

# Position Description

## Training Coordinator and Administrator

<b>Reports to</b>	People and Capabilities (P&C) Manager
<b>Team</b>	People and Capabilities (P&C)
<b>Hours</b>	20 hours per week

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

### Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

### Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

## Position Purpose

- Be responsible for coordinating organisational training for Odyssey kaimahi (employees) and supporting the effective functioning of the People and Capabilities team. This includes:
  - Coordinating and administering Odyssey's training programme for new starters, in liaison with the P&C Administrator, and other coordinating other organisational training as required.
  - Supporting HR initiatives and activities and providing cover as required.
- Provide administration support for other organisational events and support the effective and efficient running of the Ngā Wai office as required.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<b>Training administration and coordination</b> <ul style="list-style-type: none"> <li>• Take the lead in coordinating the training programme for new starters with support from the P&amp;C Administrator. This includes:               <ul style="list-style-type: none"> <li>◦ Planning training dates and setting up these in Odyssey's Learning Management System (LMS).</li> <li>◦ Liaising with external training providers regarding dates, information and support required for training delivered to new kaimahi.</li> <li>◦ Liaising with the P&amp;C Administrator regarding the delivery of internally run training for new starters and recording this in LMS.</li> <li>◦ Booking rooms, communicating with participants and arranging catering as required.</li> <li>◦ Communicating with participants and managers, to ensure training is well coordinated, accessible and attendance is optimised.</li> </ul> </li> <li>• Be responsible for the effective day-to-day administration and management of Odyssey's LMS, including providing support to managers and kaimahi in the use the of LMS online and LMS app.</li> <li>• Manage enquiries received through Odyssey's training inbox and respond or signpost to others as required in a timely way.</li> <li>• Assist Ngā Wai based trainers to deliver other organisational training. This includes:               <ul style="list-style-type: none"> <li>◦ Coordinating dates and setting up the training in Odyssey's LMS.</li> <li>◦ Making all practical arrangements, including room bookings and catering arrangements as required.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Training for new starters is accessible, well-coordinated, well-attended and recorded in Odyssey's LMS.</li> <li>• Catering is provided in line with organisational guidelines and is positively received.</li> <li>• Good coordination is achieved with the P&amp;C Administrator with regards to the training programme for new starters.</li> <li>• Trainers express satisfaction with the training administration support provided.</li> <li>• Odyssey's LMS is optimised and users express satisfaction with the support provided.</li> <li>• Trainers/training providers express satisfaction with the assistance provided.</li> <li>• Queries received through the training inbox are managed in a timely and effective manner</li> <li>• Training records are up to date in BambooHR.</li> <li>• Training data and information is available for reporting on request.</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>Ensure training records for kaimahi are kept up to date in Odyssey's HR database (BambooHR), including training certificates.</li> <li>Support feedback and reporting processes for kaimahi training as required.</li> </ul> <p><b>P&amp;C team support</b></p> <ul style="list-style-type: none"> <li>Provide administration support to the P&amp;C Manager and other members of the P&amp;C team as required. This includes:             <ul style="list-style-type: none"> <li>Providing support for specific HR initiatives or HR led training as directed by the P&amp;C Manager.</li> <li>Understanding key HR processes and effectively assisting/providing cover for the P&amp;C Administrator as required e.g. for recruitment, onboarding and offboarding activities.</li> </ul> </li> </ul> <p><b>Office support</b></p> <ul style="list-style-type: none"> <li>In collaboration with the Accounts Payable Administrator and Executive Assistant, help to support the smooth functioning of the Ngā Wai office and with creating a warm and welcoming environment by greeting visitors and helping to keep meeting rooms and communal spaces clean and tidy as appropriate.</li> </ul> <p><b>Organisational events</b></p> <ul style="list-style-type: none"> <li>Assist with the coordination of key Odyssey events such as Odyssey Connect, Matariki, the annual Christmas party and other key events or activities that are celebrated throughout the year e.g. Mental Health Awareness Week, Pink Shirt Day.</li> <li>Support other events or activities that enhance kaimahi wellbeing, in consultation with the P&amp;C Manager and/or GM, ODS.</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Identify and act on any potential risks to self or others, including other kaimahi, visitors or tāngata whai ora (clients) and their whānau (family).</li> <li>Be familiar with and abide by the organisation's health and safety policies and</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback is received from line manager, colleagues and GM OSD.</li> <li>Appropriate and timely HR support is provided.</li> </ul> <ul style="list-style-type: none"> <li>Resources, meeting rooms and storage areas are maintained/ kept tidy.</li> <li>Ngā wai staff and managers express satisfaction with the operation of the Ngā office.</li> </ul> <ul style="list-style-type: none"> <li>Managers and colleagues express satisfaction with the organisational support provide.</li> <li>Organisational events are well organised, run smoothly and are well received.</li> </ul> <ul style="list-style-type: none"> <li>Risks (including Health and Safety, compliance and maintenance) are identified and reported.</li> <li>Plans are put in place to resolve and/or mitigate potential problems as required</li> <li>Issues are escalated to relevant manager as required.</li> </ul>

