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| **REPORTS TO** | Service Manager – Disability Community |
| **DIRECT REPORTS** | Nil |
| **DELEGATIONS** | In accordance with current delegations’ policy |
| **SALARY BAND** | $48,880.00 - $62,000.00 |
| **HOURS OF WORK**  | 80 hours per fortnight |
| **LOCATION** | Te Puna Rau Aroha Facility - Levin |
| **ROLE PURPOSE** | The purpose of the Te Puna Rau Aroha – Facility Attendant role is to oversee the daily operations of the Te Puna Rau Aroha Community Hub. This includes coordinating the public and internal service user use of the interactive sensory room, spa pool, and other activity areas. This role also is responsible for the receptionist duties of the community hub and ensuring the community hub is clean and ready for use by adhering to and executing the community hub cleaning schedules. The Facility attendant role will also be responsible in assisting with activities and providing excellent customer service to ensure a smooth and positive person- centred experience for all facility users. |
| Business Group Purpose | The Te Puna Rau Aroha facility is a purpose-built Community Hub located in the Horowhenua region.Te Puna Rau Aroha offers various services to the public and MASH Trust service users, including an interactive Sensory Room and Therapeutic Spa. A booking system manages appointments and walk-ins for these services. Additionally, private spaces such as the Audio/Visual Room, Whanau/Breakout Room, and Training Room are available for booking by both the public and MASH Trust service users.Te Puna Rau Aroha will also provide a workplace for our MASH Trust service teams. This includes our Vocational Service, Disability Residential, Rosters and Operations, and Registered Nurses located in the Horowhenua region. |

ROLE RESPONSIBILITIES

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| KEY RESPONSIBILITIES | SUMMARY OF TASKS |
| Reception: | * Greet and assist visitors, answer phone calls, and respond to emails professionally.
* Assist facility users in using the facilities, providing guidance and support when necessary.
* Manage payments and ensure accurate invoicing for services. Balance cash daily, reconcile, and bank weekly.
* Maintain accurate records of bookings, client information, and maintenance requests.
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| Facility Coordination: | * Handle reservations, cancellations, and inquiries related to facility use.
* Schedule and manage bookings for the Sensory Room, Spa Pool, and other facility areas as needed.
* Prepare and set up all areas based on the specific requirements of each booking.
* Handle opening and closing duties for Te Puna Rau Aroha, including the Reception, Sensory Room, and Spa.
* Manage the facility key register.
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| Customer Service: | * Provide excellent customer service to all facility users, promptly addressing any concerns or issues.
* Assist with facility offerings, activities, equipment, and amenities to ensure a safe and enjoyable experience for all users.
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| **Te Tiriti O Waitangi:**  | * Honour the Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership.
* Build reciprocal relationships and partnerships with Māori.
* Support the delivery of equitable access and outcomes for Māori and their whanau.
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| **Facility User Experience** | * Provide safe assistance to facility users, in line with MASH policies, values, and legal/ethical guidelines.
* Understand facility users' needs and use available information to make informed, person-centred decisions.
* Create and support opportunities for all facility users to engage in leisure, sports, recreational, and community activities at Te Puna Rau Aroha.
* Assist facility users in activities that promote daily living skills, such as meal preparation, leading activities, and encouraging group learning.
* Notify the Service Manager – Disability Community of any safety or wellbeing concerns regarding facility users.
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| **Health & Safety Management:**  | * Ensure compliance with all health and safety regulations, as well as MASH Trust policies and procedures.
* Monitor and enforce facility rules to maintain a safe environment for all facility users.
* Identify and report any hazards at the Te Puna Rau Aroha Facility.
* Ensure all facility users sign in and out and are informed about the facility’s hazard register.
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| **Cleaning & Maintenance:** | * Develop, follow, and execute cleaning schedules to ensure the facility, Sensory Room, and Spa are spotless and ready for use.
* Perform regular inspections of the facility to identify and report any maintenance needs.
* Report required maintenance scheduling through the portal to the Service Manager - Disability Community.

Service, clean, and maintain the Spa Pool in accordance with aquatic facility requirements. |
| **Documentation:** | * Ensure all information is accurately recorded and required reports are completed and submitted as required.
* Check and complete financial records daily, ensuring accuracy and neatness.
* Balance cash daily, complete cash reconciliation, and ensure weekly banking is completed accurately and on time.
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| **Medication:** | * Assist with storing medication for facility users on site if required.
* Ensure that the storing of controlled medication is properly documented on site.
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| **Additional Responsibilities:** | * Perform any other tasks or duties as reasonably requested by the line manager. Demonstrate flexibility and adaptability to meet the evolving needs of the facility and ensure smooth operations.
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Required Position Competencies:

Job Specific Knowledge and Skills:

* Strong organizational skills with the ability to manage multiple tasks and priorities effectively.
* Excellent communication and interpersonal skills.
* Proficient in Microsoft Office Suite, point of sales systems and facility management software.
* Basic knowledge of cleaning practices and maintenance procedures.
* Ability to handle sensitive information with confidentiality.
* Well organised and disciplined.
* Have excellent verbal and written communication skills.
* The ability to work under pressure.
* Excellent attention to detail.
* Teamwork
* Enthusiastic, self-motivated and results orientated.
* Ability to handle payments and record transactions accurately
* Previous experience and knowledge of aquatic facilities is desirable

Job specific experience:

* Experience in facility coordination, administrative roles, or customer service.
* Demonstrated ability to align operational practices and decision-making with the organisation's mission and goals.
* Demonstrated ability to uphold tikanga and Te Tiriti o Waitangi principles.
* Knowledge and understanding of the needs of people with disabilities and an empathy for the communities in which MASH operates.
* Proven ability to take ownership and accountability for managing and executing your own responsibilities effectively.
* Demonstrated ability to build strong customer rapport and provide high quality service.

Qualifications and other requirements:

* Facility Coordination experience.
* Knowledge, understanding and empathy for the disability community
* Current, Full NZ Drivers Licence.
* Current first aid certificate (Training Provided)
* Current MAPA qualification (Training Provided)
* Ability to operate POS systems and Booking systems

Relationship building skills:

* Able to build rapport with people from a variety of backgrounds. Strong relationship building skills

# AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

Employee Date

Manager Date