

<b>Health New Zealand</b> Te Whatu Ora	<b>POSITION TITLE</b>	<b>Customer Support Agent</b>		
	<b>DIRECTORATE</b>	Data & Digital	<b>DEPARTMENT</b>	Service Hub
	<b>REPORTING TO (operationally)</b>	Service Hub Team Lead	<b>REPORTING TO (professionally)</b>	N/A
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<p>This role is within the Data &amp; Digital Directorate for Health New Zealand   Te Whatu Ora Te Matau a Māui Hawke's Bay. This is a telephone-based position that interacts with internal staff including duty managers, emergency services and members of the general public. This position is the first point of contact for those wanting to contact Health NZ – Hawkes Bay</p> <p style="text-align: center;">- Staff reporting - Nil</p>			
<b>PURPOSE OF THE POSITION</b>	<p>Provide 24/7 service to Hawkes Bay customers.</p> <p>Provide critical management support for internal and civil emergencies as outlined in the Emergency Control plans and as directed by Emergency management (or something similar)</p> <p>Provide first point management of hospital critical alarms and emergency response</p>			
<b>KEY DELIVERABLES</b>	<ul style="list-style-type: none"> <li>• Answer incoming calls in a professional, timely and customer focussed manner within key performance indicators</li> <li>• Monitor and manage critical alarms following documented process</li> <li>• Respond to emergency calls following agreed documented process</li> <li>• Ensure all solutions or new information is documented and captured on the Knowledge Base</li> <li>• Identify and provide detailed information when gaps are identified</li> <li>• Communicate effectively with Security via a radio transmitter</li> <li>• Activate internal emergency processes initiated via the internal emergency line or via instruction from emergency/executive management or as request by manager</li> <li>• Activate civil emergency procedures as instructed by Emergency/Executive Management and as outlined in the Emergency Control plans</li> <li>• Keep accurate records or emergency activations</li> <li>• Provide reports on emergency activations as requested by manager</li> <li>• Complete operational tasks as outlined by the Manager</li> </ul>			
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Health New Zealand - Te Whatu Ora, Te Matau a Māui Hawke's Bay 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 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>			
<b>KEY WORKING RELATIONSHIPS</b>	<b>INTERNAL</b> <ul style="list-style-type: none"> <li>• All Health NZ – Hawkes Bay Staff</li> </ul>		<b>EXTERNAL</b> <ul style="list-style-type: none"> <li>• General Public</li> <li>• External Clinical personnel e.g. GP Practices, other NZ private and public hospitals, NGO's</li> </ul>	

<b>DELEGATION AND DECISION</b>	Nil
<b>HOURS OF WORK</b>	Part Time - rostered shifts between the hours of 6:30pm – 6:30am, and shifts covering 24hrs on weekends
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	Health NZ & PSA Administration Single Employer Collective Agreement (SECA)
<b>DATE</b>	May 2024
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Nil
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"><li>• Provide excellence in customer service</li><li>• Work professionally with all Health NZ – Hawkes Bay staff, general public, external clinical personnel and vendors</li></ul>

## ESSENTIAL CRITERIA

### Qualifications

- NCEA Level 2 or equivalent

### Experience

- Proven customer service skills

### Business / Technical Skills

- Demonstrates an understanding of continuous quality improvement

### Key Attributes

- Self-motivated
- High level of communication skills and an eye for detail
- Positive attitude with problem solving focus
- Communicates effectively by listening and adopting communication style to the situation

### Availability

Willingness and ability to work various shifts, including evenings, weekends, and holidays, if required.

### 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.

### Physical requirements for role:

Health NZ - Hawke's Bay is a fair and equitable employer. As per Health NZ - Hawke's Bay commitment to the National Disability Strategy it will ensure the ongoing support, guidance and tools are provided to support people with disabilities within the workplace.

The role involves extended periods of sitting while operating computer systems and handling calls.

### Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccinations

## DESIRABLE CRITERIA

### Qualifications

- Call Centre NZQA qualifications

### Experience

- Proven customer service experience
- Strong communication and interpersonal
- Commitment to team environment



## 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.