahura, families have defined roles and are able to participate via the following forums

- Vision meetings, Annual General Meeting, quality assurance team, Specific 'Family' meetings: Information Sharing and ability to participate in service delivery and development.
- Recreational events i.e. Founders Day
- Receipt of an introduction pack, Arahura newsletter and annual report
- The 18 monthly service review, as a specific event aimed at collecting feedback
- Activities and meetings initiated through individual recovery planning work between Service User and support staff.

Family contacts are requested upon entry, it is crucial this information is collected with specific accurate relationship and contact details. This is so we can be respectful of people and address them correctly, and so we can contact them regarding their ability to participate in what we do.

Family is not just the people Service Users originated from other meaningful relationships are also included. Meaningful in terms of the role they play in the Service Users lives. However, we must remain mindful of the fact that even if a Service User names an outside person as their 'Family', the biological/legal Family still has some legal rights to service.

When consent is not provided, support Staff/Kaimahi should endeavour to seek the names of prime Family members with which communication is not consented to. A review date for this the non consent decision should be scheduled. Excluding Family from 'the room' will not get rid of the problems the Service User may have experienced with that Family member.

Families/Whanau are often well placed to provide important historical information, and can contribute to an improvement in outcomes and prevent relapses. They can also provide information useful in identifying early warning signs. Alternatively, issues around Family may need resolving or addressing consistent with an individual recovery plan.

Service Users must be asked for consent as to what information can be shared with Family. However, we need to remember that for many families there is a desire for comprehensive information so that they might be able to offer their perspectives on treatment, support, planning, implementation and review. Family should similarly (with Service Users consent) receive information about illness, support plans and prognosis. Within our service which is a support service with clinical input we can facilitate this by directing families to sources of information such as SF (Supporting Families) and CMHC's. The aim is 'connection' so both families and Service Users can function effectively.

This statement has been formulated with the assistance of attendance at MHWD 'Involving Families/Whanau' training 2004.

## **Service Users/Tangata Whai Ora occupancy**

When a Service User leaves or enters Arahura, admin are advised so we can adjust our records. For example, ones related to Family/Whanau, and NDSA occupancy stats.

## **Job Descriptions**

At time of writing the following are the different positions at Arahura.

CEO  
Service Manager  
Administration Manager  
Residential Team Manager  
Residential Support Workers (incl ACSW and L3)  
Over Night On Call  
Floaters  
Recreation Officer  
Lawn Maintenance Team Manager

# CHIEF EXECUTIVE OFFICER

## Adopted CEO job description relative to the initiation of delegations in September 2005.

The CEO of Arahura Charitable Trust will do all such things as to support the Objectives and Constitution of the Trust and to take the direction and goals as well as the delegations directed by the Board.

## **These delegations indicate packages of work that the CEO is delegated. The CEO is to structure the organisation to enable and facilitate the attainment of delegated responsibilities**

Current delegations the CEO is appraised against are as follows

DELEGATION NAME	ACTUAL RESPONSIBILITY DELEGATED
Leadership	To promote and represent the purpose and vision of Arahura Trust externally and internally  To create and provide the Business Plan for Arahura trust  To create and provide Contingency Plans for Arahura Trust
Innovation: Research and Development (linked to Strategic Goals)	To Research New Methods of fulfilling delegations, this means, to identify and posit higher standards of quality and effectiveness in terms of individual delegations. To consult with, and encourage participation of, other stakeholders affected by the innovation. For example, consumers, cultural representatives, staff, and any other stakeholders from the community.  To Develop Implementation of innovations Which will include: To Systemise Innovations To progress the strategy to packages of work for staff of Arahura Trust To create an organisation based on 'team' operations
Delivery	To Oversee Delivery of Services and Programmes
Consumers	To provide access to Services for Consumers

	<ul style="list-style-type: none"> <li>To provide services for consumers</li> <li>To survey quality of services for consumers</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>To Identify and meet HR needs for current activity</li> <li>To Forecast HR needs for forecasted activity and to train or recruit in line with forecasted needs</li> <li>To ensure staff 'wellness' is created and maintained</li> <li>To comply with relevant employment legislation</li> </ul>
Financial	<ul style="list-style-type: none"> <li>To Prepare the Budget</li> <li>To Fundraise</li> <li>To Manage cash resource</li> <li>To Manage cash reserve</li> <li>To Manage Investment</li> <li>To Meet Accounting Standards</li> <li>To Maintain Current Asset to Liability Ratio</li> </ul>
administration	<ul style="list-style-type: none"> <li>To Systemise Activities into policies, processes and protocols</li> <li>To facilitate organisational wide compliance</li> <li>To survey stakeholders as to organisational performance</li> </ul>
Culture	<ul style="list-style-type: none"> <li>To respond to feedback</li> <li>To promote the Arahura Brand</li> <li>To produce a calendar of events that sustains and celebrates Arahura's vision and purpose</li> </ul>