Area of Responsibility	Performance Measures
<p>reporting procedures, ensuring others do the same as required.</p> <ul style="list-style-type: none"> <li>Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>Be proactive in own professional development.</li> <li>Attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>Work cooperatively with colleagues and contribute actively to team meetings.</li> <li>Carry out any other duties that may be delegated by the Manager, P&amp;C, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant.</li> <li>Follows correct protocols when using safety equipment.</li> <li>Workplace hazards are identified, and plans are put in place to reduce /eliminate these or the matter is escalated to the relevant authority.</li> <li>Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of role.</li> <li>Has an individual development plan which is implemented.</li> <li>Attends organisational training required for role.</li> <li>Regular attendance at team meetings and makes useful contributions.</li> <li>Work is undertaken and completed.</li> <li>Commitment and flexibility are demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>P&amp;C Manager and team</li> <li>GM Organisational Development and Support (ODS), and team</li> <li>Service Improvement Lead and team</li> <li>Operations and Clinical Managers</li> <li>Executive Assistant / Board Secretary</li> <li>Accounts Payable Administrator</li> <li>Other administrative roles within Odyssey</li> <li>Executive Leadership Team</li> <li>Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>Training providers</li> <li>Suppliers and other providers</li> <li>Visitors</li> <li>Other external stakeholders</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- At least two year's relevant administration experience, including training coordination experience
- Minimum NCEA (level 3) in English and maths (merit or excellence ratings preferred)
- Demonstrated knowledge and expertise in using Microsoft suite applications
- Experience of using relational databases (preferably for training purposes)
- An interest in Odyssey and its activities
- Knowledge of Te Tiriti o Waitangi and an interest in tikanga Māori (culture and customs)
- Proven expertise in Microsoft Office applications
- Experience working within social services or the health, mental health and/or addictions sector is preferred
- A relevant training or administration qualification is desirable
- Full New Zealand Drivers Licence is preferred

### Skills and Abilities

- Able to establish and maintain effective relationships with a range of people
- Strong interpersonal and communication skills (written and verbal)
- Strong organisational and time management skills
- A good eye for detail
- Strong IT, data entry and typing skills
- Able to work under pressure and complete work to a good standard
- Proactive, flexible, adaptable, and able to work with limited supervision
- Culturally sensitive and rainbow diversity aware
- High regard for confidentiality, including kaimahi information
- Fluency in English
- Able to acknowledge own limitations and be proactive with own self-development

## Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity.
<b>Pono   Honesty</b>	Transparency and openness underpins all actions.
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals.
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others.
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.

## ‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that employees will be proactive in developing and demonstrating these skills.

Skill	Description
<b>Working with people experiencing mental health and addictions</b>	Is supportive of kaimahi and tāngata whai ora with mental health and addiction needs, focusing on their strengths.
<b>Working with Māori</b>	Contributes to oranga and whānau ora for kaimahi Māori and tāngata whai ora Māori with mental health and addiction needs.
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information and support, including children.
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities.
<b>Challenging discrimination</b>	Challenges discrimination and provides/promotes a valued place for kaimahi and tāngata whai ora with mental health and addiction needs.
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role.
<b>Maintaining professional and personal development</b>	Participates in life-long learning, and personal and professional development, reflecting on and seeking ways to improve self/ team/service.