



Health and Disability Commissioner Te Toihau Hauora Hauātanga

Position Description

<u>POSITION:</u>	Official Information Act Assistant
<u>DEPARTMENT:</u>	Legal
<u>REPORTS TO:</u>	OIA Team Leader

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner (HDC) is required to promote and protect the rights of health and disability services consumers and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The primary purpose of the Official Information Act (OIA) Assistant is to assist the OIA Team Leader to respond to OIA and Privacy Act requests. The OIA assistant also provides some administrative support to the Associate Commissioner, Legal and the Legal Team.

He aha tāu e mahi ana | What you'll be doing

The OIA Assistant is a support role to the OIA Team Leader, Associate Commissioner, Legal and Legal Team. You will be a self-starter with excellent people and administrative skills and the ability to undertake a variety of responsibilities and duties, including but not limited to:

Official Information Request duties

- Working closely with the OIA Team Leader to coordinate and respond to the full range of OIA and Privacy Act queries, and to ensure that the correct processes are followed.
- Communicating effectively with the OIA Team Leader, Legal Team, HDC staff, external stakeholder and members of the public to effectively manage information requests.
- Coordinating HDC's response to information requests under the OIA and Privacy Act, including logging, tracking, considering, and documenting allocated requests.
- Reviewing information, often confidential or sensitive information, and assessing it to determine what can be released and what withheld.

Other administrative and support duties

- Maintaining electronic and hard-copy records of incoming pieces of work for the Legal Team, including managing historical records of completed tasks/advice
- Researching, collating, analysing, and summarising data for regular reporting and as required
- Preparing presentations and other materials required for meetings
- Word-processing, photocopying, filing, binding, and other clerical duties as required
- Identifying and reporting any urgent work-flow issues to the appropriate level of attention
- Preparing and sending outgoing correspondence by way of email, post, and courier packages
- Providing secretarial assistance and administrative support in times of short-term illness, leave, or when there is overflow from extra work demands
- Contributing to Legal Team quality improvement processes and practices
- Maintaining worklogs, electronic and hardcopy files, and records

The OIA Assistant may also carry out such other duties, not listed above, as the Associate Commissioner, Legal may require from time to time.

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful

The ideal OIA Assistant will be a self-managing, resourceful, confident, and highly efficient individual who has the ability to carry out delegated tasks and projects independently. The OIA Assistant should show initiative in identifying improvements and/or potential risks and produce and articulate practical options. Strong organisational and time management skills are essential, as are strong communication and interpersonal skills and a willingness to 'pitch in'.

You will need:

- Excellent analytical skills and sound judgement
- Attention to detail
- A proactive, flexible, and team-oriented approach
- Exceptional organisational skills and analytical abilities with an innovative approach to problem solving
- High standards of accuracy and attention to detail
- Ability to respect confidentiality and use sound judgement, and a commitment to customer service

- Time management skills and the ability to multi-task and prioritise work, as well as manage deadlines
- Ability to take and accept direction and feedback, and to work in a co-operative manner
- Proficiency in producing logically presented and clearly written material using the Microsoft Office suite
- Ability to quickly establish and maintain working relationships with a wide variety of people
- Understanding of the purpose and requirements of the OIA and Privacy Act
- Ability to communicate clearly and effectively with people from a wide cross-section of the community, including professional, administrative and consumer groups, people from non-English-speaking backgrounds, and people with disabilities
- An understanding of government, the health and disability sectors, and the various stakeholders
- An understanding of the social and religious beliefs and values of different cultural and ethnic groups in New Zealand, and the principles of the Treaty of Waitangi and the aims and aspirations of Māori

Te aronga o te ratonga tūmatanui | Public service purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop.