


| | | | | |
|--|--|---|--|------------------------------------|
|  HAWKE'S BAY District Health Board Whakawāteatia | POSITION TITLE | Outpatient 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 | <p>This role covers the National Travel Assistant outpatient travel for the Hawke's Bay District Health Board (HBDHB)</p> <p>Staff reporting - (Nil) Direct - (Nil) Indirect</p> | | | |
| PURPOSE OF THE POSITION | <ul style="list-style-type: none"> To provide administration and coordination of National Travel Assistance (NTA) eligible out-patient travel and accommodation requirements Entering data and registering clients To work effectively as part of the multidisciplinary team. To assist the IHT Administrator as required by the CNM To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Operations Directorate. | | | |
| KEY DELIVERABLES | <p>Administration of outpatient Transport and Accommodation</p> <ul style="list-style-type: none"> Plan, book and coordinate out-patient travel and accommodation requirements in-line with the NTA Policy Discharging of all in-patient transports are completed for those patients who meet the eligibility criteria Travel documentation completed and forwarded to clinical staff or patient as appropriate MoH registrations are processed and forwarded with required timeframe Invoicing- (including accept, process, photocopy and forwarding with payment) is completed within agreed timeframes In-depth knowledge of all relevant HBDHB and national transport policies and procedures are maintained All issues of significance, and or where clinical/managerial input is required are escalated to manager or delegate immediately Entering data into the Transport data base Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others Data is inputted into the data base Invoices are processed <p>Administration of IHT (Inter hospital transfers)</p> <ul style="list-style-type: none"> Assist when required with organising IHT with booking ambulances, taxis, organising flights, tracking staff and inputting data into the Transport data base. | | | |
| 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"> Patient and family members Clinical Nurse Manager - Transport Associate Clinical Nurse Manager (ACNM), Transport Flight Nurses Clinical staff Duty Nurse Manager (DNM) Health Services Administration staff Inpatient Transport Admin Other DHB Staff | | <p>EXTERNAL</p> <ul style="list-style-type: none"> Families/Whanau/Caregivers Transport providers e.g. Air New Zealand, Hastings Taxis, Super Shuttle Accommodation providers Health providers outside HBDHB MoH NASO | |

| | |
|--|--|
| DELEGATION AND DECISION | Has delegations and authority to manage the day-to-day operational activity of National Travel Assistance (NTA) Policy for the Integrated Operations Centre. |
| EMPLOYMENT AGREEMENT & SALARY | In accordance with the LNI DHB/PSA Administration/Clerical Multi Employer Collective Agreement according to qualifications and experience pro rata for hours worked. |
| DATE | Dec 2021 |
| EXPENDITURE & BUDGET ACCOUNTABILITY | <ul style="list-style-type: none">▪ Nil |
| SCOPE & COMPLEXITY | <ul style="list-style-type: none">▪ Works within a specific transport area within scope of practice specified by CNM▪ Effectively managing time and prioritising workload to ensure work is completed within the agreed time. |

ESSENTIAL CRITERIA

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 you must already be fully vaccinated for COVID-19

DESIRABLE CRITERIA

Experience

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

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.



Our Vision and Values

Te hauora o te Matau-a-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.

RARANGATE 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.