

 <b>HAWKE'S BAY</b> District Health Board Whakawāteatia	<b>POSITION TITLE</b>	<b>Team Administrator</b>		
	<b>DIRECTORATE</b>	Community & Whānau Group	<b>DEPARTMENT</b>	Te Whata Moanarua (Allied Health Therapies)
	<b>REPORTING TO (operationally)</b>	Manager, Te Whata Moanarua	<b>REPORTING TO (professionally)</b>	N/A
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<p>This role covers the Team Administrator role for Te Whata Moanarua Allied Health Therapy Services in the Hawke's Bay District Health Board (HBDHB)</p> <p>Staff reporting - Nil Direct or indirect</p>			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To be responsible for, and provide administrative support for the Te Whata Moanarua (Allied Health Therapies) Service Manager, Team Leaders and therapists.</li> <li>Contribute to the achievement of the Te Whata Moanarua Allied Health Therapies Service</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Te Whata Moanarua Service.</li> <li>To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b><u>Team Administration &amp; Clerical Support</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>Attend to and provide administration support to the team.</li> <li>Administrative systems are established and maintained to ensure the smooth running of the service.</li> <li>Meetings are arranged as instructed and communicated to all necessary parties, including cancellations and rescheduling.</li> <li>Provide support with quality assurance activities &amp; data entry.i.e. audit results</li> <li>Printing, photocopying, scanning and/or faxing are completed as required.</li> <li>All stores ordering (clinical and non-clinical) are completed and stock distributed as required.</li> <li>All filing is kept up to date.</li> <li>Requests for maintenance are made and followed up as and when required.</li> <li>All documentation is filed correctly into staff personal records and personal filing cabinet maintained.</li> <li>New staff personal files are prepared with inclusion of all relevant recruitment and onboarding information and documentation.</li> <li>Concise minute taking and meeting summaries are completed in a timely manner and distributed appropriately</li> <li>Typing is undertaken within agreed timeframe and work produced is accurate and well presented.</li> <li>Privacy of confidential information is maintained</li> <li>Pre-employment recruitment processes including arranging short listing, interview paperwork and room bookings is completed and support given to the leadership team.</li> <li>New staff onboarding paperwork &amp; processes are completed as requested by leaders.</li> <li>Formatting and updating of excel and word documents/tables/spreadsheets/ Policies &amp; Procedures is completed.</li> <li>Digital Enablement requests are followed up and actioned i.e. new staff computer access; new equipment requests; digital moves etc</li> <li>Special work events for the service i.e. retirement lunch; special speaker/guest are planned and coordinated.</li> </ul> <p><b><u>Professional Standards</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>Professional standards are met.</li> <li>Professional liaison is maintained with all staff/health professionals.</li> <li>HB DHB's Privacy/Confidentiality Code is respected and practised.</li> <li>Practice and service delivery demonstrates knowledge, respect and sensitivity to cultural expectations, lifestyle, spiritual beliefs and choices of others.</li> <li>A professional image is presented to both staff and external providers/ clients.</li> </ul>			

	<p><b><u>Communication</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Messages are recorded accurately and promptly relayed.</li> <li>▪ Adhere to the Hawke's Bay District Health Board Privacy / Confidentiality Code.</li> <li>▪ Demonstrates effective and competent written / oral communication skills.</li> <li>▪ Open and responsive to customer needs.</li> </ul> <p><b><u>Teamwork</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ A positive interactive attitude is displayed.</li> <li>▪ Support and advice is sought when necessary.</li> <li>▪ Interaction, both written and oral, with all team members is appropriate.</li> <li>▪ Demonstrate an understanding of continuous quality improvement.</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 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 (You have the right to cease work if you believe that you, or others, are at risk of serious harm).</li> </ul>	
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Te Whata Moanarua Manager</li> <li>▪ Te Whata Moanarua Team Leaders</li> <li>▪ Other team members, eg. clinical staff, assistants, Booking Coordinators and Administrator Coordinators.</li> <li>▪ Other Departments eg. Support services including but not limited to Procurement; Stores; Finance; Digital Enablement; Recruitment; Human Resources and Facilities.</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Patients and their family/whanau</li> <li>▪ Health providers outside HBDHB</li> <li>▪ General Public &amp; Consumers</li> <li>▪ Other agencies</li> </ul>
<b>DELEGATION AND DECISION</b>	N/A	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the PSA Lower North Island District Health Boards Administration Multi Employer Collective Agreement June 2018- June 2021 according to qualifications and experience pro rata for hours worked.	
<b>DATE</b>	May 2022	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>▪ Effectively managing time and prioritising workload to ensure administrative and allocated tasks are completed within an agreed timeframe.</li> <li>▪ Ability to adopt different job assignments and respond to differing requests and directives.</li> <li>▪ Solutions may require devising new methods and/or modifying existing procedures within the established practices.</li> <li>▪ Working with varied disciplines, systems and practices</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- NCEA Level 2 or equivalent

