**POSITION TITLE**
Administration Co-ordinator

**DIRECTORATE**
Mental Health & Addiction Services

**DEPARTMENT**
Mental Health & Addiction Services

**REPORTING TO (operationally)**
Administration Team Leader

**REPORTING TO (professionally)**
Administration Manager

**DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS**
This role covers Mental Health & Addiction Service in the Hawke’s Bay District Health Board (HBDHB)

**PURPOSE OF THE POSITION**

- To perform a wide range of administrative and office support activities for the MHAS teams to facilitate the efficient operation of the organisation at either the Napier or Hastings sites.
- To provide an efficient, accurate and timely typing administration service
- Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.
- To ensure accurate and timely data quality through input into various applications.
- To provide accurate and efficient administration duties associated with mental health records, professional frontline reception and administrative 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**

**Word Processing Duties**
- Dictaphone / Winscribe / copy typing is undertaken within agreed timeframe and work produced is accurate and well presented
- Typing of CTO letters, Doctors letters, agendas, protocols, presentations and any other typing is produced accurately and well presented.
- Minutes of meetings are recorded accurately and available in a timely fashion

**Teamwork**
- A positive interactive attitude is displayed
- Support and advice is sought when necessary
- Interaction, both written and oral, with all stakeholders as appropriate
- A professional image is presented to staff and external stakeholders and patients

**Administration Duties**
- General clerical duties including photocopying, faxing emailing and mailing are completed as required
- All filing is keep up to date
- Ensure all discarded DHB documents are disposed of in the docushred security bins for disposal
- Actively support and assist all co-workers with a quality administrative service
- Fill in and cover positions in the administration team as required

**Reception Duties**
- Meet and greet patients and their families, directing to appropriate areas
- All telephone and desk enquiries are answered professionnally and expeditiously
- All patients are referred to clinical staff as required
- 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
- Mental health records are available for every patient presenting to the clinics
- 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

**Patient Health Records**
- Letters, reports and other documentation are filed correctly into patient’s mental health records
- Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination.
- All requests for mental health records are actioned appropriately and tracked accurately
- Ensure patient information is kept confidential at all times
- Ensure all discarded DHB documents are disposed of in the docushred security bins for disposal

**HEALTH & SAFETY RESPONSIBILITIES**
HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:
- 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).
### KEY WORKING RELATIONSHIPS

**INTERNAL**
- Administration Manager
- Administration Team Leader
- Clinical Managers
- Consultants
- Other team members, eg. Clinical staff, Allied Health, Care Associates, Receptionists, Booking Coordinators
- Manager Older Persons, Allied Health & Mental Health Services
- Other Departments eg. Medical Records, Radiology, All HBDHB staff members

**EXTERNAL**
- Patients and their family/whanau
- Health providers outside HBDHB
- Referrers
- General Practitioners
- General Public

### DELEGATION AND DECISION
N/A

### HOURS OF WORK
60 hours per fortnight (Monday to Friday)

### EMPLOYMENT AGREEMENT & SALARY
In accordance with the LNI DHB/PSA Administration / Clerical Multi Employer Collective Agreement (MECA) $44,614 to $48,840 gross per annum according to qualifications and experience pro rata for hours worked.

### DATE
March 2020

### EXPENDITURE & BUDGET ACCOUNTABILITY
N/A

### SCOPE & COMPLEXITY
N/A

### ESSENTIAL CRITERIA

#### Qualifications
N/A

#### Experience
- At least two years administration experience
- High level of customer service

#### Key Attributes
- Positive attitude with problem solving focus
- A focus on delivering exceptional customer service with an appreciation for the needs of the customers of HBDHB.
- 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.
- Adapt process in response to changing objectives and organisational needs.
- Use technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases 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.

#### Effectively Engaging with Māori –
- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

### DESIRABLE CRITERIA

#### Experience
- Knowledge of the Health Industry is desirable

#### Business / Technical Skills
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Dictaphone typing
- Advanced administration skills

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**Our Vision**
Te hauora o te Mātauranga Maua: 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.

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

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

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

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