# **SERVICE MANAGER**

**ACCOUNTABILITY TO:**

**CEO**

**RESPONSIBILITY TO:**

**TEAM LEADERS**

## **PRIMARY OBJECTIVE**

- To manage effective residential team's through co-ordinating and guiding Staff/Kaimahi who directly provide residential support.
- Staff/Kaimahi will be able to provide support in accordance with the standards of residential recovery as specified externally, by monitoring bodies, and internally as set out in Arahura Staff/Kaimahi and residential process manuals, the Trust Deed and Mission Statement.
- To lease with the CEO and assist CEO with service development

## **SOME OF THE KEY TASKS INVOLVED IN THESE PROCESSES ARE**

### **Key Task:** Staffing

- Selection, Management/Retention, Supervision, Training, Appraisals and Accountability

### **Key Task:** Service Users

- Entry/Exit procedures, Recovery, Life Experience, Involvement

### **Key Task:** Systems and Team Management

- Establish and maintain an effective residential team so service is of a high standard and consistent with Arahura's culture and standards. Identify problems and opportunities, develop means of addressing them with CEO as required
- Development of the service in accordance with applicable professional standards, codes of conduct, and Trust objectives. All of which are respectful of Staff/Kaimahi and Service Users rights.

### **Key Task:** Identify needs and develop plan to address needs.

- Overall quality control in how Arahura is responding to, and meeting Service Users and residential Staff/Kaimahi needs.
- Identifying needs within team relationships, i.e. communication skills
- Internal supervision of residential staff

### **Key Task:** To manage Staff/Kaimahi and provide support and guidance on their performance

- share and apply knowledge and skills in regard to Staff/Kaimahi performing in their jobs
- feedback to Staff/Kaimahi in a constructive and supportive manner

**Key Task:** Risk Management

- Liaise with CEO in regard to long term planning either in respect to staffing, or service provision.
- Liaise with residential Staff/Kaimahi and external agencies to ensure Arahura's residential service operates effectively, that is facilities are utilised as per Arahura's contractual expectations.
- Manage the residential service in accordance with indicated budgets and standards. Discuss with CEO resource needs and surpluses towards the goal of effective long term planning and management of risk.

# **ADMINISTRATION MANAGER**

**Direction From:** Executive Assistant/Development Manager

**Accountable to:** Above and CEO

**Accountable for:** Temporary or Junior Office Assistants

**Tier:** This is a middle management Tier Two Position

## **Primary Objectives**

- To meet all administration needs of the Trust which relate to financial operations
- To support Arahura Staff in communications internally and externally
- To facilitate the effective and efficient flow of resources within the Trust
- To facilitate compliance with the National Mental Health Standards and Accounting Standards
- To be responsible for, and manage, the Office space

**This Job Description indicates processes and groups of work rather than listing specific tasks.**

## **administration Managers Responsibilities in line with Organisational Delegations**

### **Accounts/Financial**

- Management of Trusts Bank Accounts
- Reporting of activity
- Producing accurate Balance Sheets and Profit of Loss Monthly
- Operational Budgets and Management of Cashflows
- All supporting processes i.e. obtaining receipts, asset logs, petty cash records
- Debtors/Creditors
- IRD compliance
- Payroll

### **Secretarial: Support for following delegations**

#### **Human Resources**

- administration supporting recruitment, induction, training logs, file management processes, pay roll, IRD requirements, ER legislation

#### **Delivery of Services**

- Maintenance and collation of statistics

#### **Services for Consumers of Mental Health Services**

- Maintenance and collation of statistics

- Facilitating participation of stakeholders

### **Culture**

- Regular Event Management
- Maintenance of Arahura 'brand', provision of business cards, website current etc

### **administration**

- Maintain current systems and policies, update as required
- Facilitate organisational compliance
- Editing, word processing documents
- File Maintenance
- Document services, laminating, binding, copying etc
- Survey preparation, distribution and reporting

