

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Inpatient Transport Administrator		
	DIRECTORATE	Hospital Group	DEPARTMENT	Transport
	REPORTING TO (operationally)	Clinical Nurse Manager Transport	REPORTING TO (professionally)	Clinical Nurse Manager Transport
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers Inpatient Transport for the Hawke's Bay District Health Board (HBDHB). <ul style="list-style-type: none"> Staff reporting - Nil 			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> To provide administration and co-ordination of eligible inpatient travel and accommodation requirements, database input and invoice processing. To work effectively as part of the multidisciplinary team. To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Hospital group To recognise and support the delivery of the Hawke's Bay Health sector vision 			
KEY DELIVERABLES	<p>Administration Support</p> <p>All telephone and desk enquiries are answered professionally and expediently Patient road and air ambulance transfers are booked and coordinated as required</p> <p>Write up and keep records for:</p> <ul style="list-style-type: none"> Ambulance bookings Patients transferred for other DHB's ACC patients transferred MOH patients transferred Patients transferred by other DHB's Import other DHB's patients we transfer into ECA <p>Check and enter invoice details into data base:</p> <ul style="list-style-type: none"> Generate and receipt PCT numbers for invoices in Finance One Prepare invoices for sign off Copy and send to accounts for payment <p>Preparation of weekly reports</p> <ul style="list-style-type: none"> Prepare and send weekly reports to aircraft providers for ACC and MOH transfer Print reports for mission start and end times for transport CNM to fill in then update in the database Send daily reports to ACC Administrator Service Providers Support CNM with providing information for reports In-depth knowledge of all relevant HBDHB and national transport policies and procedures is maintained Ordering medical supplies and office supplies Check community services card numbers for patients that may qualify Find and gather information as to whether patients qualify as an ACC or MOH transfer 			
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB 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 <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>			

KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> Administration Manager, Health Services Reception and Health Records Manager Nurse Consultant Workforce Development Clinical Nurse Managers / Associate Nurse Managers Wider organisational nursing teams Medical Staff Information Services Other team members 	EXTERNAL <ul style="list-style-type: none"> External health providers, St Johns Ambulance service Wellington Free ambulance Training and education providers Regional / other DHB services Health Quality & Safety Commission Skyline Aviation Hawkes Bay Rescue Helicopter
DELEGATION AND DECISION	<ul style="list-style-type: none"> Nil 	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHB/PSA Adminstration / Clerical Multi / Single Employer Collective Agreement according to specific role, qualifications and experience pro rata for hours worked.	
DATE	December 2021	
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> The Transport Administrator will be required to prioritise tasks and negotiate timeframes, as patient acuity dictates Provide support to the Clinical coordinator and Clinical Nurse Manager as required. Ability to mulit task and prioritise competing demands. 	

ESSENTIAL CRITERIA

Qualifications

Nil

Experience

- Computing, excellent keyboard skills
- Data entry
- Knowledge of Invoice management
- Proven customer service skills

Business / Technical Skills

- An understanding of business, commercial and financial principles
- Demonstrates an understanding of continuous quality improvement

Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Attention to detail

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

Physical requirements for role: -

Agility	Able to kneel Able to get 1 knee up on bed Able to squat Able to raise arms above head Able to reach arms out in front
Fitness	Able to walk up 2 flights of stairs without stopping
Strength	Able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination and COVID-19 vaccinations and boosters when required

DESIRABLE CRITERIA

Experience

- Project management
- Dealing with difficult conversations
- Advanced IT skills



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.