

 <b>HAWKE'S BAY</b> District Health Board Whakawāteatia	<b>POSITION TITLE</b>	<b>Administration Coordinator</b>		
	<b>DIRECTORATE</b>	Operations	<b>DEPARTMENT</b>	Secretarial Service
	<b>REPORTING TO (operationally)</b>	Manager, Secretarial Services	<b>REPORTING TO (professionally)</b>	Manager, Secretarial Services
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Health of Older Persons office in the Hawke's Bay District Health Board (HBDHB)			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To perform a wide range of administrative and office support activities to facilitate the efficient operation of the Services.</li> <li>Responsible for maintaining home visit appointments/contacts and related patient administration system information</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b><u>Administration Support</u></b></p> <ul style="list-style-type: none"> <li>General clerical duties including photocopying, faxing, emailing and mailing are completed as required.</li> <li>Patient data is processed accurately and inputted into computer systems.</li> <li>Actively support and assist co-workers with a quality administration service.</li> <li>Identify quality issues and implement new quality strategies in consultation with all staff.</li> <li>All telephone and desk enquiries are answered professionally and expediently.</li> <li>Health records are made available promptly when requested.</li> <li>Professional liaison is maintained with all staff/health professionals.</li> <li>Roster maintenance is accurate and distributed appropriately.</li> <li>Minutes for clinical meetings are undertaken.</li> <li>Ensure filing is up to date.</li> </ul> <p><b><u>Process and Book Referrals</u></b></p> <ul style="list-style-type: none"> <li>Receive referrals and scan to the patient management system and booked in a timely manner.</li> <li>Assist with outpatient clinic bookings.</li> <li>Accurate and complete data is entered into the patient management system in a timely manner.</li> <li>Contact patients/families to arrange home visits when requested by a clinical personnel.</li> <li>Maintain centralised system for booking of home visits.</li> <li>Open referral on ECA and complete data entry of all clinical encounters.</li> <li>Maintenance of ECA patient demographics and other contacts.</li> <li>Follow-up appointments made with patients/families/whānau for continued home visits or other DHB services e.g. radiology.</li> </ul> <p><b><u>Word Processing</u></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><u>Health Records Management</u></b></p> <ul style="list-style-type: none"> <li>All documentation is filed correctly into patient's health records.</li> <li>Efficient document tracking, i.e. ensure all draft and authorised documents are tracked to their forward destination.</li> <li>Ensure all discarded HBDHB documents are disposed of by shredding or placed in security bins for uplifting and disposal.</li> <li>Handling of and tracking patient notes in a timely manner ensuring accuracy and confidentiality, in line with current medical record policies and guidelines.</li> </ul> <p><b><u>Professional Standards</u></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><u>Quality Improvement</u></b></p> <ul style="list-style-type: none"> <li>Open and responsive to customer needs.</li> <li>Demonstrate an understanding of and champion's continuous quality improvement.</li> </ul>			

	<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>▪ To undertake any other duties as agreed with the manager as needs may demand. This may include: <ul style="list-style-type: none"> <li>- 'One-off' project work</li> <li>- Review of systems and procedures</li> <li>- Providing information for queries and reports</li> <li>- Review and update desk files on an ongoing basis</li> </ul> </li> <li>▪ To assist other secretarial services staff members, if required and if requested.</li> </ul>	
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>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:</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 other's 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>	
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Clinical Director for Older Persons Health</li> <li>▪ Directorate leadership team</li> <li>▪ Manager, Secretarial Services</li> <li>▪ Consultants</li> <li>▪ Clinical Nurse Managers</li> <li>▪ Booking co-ordinators</li> <li>▪ Reception staff</li> <li>▪ Professional advisors</li> <li>▪ Other secretarial staff</li> <li>▪ Other HBDHB operating units and staff</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Patients and their family/whānau</li> <li>▪ Health providers outside HBDHB</li> <li>▪ General practitioners</li> <li>▪ General public</li> </ul>
<b>DELEGATION AND DECISION</b>	<ul style="list-style-type: none"> <li>▪ Works autonomously with a high degree of independence within the team and problem solves complex issues as they arise.</li> </ul>	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	<p>In accordance with the LNI DHBs/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA) according to qualifications and experience pro rata for hours worked.</p>	
<b>DATE</b>	<p>March 2022</p>	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	<p>N/A</p>	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>▪ Effectively manages time and prioritises workload to ensure administrative functions are completed within the agreed time.</li> <li>▪ This role is responsible for application of policy affecting SMO employment terms and conditions.</li> </ul>	

## ESSENTIAL CRITERIA

### Qualification

- NCEA level 2 or equivalent

### Experience

- 2+ years in a similar role

### Business / Technical Skills

- Demonstrates and delivers results.
- Good data-entry/keyboard skills.
- Excellent skills in the use of the Microsoft Office Suite and other health related databases.
- Uses technology to improve business operations and customer service.
- Experience in developing/maintaining rosters.

### Key Attributes

- Ability and an understanding of organising and prioritisation of workloads.
- Demonstrates the ability to make considered decisions and take action on matters.
- Excellent communication skills, ability to communicate with a wide range of people.
- Can be relied upon to effectively manage highly confidential issues.
- Ability to build effective and positive relationships with key personnel both within and external to the service.
- Self motivated, innovative, flexible and able to work autonomously or as part of a team.
- Works in partnership with peers.
- Pays attention to detail and is accurate with numbers.
- Responsive to ad-hoc requests and adaptable to the changing needs of the Service.

### Effectively Engaging with Māori

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

### Physical requirements for role

- N/A

### Vaccination status for role

Annual influenza vaccination required.

### Covid-19 vaccination mandated

## DESIRABLE CRITERIA

### Experience

- Knowledge of medical terminology.
- Experience working in the health sector.
- Knowledge of ECA or another patient information system.

### Business / Technical Skills

- Understanding of organisational dynamics and ability to work effectively in a multi-layered workplace.



## 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.