

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Medical Secretary/Typist		
	DIRECTORATE	Support Services	DEPARTMENT	Administration, Secretarial Service
	REPORTING TO (operationally)	Manager, Secretarial Services	REPORTING TO (professionally)	Manager, Secretarial Services
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Secretarial Service in the Hawke's Bay District Health Board (HBDHB)			
PURPOSE OF THE POSITION	To provide an efficient, accurate and timely secretarial, administration, word processing, and transcription service to the Senior Medical Staff and specialist nurses of the Orthopaedic Service.			
KEY DELIVERABLES	<p><u>Secretarial Support</u></p> <ul style="list-style-type: none"> ▪ Managing general clerical duties such as mail and photocopying/faxing/scanning of documents ▪ Filing kept up to date and assisting with health record management both paper and electronic ▪ Maintaining privacy of patients records ▪ Delivery of documentation to other areas ▪ Handling phone and email inquiries from patients, relatives, GPs and other external clinicians ▪ Completing expense claims correctly ▪ Co-ordinating medical locum/ student placement for department ▪ Co-ordination of patient referrals/correspondence to/from other DHB's and overseas providers ▪ Maintaining team diaries ▪ Drafting and distribution of monthly timetables ▪ Typing of minutes, agendas, rosters, letters, presentations etc. to be completed as and when required ▪ Actively support and assist all co-workers with a quality administrative service ▪ Telephone and visitor enquiries are responded to promptly, courteously and efficiently. ▪ Provide high quality customer focused approach to all customers in a warm and welcoming manner, and adhering to patient privacy and confidentiality at all times. ▪ All enquiries and requests from HBDHB staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. <p><u>Data Entry</u></p> <ul style="list-style-type: none"> ▪ All data captured is accurate and timely. ▪ Referrals/patient correspondence are entered into PMS on the day they are received <p><u>Health Records Management</u></p> <ul style="list-style-type: none"> ▪ Patient notes are requested when required by staff. ▪ All documentation is filed correctly into patient's health records. ▪ Efficient utilisation of tracking system, i.e. ensure all records are tracked into individual units and out to their forward destination. ▪ Ensure all discarded DHB documents are disposed of by shredding or placed in security bins for uplifting and disposal. ▪ Handling of and tracking patient notes in a timely manner ensuring accuracy and confidentiality, in line with current Medical Record policies and guidelines. <p><u>Word Processing</u></p> <ul style="list-style-type: none"> ▪ Dictaphone/Winscribe typing is undertaken within agreed timeframe and work produced is accurate and well presented. ▪ Minutes of meetings are recorded accurately and available in a timely fashion. ▪ Typing of letters, agendas, rosters, protocols, presentations and any other typing is produced accurately and well presented. <p><u>Professional Standards</u></p> <ul style="list-style-type: none"> ▪ Professional standards are met. ▪ The risk of harm to consumers, staff and others is minimised. ▪ Customers have confidence in the employee's standard of delivery of care. ▪ HB DHB's Privacy/Confidentiality Code is respected and practised. ▪ An understanding of, and commitment to, biculturalism. ▪ Practice and service delivery demonstrates knowledge, respect and sensitivity to cultural expectations, lifestyle, spiritual beliefs and choices of others. <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> ▪ Open and responsive to customer needs. ▪ Demonstrate an understanding of continuous quality improvement. 			

	<p>Other Duties</p> <ul style="list-style-type: none"> ▪ To undertake any other duties as agreed with the Manager as needs may demand. ▪ To be part of the medical secretarial team assisting with cover for other specialties as workloads allow. ▪ To assist other secretarial staff members, if required and if requested. 	
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	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Administration Managers ▪ Team Leaders/CNMs ▪ Consultants, Registrars and Clinical Nurse Specialists ▪ Other team members, eg. Clinical staff, Care Associates, Booking Co-ordinators. ▪ Other Departments eg. Medical Records, Radiology, All HBDHB staff members. 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside HBDHB ▪ Referrers ▪ General Practitioners ▪ General Public
DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Makes decisions within Secretarial team to meet service requirements ▪ Works autonomously with a high degree of independence within the team and problem solve complex issues as they arise. 	
HOURS OF WORK	80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHBs/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA).	
DATE	November 2021	
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Comprehensive understanding of high-level clerical and administration principles. ▪ Can be relied upon to effectively manage highly confidential issues. ▪ Effectively manages time and prioritises workload to ensure typing work is completed within the agreed time. 	

ESSENTIAL CRITERIA

Education

- NCEA level 2 or equivalent

Experience

- 2+ years in a similar role
- Touch typing skills with minimum typing speed 80 WPM
- Dictaphone typing experience

Business / Technical Skills

- Demonstrate and delivers results.
- Excellent understanding of technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases.
- Use technology to improve business operations and customer service.
- Dictaphone typing and excellent keyboard skills.

Key Attributes

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

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

- N/A

Vaccination status for role

Annual influenza vaccination required
Covid-19 vaccination mandated

DESIRABLE CRITERIA

Experience

- Experience in a secretarial role
- Experience working in the health sector.
- Knowledge of ECA or another patient information system.
- Experience with the use of Winscribe (electronic dictation 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.