### **Delegation Specific to the Role**

#### **Office Management**

- Reception/phones/visitors
- First line query management
- Mail
- Kitchenette maintenance
- Refreshments
- Security/Privacy
- Health and Safety
- Fire Warden duties
- Meeting preparation

# RESIDENTIAL TEAM MANAGER

**ACCOUNTABILITY TO:** SERVICE MANAGER

**RESPONSIBILITY TO:** RESIDENTIAL STAFF

## PRIMARY OBJECTIVE

- To Manage and maintain an effective residential support workers team through co-ordinating and guiding Staff/Kaimahi who directly provide residential support.
- Staff/Kaimahi will be able to provide support in accordance with the standards of residential recovery as specified externally, by monitoring bodies, and internally as set out in Arahura Staff/Kaimahi and residential process manuals, the Trust Deed and Mission Statement.

SOME OF THE KEY TASKS INVOLVED IN THESE PROCESSES ARE

**Key Task:** Ensure smooth running of Staff/Kaimahi team

- Liaise with Service Manager
- Facilitate team meetings and attendance at full Staff/Kaimahi meetings
- Ensure appropriate information sharing occurs
- Monitor recovery and safety strategies
- Monitor Staff/Kaimahi workload morale
- Monitor training needs
- Set agenda for meetings with CEO and/or Service Manager
- Orientate and guide new Staff/Kaimahi in their residential support role

**Key Task:** Complete administration procedures required for the operation of Arahura

- Insure all house communications are processed
- Insure communications between the residential team and service/administration support occur in a timely and effective way i.e. reporting of Staff/Kaimahi hours, petty cash etc
- Assist in the completion of administration procedures for the entry of Service Users to accommodation at Arahura and the termination of their residency

**Key Task:** Access information about events and issues from other shifts

- Read information in Staff/Kaimahi diary
- Read and follow through on information from CEO, Service Manager, and admin
- Ensure your team clear their trays and are informed of events

**Key Task:** Inform other Staff/Kaimahi of all-relevant information and events occurring while on shift

- Record in Staff/Kaimahi diary all relevant information
- Record in individual Service Users files all important events or information relating to the individual resident as appropriate

**Key Task:** Complete critical incident reports when necessary

- Critical incidents are recorded on pre-printed critical report form
- Occurrence of critical incident noted in Staff/Kaimahi diary
- Report form is placed in the relevant resident's file

**Key Task:** Attend and participate in Staff/Kaimahi meeting, calendar events, relevant training

- Ensure the teams know about events and prepare for them
- Own preparation for events

**Key Task:** Oversee weekly and daily operations and procedures in relation to Arahura, Service Users and staff

- Ensure medications for Service Users are received on schedule and are correct for each individual
- Oversee minor expenditures needed for the functioning and up-keep of Arahura residences. Ensure all expenditure is recorded properly and does not exceed budget. Know budgets and recording requirements.
- Understand and comply with privacy requirements in accordance with current legislation

**Key Task:** Identify needs and develop plan to address needs.

- Identifying needs of an individual Staff/Kaimahi member, i.e. professional or interpersonal skills, induction or orientation short fall, boundaries, self-care. Work with service manager to meet needs.
- Identifying needs within team relationships, i.e. communication skills. Use own skills to address needs or seek assistance from service manager.
- Ensure Service Users needs, which accord with support we aim to provide, are met through their key worker or house supporter.

**Key Task:** To manage Staff/Kaimahi and provide support and guidance on their performance

- share and apply knowledge and skills in regard to Staff/Kaimahi performing in their jobs
- feedback to Staff/Kaimahi in a constructive and supportive manner
- seek out support and information for yourself from others if assistance required
- ensure Staff/Kaimahi are receiving supervision
- Ensure Staff/Kaimahi are aware of procedural requirements, i.e. updating training log, and meet these requirements.
- Act as the link between the residential team and administration as required i.e. mileage and PA advances etc, booking training

## **RESIDENTIAL SUPPORT WORKER**

**ACCOUNTABILITY TO:** **TEAM LEADER**

**RESPONSIBLE TO:** **SERVICE USERS**

### **PRIMARY OBJECTIVE**

- To provide House support in a group situation
- To provide Individualised Support on a one on one basis, this requires an individual recovery plan be prepared and implemented

### **PURPOSE OF THE POSITION**

- To provide general support to Service Users including mental health support, recovery support, problem solving and working one on one with clients.
- To provide support Service Users including assisting in the administration of medication, completion of documentation and the monitoring of clients welfare
- To distinguish between the different requirements in each of your roles as keyworker, for specified individuals, and house supporter, for a specific house. Teamwork is paramount to be effective in this job.

