

Receptionist/Office Coordinator
Waitakere Youth Transition Services

Youth Horizons
Position Description

Position Purpose

Youth Horizons is a non-profit organisation providing evidence based sustainable solutions for family and young people who are at risk of poor outcomes due to complex behavioural and/or mental health needs.

The organisation provides a range of interventions in residential and FosterCare settings, and intensive clinical support services in the community for adolescents and children with severe behavioural problems and/or mental health issues.

Youth Horizons also provides preventative and proactive approaches to families and young people where social or demographic indicators put them at risk of poor outcomes, which includes the children developing behavioural/mental health problems and youth making transition to adulthood.

This position of Receptionist/Office Administrator will work closely aligned to assisting the Waitakere Youth Transition Services Programme Manager, and will be responsible for the day-to-day operational functions of the Waitakere Youth Transition Services Resource Centre and office, and provision of administrative links between National Office, Auckland Office (local staff and programme managers), WYTS Programme Manager and Youth Horizons Head Office.

Key Relationships

Reports to	Programme Manager, Waitakere Youth Transition Service
Internal Relationships	YHT Kaumatua & Kuia WYTS Programme Manager Personal Advisors/Kaitohutohu National Operations Manager National Administration and IT Team
External Relationships	Waitakere High Schools Training Providers Other Agencies Waitakere Community Stakeholders Work and Income
Management Responsibility	Nil

Key Result Areas

This job is responsible for the following key result areas and tasks:

- Coordinating the reception functions for the WYTS service to ensure that:
 - Visitors to the organisation are welcomed and received in a warm and culturally appropriate manner
 - A person is always available to answer the telephones during WYTS hours of business
 - Telephone calls and messages are responded to promptly and people are referred to the appropriate person in the organisation or to the person who is best able to provide the assistance being sought.
 - Young people and their families are provided with information and guidance which assists the young person into work, training, further education opportunities or enables them to access other services.
- Manage incoming and outgoing correspondence to and from the organisation, such as postal mail, email and fax.
- Prepare correspondence, memos, letters and reports for the Programme Manager and other staff as required.
- Manage the administrative and purchasing functions of the office such that the Personal Advisors are able to manage their day-to-day duties with a minimum of administrative workload being carried by them.
- Support the Programme Manager with the accounting and payroll systems as required, and ensure these functions are in support of national office systems and maximise the efficiency and financial accountability of the regional services.
- Identify trouble-shooting of the Information Technology systems of the office to ensure its reliable functioning and compliance with national office systems.
- Coordinate the administrative functions related to recruitment, selection and induction of new staff as required by the Programme Manager.
- Ensure the WYTS site complies with Health and Safety requirements.
- Organise functions and meetings as required by the Programme Manager.

- Oversee the office filing and data base system such that filing and data collection takes place on a regular basis, and information is filed as per Youth Horizons standards.
- Ensure that the equipment in the office is maintained in good working order.
- Manage the office Petty Cash.
- Manage the booking of travel and accommodation for staff in the most cost-effective manner.
- Ensure that the Resource Centre and office environment is maintained in a neat, tidy and functional condition and that all relevant career, job and training opportunity information is available and current.
- Ensure all client information is recorded on the database supplied by the Ministry of Social Development for the purpose of compiling reports and managing clients of the Youth Transition Services.
- Any other duties as required by Programme Manager.

Qualification Requirements

The following qualifications are considered important to the effective execution of this role:

- Completion of appropriate office administration, business, computing or related courses.

Knowledge of community resources and how to access information and resources relating to education, employment, housing and health services is desirable.

Experience

Preference will be given to applicants who have experience in the following areas:

- Operating in a Customer service environment.
- Operating in an Office system.
- Management of a busy office environment

- Autonomous decision making and problem-solving in a multifaceted work environment.
- Working with the range of Microsoft Office packages.
- Procuring and replenishing the supplies for the range of usual office functions.
- Administration of accounts, IT and payroll processes.
- Production of reports and documents to a high quality.
- Interfacing with a wide variety of community stakeholders.
- Effectively relating to young people.
- Working collaboratively in a multi-disciplinary team and within a multi-disciplinary framework.
- Working with a range of cultures.
- Knowledge of the labour market.