



POSITION DESCRIPTION

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| Position | Administrator |
| Employment Basis | Permanent, 30 hours per week |
| Location | NZAF Āwhina Centre, 187 Willis St, Wellington |
| Reporting to | Assistant Services and Outreach Manager |
| Team Purpose | <p>The NZAF Services and Outreach Team contributes to NZAF's work in the areas of developing individual skills, building the strength of communities, and enhancing the capacity of the health workforce to meet the needs of those we serve.</p> <p>The team achieves this through the provision of HIV and STI testing and support, counselling services, peer-led group programmes and education. We deliver programmes and services from our three offices and we also partner with likeminded organisations to maximise the impact of our work.</p> |
| Direct Reports | N/A |
| Key Internal Relationships | <ul style="list-style-type: none">• Services and Outreach Manager and Assistant Manager• Services and Outreach Team• Marketing, Communications and Fundraising Team• NZAF Management Team |
| Key External Relationships | <p>Key organisations and individuals relevant to NZAFs goals in the areas of service and outreach. This includes:</p> <ul style="list-style-type: none">• DHB sexual health and infectious diseases services, GPs and primary care providers• Gay community venue owners and groups• Other organisations, individuals or groups working to improve HIV, sexual health or rainbow health• Communities affected by HIV, especially gay, bisexual and other men who have sex with men (GBM) and people living with HIV (PLHIV) |
| Role Purpose | <p>The Administrator will:</p> <ul style="list-style-type: none">• Provide a welcoming entry for clients into NZAF services whether in-person or via phone/email; respond to and direct client queries.• Provide general office support to assist the smooth running of the NZAF Āwhina Centre.• Provide administration support to service staff |

Who we are

The New Zealand AIDS Foundation (NZAF) has been at the forefront of the community response to HIV in Aotearoa for more than 30 years, a history we're very proud of.

With the same passion and commitment as those who came before us, we are working hard to prevent HIV transmission, reduce stigma and maximise the wellbeing of those most affected.

Through our community engagement, behaviour-change marketing campaigns, and testing and therapeutic support services, we reach people across the country.

As a registered charity, our work is made possible through funding from the Ministry of Health, passionate trust foundations and donations from like-minded individuals who share our vision. Together, we are working towards an Aotearoa with zero HIV transmissions where people living with or affected by HIV flourish.

Key Areas of Responsibility and Ownership**Service Delivery**

- Provide a welcoming environment to clients who use our services and respond appropriately to enquiries via phone and email. This includes answering questions, providing information about NZAF services, directing calls to appropriate staff, or referring to other services as appropriate.
- Schedule appointment availability for online bookings; schedule appointments manually as required following appropriate triage criteria
- Prepare labelling/kits for STI samples and dispatch samples to lab
- Maintain excellent documentation in the services database and protect data in accordance with NZAF data protection guidelines

Administration Support

- Provide general office support, including but not limited to printing, preparation of materials/supplies, data entry, mail, ordering supplies; and support other administrative staff throughout the country as needed.
- Assist with coordinating Service & Outreach team presence at key events e.g. Out in the Park
- Assist with coordinating volunteer activities e.g. condom packing

Self-Development

- Through the NZAF Performance Review process, establish personal/professional development needs/goals that support success in the role of Administrator.
- Maintain familiarity with relevant evidence and best-practise in HIV prevention and health promotion.

Health & safety and Wellbeing

- Proactively support the creation of a positive health and safety culture at NZAF.
- Ensure a clear understanding and knowledge of health and safety policies and procedures.
- Ensure a clear understanding of the hazards and control measures associated with daily operations at NZAF.
- Contribute to a positive and inclusive work environment, one that respects each other and values diversity.

Any other reasonable task which is consistent with the overall purpose of the position.

| Skills, Experience & Qualifications. | |
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| Essential | <ul style="list-style-type: none"> • Experience in customer service with a strong client-centred approach • Sense of ownership and understanding of how performance can impact others • Experience using a CRM database • Experience working with, understanding of, or commitment to, gay and bisexual men • Ability to work and communicate effectively with the diverse groups impacted by HIV in New Zealand. • Ability to consistently adhere to the principles of confidentiality and ethical practice within a health setting. • High level of attention to detail regarding entering client data or creating database records • Self-motivated and able equally as effectively in a team environment or independently. • Ability to prioritise work effectively, manage changing and conflicting demands and expectations. • Professional approach to sexuality and sexual issues. |
| Preferred | <ul style="list-style-type: none"> • Knowledge of HIV, sexual health issues and specific health issues facing men who have sex with men in New Zealand • Lived experience in one or more of NZAF's priority populations (men who have sex with men, people living with HIV, Māori, people from high HIV prevalence countries) • Previous experience in HIV prevention work • Knowledge and/or experience of the not-for-profit sector |
| Technical / Practical | <ul style="list-style-type: none"> • Ability to work flexible hours including nights and weekends • Understanding and ability to manage personal/professional boundaries. • Excellent oral and written skills in English. • Excellent computer skills including Microsoft Office programmes • New Zealand full driver's license |
| Cultural Responsiveness | <p>We welcome applications from prospective employees who already have some knowledge of Tikanga Māori and Te Reo Māori. It is essential that all employees demonstrate willingness to learning in these areas.</p> |
| Qualifications | <p>Technical training or qualification in at least one of: Administration or Customer Service/Support</p> <p>Equivalent work experience may be considered in lieu of a qualification.</p> |