### **SOME OF THE KEY TASKS INVOLVED IN THESE PROCESSES ARE**

Key Task – Need awareness

- Individual: To work with Service Users on an Individual recovery plan including such items as self-care, social and domestic skills, goal setting etc  
Work with the Service Users to establish a therapeutic relationship  
Have discussion with the individual to agree on the level of support required  
Use common sense and observation when interacting with the Service Users  
Information sharing with Staff/Kaimahi where appropriate
- House: Work with the Service Users in the process of the stocktake of basic food/cleaning items i.e. note when required for purchase  
Listening and acting on house needs in liaison with others as appropriate  
Observation and common sense in regards to house needs and environment

### **Key Task – Apply positive Conflict resolution and support**

- Individual: Researching avenues of support by available means  
Networking with community and health professionals as appropriate  
Appropriate information sharing  
Information sharing with Staff/Kaimahi as appropriate
- House: Staff/Kaimahi training will be given in positive resolution of conflict  
Staff/Kaimahi to be aware of promoting positive relationships in the house

# **ARAHURA COMMUNITY SUPPORT WORKER**

**ACCOUNTABILITY TO:                      TEAM LEADER**

**RESPONSIBLE TO:                        SERVICE USERS**

## **PRIMARY OBJECTIVE**

- To provide Individualised Support on a one on one basis, this requires an individual recovery plan be prepared and implemented

## **PURPOSE OF POSITION**

- To provide general support to Service Users including mental health support, recovery support, problem solving and working one on one with clients.

## **SOME OF THE KEY TASKS INVOLVED IN THESE PROCESSES ARE**

### **Key Task : Need awareness**

- To work with Service Users on an Individual recovery plan including such items as self-care, social and domestic skills, goal setting etc
- Work with the Service Users to establish a therapeutic relationship
- Have discussion with the individual to agree on the level of support required
- Use common sense and observation when interacting with the Service Users
- Information sharing with Staff/Kaimahi where appropriate

### **Key Task: Apply positive Conflict resolution and support**

- Researching avenues of support by available means
- Networking with community and health professionals as appropriate
- Appropriate information sharing
- Information sharing with Staff/Kaimahi as appropriate
- Staff/Kaimahi training will be given in positive resolution of conflict
- Staff/Kaimahi to be aware of promoting positive relationships in the house

### **Key Task : Awareness of individuals level of health**

- Observation, discussion with the individual. Support can include providing information and education on the illness, it's symptoms, medication and effects.
- Recording of appropriate information in the individuals file
- Networking with Staff/Kaimahi and appropriate health professionals
- Safety and diligence regarding medication
- Awareness of individuals medication
- Know how to intervene where necessary in appropriate manner for each individual – previous training and experience

- Giving out of medication as required. Be safe and diligent. Know individuals medication.

**Key Task: Access support from other Staff/Kaimahi regarding best approach**

- Regular supervision
- Seeking peer support where necessary
- Attend regular meetings
- Attend to ongoing training needs
- Development of own awareness of stress levels and take appropriate coping measures

**Key Task: Effective in a team**

- Fulfil requirements and maintain all documentation pertaining to a Community Support Worker Role
- Meet administrative requirements to ensure effective functioning of the Trust i.e. accounting for expenses, early advisement of upcoming house expense, providing information to maintain Staff/Kaimahi records.
- Act in an emergency situation and dispense first aid and/or crisis procedures

# **RESIDENTIAL SUPPORT WORKER L3 TEAM**

**ACCOUNTABILITY TO:                      TEAM LEADER**

**RESPONSIBLE TO:                        SERVICE USERS**

## **PRIMARY OBJECTIVE**

- To provide daily living support for individuals in a group environment
- To coach and support Service Users in developing and using daily living skills
- Ensuring a home environment is created and maintained in liaison with Service Users and ACSW's and Management.

## **PURPOSE OF POSITION**

- To provide clear and accessible support for mental health consumers who are receiving 24 hr residential support.

## **SOME OF THE KEY TASKS INVOLVED IN ACHIEVING THESE OBJECTIVES ARE**

### **Key Task : Provide support in Daily Living Skills (DLS)**

- Assess and Develop DLS within the individual and group context
- Develop individual and group DLS plans in consultation with Service Users.
- Provide Support in practical DLS skills such as budgeting and cooking in accordance with DLS. Assist at appropriate level.
- Organise and facilitate House meetings

### **Key Task : Develop and Maintain Effective Therapeutic relationships**

- Maintain ongoing interaction and discussion with the individual to agree on the level of support required
- Provide support in a manner that is respectful and considerate
- Use good observation skills when participating in work based activities
- Information sharing with Staff/Kaimahi where appropriate

### **Key Task : Maintain awareness of individuals level of health**

- Recording of appropriate information in the individuals file
- Liaise with Staff/Kaimahi and health professionals as appropriate
- Safety and diligence regarding medication
- Awareness of individuals medication
- Know how to intervene where necessary in appropriate manner for each individual – previous training and experience

- Giving out of medication as required. Be safe and diligent. Know individuals medication.
- Be responsible for maintaining health and safety standards.

**Key Task: Apply positive Conflict resolution and support**

- Researching avenues of support by available means
- Networking with community and health professionals as appropriate
- Appropriate information sharing
- Information sharing with Staff/Kaimahi as appropriate
- Staff/Kaimahi training will be given in positive resolution of conflict
- Staff/Kaimahi to be aware of promoting positive relationships in the house

**Key Task: Access support from other Staff/Kaimahi regarding best approach**

- Regular supervision
- Seeking peer support where necessary
- Attend regular meetings
- Attend to ongoing training needs
- Development of own awareness of stress levels and take appropriate coping measures

**Key Task : Effective in a team**

- Fulfil requirements and maintain all documentation pertaining to individual and house support
- Meet administrative requirements to ensure effective functioning of the Trust i.e. accounting for expenses, early advisement of upcoming house expense, providing information to maintain Staff/Kaimahi records.
- Act in an emergency situation and dispense first aid and/or crisis procedures

# **ON CALL OVER NIGHT STAFF**

**ACCOUNTABILITY TO:                      TEAM LEADER**

## **JOB PURPOSE**

To provide support to Service Users including assisting with the administration of medication, completion of documentation and to be on call during overnight hours.

To be readily available to work with Service Users between the hours of 5.30pm and 9pm and from 7am to 8.15am. To be available for crisis situations, on call on site, between 9pm and 7am

## **SOME OF THE KEYS TASKS DURING PERIODS OF WORK**

### **Key Task: Complete appropriate documentation as required including the hand-over of care with the day staff**

- complete appropriate documentation eg communication book, daily notes, faxes and incident/accident reports and sign for medication
- all communications are legible and completed on time
- Full verbal handover

### **Key Task: Assist in administering the appropriate medication to Service Users as directed/required**

- maintain an understanding and knowledge of all the medications and their associated side effects
- Service Users receive their correct allocation of medication
- side effects of any medication are appropriately managed
- Keep second on call person informed of PRN requests

## **KEY TASKS RELATED TO BEING ON CALL**

### **Key Task: Ensure a safe environment**

- Respond in emergency and crisis situations with appropriate first aid and/or crisis procedure
- You are responsible on your shift, be familiar and confident with procedures
- Contact second on call Staff/Kaimahi member when required
- Help to maintain a friendly and safe environment for Service Users by taking into account individual recovery plans
- Day Staff/Kaimahi are fully informed as appropriate on issues including client observations
- Role model healthy communication and relationships and boundaries

### **Key Task: Effective team member**

- attend meetings as agreed with Team Manager or Service Manager

- Participate in skill development and training as agreed with Team Manager or Service Manager

# FLOATING RESIDENTIAL SUPPORT WORKER

**REPORTS TO:** Team Manager

**DIRECTION FROM:** Team Manager

## **PRIMARY OBJECTIVE**

- To liaise between different supported accommodation locations relieving Staff/Kaimahi for lunch breaks, and supporting Staff/Kaimahi and Service Users in meeting the objectives of the day.

## **PURPOSE OF POSITION**

- To maintain the level of support offered to Service Users during the week.
- To provide general support for Service Users, this can include mental health support, recovery support, and problem solving and working one on one with clients.

