



**Our Vision:** People who experience mental illness and addictions living well.

**Our Mission:** To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

**Job Description**

**Title:** Document Controller  
**Location:** Tiaki Whānau Whānui, 334 Lincoln Road, Addington, Christchurch  
**Reports to:** Quality & Risk Manager (QRM)

**Main Purpose of Position:**

To administer a controlled and centralised system for the creation and review of all Comcare documents.

**Functional Relationships:**

Internal	External
Business Support Administration team	External IT Provider
Comcare ICT team	External Contractors
Senior Management Team	Government Agencies
Team Leaders	
Comcare Employees	

**Authorities:** As per Delegations Policy

Functions	Key Responsibilities
Document Control – delivering the Document Control Improvement Project Plan (DCIP)	<ul style="list-style-type: none"> <li>Assist the QRM in delivering the activities associated with the DCIP.</li> <li>Manage a document stocktake.</li> <li>Lead processes for the development and review of controlled documents.</li> <li>Develop a style guide for all Comcare documents.</li> <li>Develop a suite of controlled document templates.</li> </ul>
Policies & Procedures – Review of all policies	<ul style="list-style-type: none"> <li>Revise and strengthen the process for creating and reviewing Comcare’s Policies &amp; Procedures and associated documents.</li> <li>Develop and manage a schedule for the review of Policies &amp; Procedures that ensures they are continuously reviewed to keep them current.</li> <li>Ensure all staff have access to the most up to date Policies &amp; Procedures and associated documents.</li> </ul>



Functions	Key Responsibilities
Improving access and use of documents	<ul style="list-style-type: none"> <li>• Assist the QRM in identifying opportunities to improve access and functionality of documents.</li> <li>• Assist in developing new documents on various platforms that enhance the user experience.</li> </ul>
Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Develop approaches for ensuring that mana whenua and tangata whai ora are involved in the creation and review of Comcare policies.</li> <li>• Ensure that the principles of Te Tiriti o Waitangi are reflected Comcare policies.</li> </ul>
Enshrining Comcare's values (Uara)	<ul style="list-style-type: none"> <li>• Incorporating Uara into policies, ensuring that the tenor and content reflects Comcare's values.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Establish a communication plan that informs the various stakeholders of the DCIP and its progress.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Timely reporting of any DCIP issues to QRM.</li> <li>• Assist the QRM to produce accurate and timely reports on the progress of the DCIP.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Proactively support and follow our Health and Safety programmes, Policies and Procedures.</li> <li>• Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures.</li> <li>• Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken.</li> <li>• Assess and mitigate and manage risk, including no cultural harm.</li> <li>• Ensure accidents and incidents in the workplace are reported in a timely manner.</li> </ul>
Development	<ul style="list-style-type: none"> <li>• Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position.</li> <li>• Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.</li> </ul>

Anei ā mātou whanonga pono / Our Values



**We Statement**

'We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.'



**We Statement**

'We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.'



**We Statement**

'We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.'



**We Statement**

'We support the mana of each other through respect, collaboration and communication.'



**We Statement**

'We protect and preserve taonga for whānau and generations to follow.'



This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.

### Person Specification

#### Qualifications/Background:

- School Certificate/NCEA – level two

#### Experience/Knowledge/Skills:

- Use of Microsoft Office 365, particularly SharePoint, Word, Excel, Outlook
- Experience in knowledge management and document management systems or content management systems preferred.
- MS Office Training
- Policy Development
- Project management
- Process mapping.
- Analytical skills
- Understanding of industry terms, policies and processes
- Excellent time management skills
- Excellent verbal and written communication skills
- Attention to detail
- Able to prioritise work
- Flexible and adaptable
- Task orientated
- Full drivers licence
- Filing and organisation skills for document storage
- Well-developed People Skills
- Self-starter, shows initiative
- Ability to organise and run meetings
- Confident
- Tolerant and patient
- Helpful, friendly, and welcoming



**Desirable:**

- A Records & Information or Business Administration qualification will be advantageous but is not essential.
- Understanding of document control systems such as ASITE, BIW or 4projects
- NZQA Computer Certificate
- Certificate in Business Administration
- Workplace First Aid

**Date:** April 2024

**Signed by:**

**Date:**

<b>Employee:</b>		
<b>Employer:</b>		