

Health New Zealand Te Whatu Ora	POSITION TITLE	Te Kuhunga ki te Waiora Admin Co-Ordinator		
	DIRECTORATE	Support Services	DEPARTMENT	Administration Support
	REPORTING TO (operationally)	Team Lead Reception	REPORTING TO (professionally)	Manager Reception & Health Records
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Administration Services in Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting - Nil Direct - Nil Indirect			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ○ To perform a wide range of administrative and office support activities to facilitate the efficient operations of Te Kuhunga ki te Waiora. ○ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients and other customers. ○ To ensure accurate and timely data quality through input into various applications. ○ To provide accurate and efficient administration duties associated within the Unit and professional frontline reception and support to both external and internal customers. ○ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service. ○ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans ○ To recognise and support the delivery of the Hawkes Bay Health sector vision. 			
KEY DELIVERABLES	<p>Reception Duties</p> <ul style="list-style-type: none"> ○ Meet and greet patients and their families, directing to appropriate areas ○ All telephone and desk enquiries are answered professionally and promptly ○ Ensure all data entry is accurate, client demographic details are up to date, GP details are current in ECA ○ Patient labels are available as required ○ Incoming mail and faxes are directed to the appropriate recipient ○ Patient and visitor service areas are monitored and cleaning personnel contacted as required ○ Professional liaison is maintained with all staff and health professionals at all times <p>Administration Duties</p> <ul style="list-style-type: none"> ○ General clerical duties including photocopying, faxing, emailing and mailing are completed as required ○ Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM for ordering ○ All filing is kept up to date ○ Ensure all discarded Health New Zealand Te Whatu Ora documents are disposed of in the docu-shred security bins ○ Actively support and assist all co-workers with a quality administrative service ○ Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc. ○ Admit / transfer / discharge patients ○ Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc. ○ Recognising limitations of own knowledge/experience and seeking assistance as appropriate ○ Identifying quality issues and implementing new quality strategies in consultation with clinical staff <p>Clinic Preparation</p> <ul style="list-style-type: none"> ○ All clinics are prepared appropriately and as per prescribed procedure ○ Ensure any available results/documentation are filed on patient record ○ Liaise with other staff regarding changes to clinic lists ○ All clinic visits are attended on the day of clinic 			

	<ul style="list-style-type: none"> ○ Adherence to Health New Zealand Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights ○ Patient demographic form is printed prior to clinic and checked on arrival ○ Any amendments are updated on ECA promptly <p>Manage Patient Health Records</p> <ul style="list-style-type: none"> ○ Preparing ward for patient admission – white board, charts and door cards ○ Letters, reports and other documentation are filed correctly into patients health records ○ Maintenance of clinical notes ○ Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination ○ All requests for health records are actioned appropriately and tracked accurately ○ Ensure patient information is kept confidential at all times ○ Ensure all discarded Health New Zealand Te Whatu Ora documents are disposed of in the docushred security bins <p>Communication</p> <ul style="list-style-type: none"> ○ A prompt, professional telephone answering service and efficient message service including the use of voicemail, pager, cell phone and email is provided to the deptment. ○ Messages are recorded accurately and promptly related. ○ Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others. ○ Demonstrates a commitment to and an understanding of biculturalism. ○ Adheres to the Hawke’s Bay District Health Board Privacy/Confidentiality Code ○ Demonstrates effective written/oral communication skills <p>Occupational Health & Safety</p> <ul style="list-style-type: none"> ○ Displays commitment through actively supporting all health and safety initiatives ○ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision ○ Ensures own and others safety at all times ○ Complies with policies, procedures and safe systems of work ○ Reports all incidents/accidents, including near misses in a timely fashion ○ Is involved in health and safety through participation and consultation <p>Customer Service</p> <ul style="list-style-type: none"> ○ Open and responsive to customer needs. ○ Demonstrate an understanding of continuous quality improvement. 	
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>Health New Zealand Te Whatu Ora is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ○ Not to do anything that puts your own H&S at risk ○ Not to do anything that puts others H&S at risk ○ To follow all health and safety policies and procedures ○ To follow all reasonable health and safety instructions ○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 	
<p>KEY WORKING RELATIONSHIPS</p>	<p>INTERNAL</p> <ul style="list-style-type: none"> ○ Clinical Nurse Managers ○ Nursing staff & Allied Health Staff ○ Medical Staff ○ Clerical staff ○ Orderly Services ○ Health Records ○ Clinic staff 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ○ Patients & Family ○ Visitors ○ GP’S & other hospitals ○ Ambulance Service

	<ul style="list-style-type: none"> ○ Health New Zealand Te Whatu Ora Management 	
DELEGATION AND DECISION	Nil	
HOURS OF WORK	56 hours per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the PSA National Health Administration Workers Collective Agreement (MECA / SECA) Band 4, according to qualifications and experience pro rata for hours worked	
DATE	Sept 2024	
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil	
SCOPE & COMPLEXITY	Providing administration relief support to Health Services including reception duties as the first point of contact for all areas.	

ESSENTIAL CRITERIA

Qualifications

- Nil

Experience

- Excellent communication skills; ability to communicate with a wide range of people
- Dictaphone typing experience and excellent keyboard skills.
- Ability to initiate and continue conversation.
- Committed to the delivery of a high quality of customer service.
- Culturally aware and sensitive
- Highly motivated and a team player
- Customer focused, responsive to the needs of customers
- Flexibility and ability to work within a changing and developing environment.
- Ability to work within multidisciplinary team.
- Excellent telephone manner
- Able to lift weights of up to 16kg (medical records)

Business / Technical Skills

- Patient Management System or similar database experience.
- Office Suite – Word, Excel, Outlook

Key Attributes

- Proven customer service skills
- 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

Vaccination status for role:

- Vaccinations as per the current employee immunisation policy including annual influenza vaccination

DESIRABLE CRITERIA

Experience

- Experience within the health sector

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.



Our Vision and Values

Te hauora o te Matau-a-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.

RARANGATE 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.