## **SOME OF THE KEY TASKS INVOLVED IN THESE PROCESSES ARE**

### **Key Task: Need awareness**

Individual: Work with the Service Users to establish a therapeutic relationship  
When appropriate, have discussion with the individual to agree on the level of support required  
Use common sense and observation when interacting with the Service Users  
Information sharing with Staff/Kaimahi where appropriate

House: Work with the Service Users in terms of a group house situation  
Listening and acting on house needs in liaison with others as appropriate  
Observation and common sense in regards to house needs and environment

### **Key Task: Apply positive Conflict resolution and support**

Individual: Appropriate information sharing  
Information sharing with Staff/Kaimahi as appropriate

House: Staff/Kaimahi training will be given in positive resolution of conflict  
Staff/Kaimahi to be aware of promoting positive relationships in the house

### **Key Task: Awareness of individuals level of health**

Individual: Observation, discussion with the individual.  
Recording of appropriate information in the individuals file  
Safety and diligence regarding medication  
Awareness of individual's medication

Know how to intervene where necessary in appropriate manner for each individual – previous training and experience  
Giving out of medication as required. Be safe and diligent. Know individuals medication.

**Key Task : Give support in Community Living Tasks**

House: Support in practical life skills such as budgeting and cooking. Assist at appropriate level.  
Provide assistance and knowledge to empower people in self-care in liaison with appropriate staff  
Assist in the organisation and smooth running of the house tasks  
Be responsible for maintaining health and safety standards.

**Key Task: Access support from other Staff/Kaimahi regarding best approach**

- Seeking peer support where necessary
- Attend regular meetings
- Attend to ongoing training needs
- Development of own awareness of stress levels and take appropriate coping measures

**Key Task : Effective in a team**

- Fulfil requirements and maintain all documentation pertaining to individual and house support
- Act in an emergency situation and dispense first aid and/or crisis procedures

# RECREATION COORDINATOR

**POSITION:** Recreation Coordinator

**ACCOUNTABILITY TO:** Service Manager

**DIRECTION FROM:** Team Manager

## **Primary objective:**

To provide positive life experience for Service Users of Arahura.  
To maintain personal safety and boundaries for people.

## **Keytask: Provide life experience**

- Through weekly events
- On the same day each week if possible

## **Keytask: Establish a calendar of events**

- Contact and record providers of life experience opportunities
- Liaison with Service Users regarding areas of interest

## **Keytask: Liaison with Service Users**

- Be aware of resident choice of activities preferred

## **Keytask: Liaison with staff**

- Attend one morning meeting per week
- Be aware of individuals (resident) levels of ability  
.....what your movements are.....!!!!

## **Keytask: Liaison with Service Manager**

- Meet weekly regarding budget and upcoming events.....!!!!
- Monthly supervision

## **Keytask: Record usage of recreation service**

- Create and maintain a record of people who use the service
- Acknowledge positive and negative use of service

## **Keytask: administration**

Return Receipts on a weekly basis for reimbursement  
Receipts not to exceed \$50 in any one week

# **LAWN MAINTENANCE TEAM LEADER**

## **OBJECTIVE OF THE POSITION:**

- 1) To operate a transitional employment programme through the Lawn Maintenance Business Unit.
- 2) To maintain neat and tidy outdoor areas at the properties throughout Arahura Trust.

## **EXPECTATIONS**

- 1) To train a team who will work as the Lawn Maintenance Unit
- 2) To demonstrate and train others in safe work habits and practice
- 3) To be reliable and good at time keeping
- 4) To care for, and maintain, work related equipment
- 5) To cut grass, trim edges etc conduct work relevant to training the team and completing the task
- 6) To keep a record of work done and materials used so administration can pay wages and fund expenses
- 7) To record and maintain a journal in terms of training progress relative to work competencies.
- 8) To manage the workload of the team, by way of scheduling, and assisting in securing a base amount of work for the unit

## **COMPETENCIES**

- 1) Leadership, ability to motivate and train others
- 2) Good verbal communication skills, with the team, with Arahura staff, with customers
- 3) Good written skills, in terms of reporting and recording progress
- 4) High regard for safety in terms of using equipment
- 5) Physical fitness and mechanical skills relevant to usage and care of equipment
- 6) An appreciation that the Lawn Maintenance Unit seeks to create a real work situation for mental health consumers to build the skills and competencies which will enable a transition to a permanent position.