

	<b>POSITION TITLE</b>	<b>MDU Administration Co-ordinator</b>		
	<b>DIRECTORATE</b>	Support Services	<b>DEPARTMENT</b>	Administration Support Services
	<b>REPORTING TO (operationally)</b>	Manager Health Records and Reception	<b>REPORTING TO (professionally)</b>	Administration Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<p>This role covers the Inpatient Reception in the Hawke's Bay District Health Board (HBDHB)</p> <p>Staff reporting - Nil Direct - Nil Indirect</p>			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>○ To perform a wide range of administrative and office support activities for the Medical Day Unit and the Acute Assessment Unit service to facilitate the efficient operation of both Units.</li> <li>○ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients and other customers.</li> <li>○ To ensure accurate and timely data quality through input into various applications.</li> <li>○ To provide accurate and efficient administration duties associated with the both the Medical Day Unit and Acute Assessment Unit Service and professional frontline reception and support to both external and internal customers.</li> <li>○ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.</li> <li>○ To recognise and support the delivery of the Hawkes Bay Health sector vision.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Reception Duties</b></p> <ul style="list-style-type: none"> <li>○ Meet and greet patients and their families, directing to appropriate floors, units</li> <li>○ All telephone and desk enquiries are answered professionally and expediently</li> <li>○ All patients are referred to clinical staff as required</li> <li>○ Patient data is processed accurately and input into computer systems and patient labels/front sheets available as required (Admissions/Transfers/Discharges).</li> <li>○ Health records are available for every patient presenting to the ward.</li> <li>○ Packeting of notes to be completed in accordance with health records policy and available for coding the next day.</li> <li>○ Incoming mail/faxes/flowers etc are directed to the appropriate recipient.</li> <li>○ Patient waiting room, patient and visitor service areas are monitored and cleaning personnel contacted as required.</li> <li>○ Professional liaison is maintained with all staff/health professionals.</li> </ul> <p><b>Administration Support</b></p> <ul style="list-style-type: none"> <li>○ General clerical duties including photocopying, faxing, emailing and mailing are completed as required</li> <li>○ Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM for ordering</li> <li>○ All filing is kept up to date</li> <li>○ Ensure all discarded DHB documents are disposed of in the docu-shred security bins</li> <li>○ Actively support and assist all co-workers with a quality administrative service</li> <li>○ Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc.</li> <li>○ Receiving and processing referrals to the Unit and booking into clinics as required</li> <li>○ Check in/ Outcome and or Admit / transfer / discharge patients</li> <li>○ Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc.</li> <li>○ Recognising limitations of own knowledge/experience and seeking assistance as appropriate</li> <li>○ Identifying quality issues and implementing new quality strategies in consultation with clinical staff</li> </ul>			

	<p><b>Data Entry</b></p> <ul style="list-style-type: none"> <li>○ All data captured in ECA (Inpatient/Outpatient) and Trendcare is accurate and timely.</li> </ul> <p><b>Health Records Management</b></p> <ul style="list-style-type: none"> <li>○ Admission notes are prepared for patients with inclusion of all relevant information.</li> <li>○ Patient notes are requested as and when required by health professionals.</li> <li>○ All documentation is filed correctly into patient's health records.</li> <li>○ All patient records are in order and prepared promptly for coding upon patient discharge.</li> <li>○ All patient records, together with current admission, are tracked and returned to Health Records within the agreed time frame.</li> <li>○ Efficient utilisation of tracking system, i.e. ensure all records are tracked into individual units and out to their forward destination.</li> <li>○ Ensure all discarded DHB documents are disposed of by shredding or placed in security bins for uplifting and disposal.</li> <li>○ Ensure patient information is kept confidential.</li> <li>○ Photocopying/faxing as required.</li> </ul> <p><b>Word Processing</b></p> <ul style="list-style-type: none"> <li>○ Dictaphone/Winscribe typing is undertaken within agreed timeframe and work produced is accurate and well presented.</li> <li>○ Minutes of meetings are recorded accurately and available in a timely fashion.</li> <li>○ Typing of letters, agendas, rosters, protocols, presentations and any other typing is produced accurately and well presented.</li> </ul> <p><b>Professional Standards</b></p> <ul style="list-style-type: none"> <li>○ Professional standards are met.</li> <li>○ The risk of harm to consumers, staff and others is minimised.</li> <li>○ Customers have confidence in the employee's standard of delivery of care.</li> <li>○ HB DHB's Privacy/Confidentiality Code is respected and practised.</li> <li>○ An understanding of, and commitment to, biculturalism.</li> <li>○ Practice and service delivery demonstrates knowledge, respect and sensitivity to cultural expectations, lifestyle, spiritual beliefs and choices of others.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>○ Open and responsive to customer needs.</li> <li>○ Demonstrate an understanding of continuous quality improvement.</li> </ul>
<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<p><b>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</b></p> <ul style="list-style-type: none"> <li>○ Not to do anything that puts your own H&amp;S at risk</li> <li>○ Not to do anything that puts others H&amp;S at risk</li> <li>○ To follow all health and safety policies and procedures</li> <li>○ To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>

DELEGATION AND DECISION	N/A
HOURS OF WORK	80 per fortnight
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHBS/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA) Step 8-13 according to qualifications and experience pro rata for hours worked.
DATE	April 2022
EXPENDITURE & BUDGET ACCOUNTABILITY	○ N/A
SCOPE & COMPLEXITY	○ To provide a professional frontline reception and administration service to both external and internal customers

## ESSENTIAL CRITERIA

### Qualifications

- NCEA Level 2 or relevant qualification is favourable but not a requirement.

### Experience

**Values & Behaviours:** Shows commitment to, and demonstrates the behaviours of the health sector:

#### He kauanuanu

Showing respect for each other, our staff, patients and consumers – **this means I actively seek to understand what matters to you.**

#### Ākina

Continuously improving everything we do – **this means that I actively seek to improve my service.**

#### Rāranga te tira

Working together in partnership across the community – **this means I will work with you and your whanau on what matters to you.**

#### Tauwhiro

Delivering high quality care to patients and consumers – **this means I show empathy and treat you with care, compassion and dignity**

- High level of customer service, with an appreciation for the needs of the customers of HBDHB.
- A focus on delivering exceptional customer service.
- Work in partnership with peers.
- Model an effective partnering style within the Health Records Service, and collaborates with other team and key internal relationships within Health Services.
- Demonstrate and deliver results.
- Value people and their contributions and respect their differences.
- Model own personal commitment to business changes and continual improvement.
- Adapt process in response to changing objectives and organisational needs.
- Use technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases.
- Use technology to improve business operations and customer service.
- Demonstrate the ability to manage self through excellent prioritising, planning and organisational skills.
- Demonstrate clear, concise and effective interpersonal communication skills in both written and verbal.
- Demonstrate ability to make considered decisions and take action on matters.
- Demonstrate experience in administration.

### Vaccination status for role:

All staff must be vaccinated for Influenza and COVID-19

## DESIRABLE CRITERIA

- Knowledge of the Health Industry is desirable
- Strong service orientation/customer service focus
- Ability to self-direct and work with minimal supervision
- Accountable for own actions
- Find solution to problems
- Able to embrace change and implement changed processes
- Demonstrate a mature approach to working in a sensitive environment
- Sense of humour
- Be well presented



## Our Vision and Values

*Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

**Business / Technical Skills**

- Customer Service Experience
- Computer and data entry experience

**Leadership Competencies**

- N/A

**Key Attributes**

- Effective communication skills
- Positive attitude with problem solving focus

**Effectively Engaging with Māori –**

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member