### Experience

- Two or more years' experience in a similar role

### Business / Technical Skills

- Excellent computer skills utilising Microsoft applications; e.g. Excel, Word, Power Point and Outlook.
- Organisational skills essential.
- Excellent communication skills; ability to communicate with a wide range of people. Both written and verbal
- Committed to the delivery of high-quality customer service.
- Highly motivated, team player.
- Able to build effective and positive relationships with key personnel within and external to the service.
- Previous data entry experience.

### Key Attributes

- Demonstrates the Hawkes Bay DHB's core values and behaviours
- Effective communication skills
- Positive attitude with problem solving focus
- Ability to use initiative and work independently
- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly
- Able to see opportunities for improvement of existing services, bring them to attention of operational leaders and lead the implementation of resulting changes.

### 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:

Hawkes bay DHB Physical Requirements and Vaccination Status Guidelines May 2019.

### Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza and COVID vaccination.

## DESIRABLE CRITERIA

### Experience

- Experience working in the health sector.

### Business / Technical Skills

- Knowledge of health & medical terminology.
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills.

# Our shared values and behaviours



## 1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

<b>Welcoming</b>	<ul style="list-style-type: none"> <li>✓ Is polite, welcoming, friendly, smiles, introduce self</li> <li>✓ Acknowledges people, makes eye contact, smiles</li> </ul>	<ul style="list-style-type: none"> <li>✗ Is closed, cold, makes people feel a nuisance</li> <li>✗ Ignore people, doesn't look up, rolls their eyes</li> </ul>
<b>Respectful</b>	<ul style="list-style-type: none"> <li>✓ Values people as individuals; is culturally aware / safe</li> <li>✓ Respects and protects privacy and dignity</li> </ul>	<ul style="list-style-type: none"> <li>✗ Lacks respect or discriminates against people</li> <li>✗ Lacks privacy, gossips, talks behind other people's backs</li> </ul>
<b>Kind</b>	<ul style="list-style-type: none"> <li>✓ Shows kindness, empathy and compassion for others</li> <li>✓ Enhances peoples mana</li> </ul>	<ul style="list-style-type: none"> <li>✗ Is rude, aggressive, shouts, snaps, intimidates, bullies</li> <li>✗ Is abrupt, belittling, or creates stress and anxiety</li> </ul>
<b>Helpful</b>	<ul style="list-style-type: none"> <li>✓ Attentive to people's needs, will go the extra mile</li> <li>✓ Reliable, keeps their promises; advocates for others</li> </ul>	<ul style="list-style-type: none"> <li>✗ Unhelpful, begrudging, lazy, 'not my job' attitude</li> <li>✗ Doesn't keep promises, unresponsive</li> </ul>

## 1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

<b>Positive</b>	<ul style="list-style-type: none"> <li>✓ Has a positive attitude, optimistic, happy</li> <li>✓ Encourages and enables others; looks for solutions</li> </ul>	<ul style="list-style-type: none"> <li>✗ Grumpy, moaning, moody, has a negative attitude</li> <li>✗ Complains but doesn't act to change things</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>✓ Always learning and developing themselves or others</li> <li>✓ Seeks out training and development; 'growth mindset'</li> </ul>	<ul style="list-style-type: none"> <li>✗ Not interested in learning or development; apathy</li> <li>✗ "Fixed mindset, 'that's just how I am', OK with just OK</li> </ul>
<b>Innovating</b>	<ul style="list-style-type: none"> <li>✓ Always looking for better ways to do things</li> <li>✓ Is curious and courageous, embracing change</li> </ul>	<ul style="list-style-type: none"> <li>✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done</li> </ul>
<b>Appreciative</b>	<ul style="list-style-type: none"> <li>✓ Shares and celebrates success and achievements</li> <li>✓ Says 'thank you', recognises people's contributions</li> </ul>	<ul style="list-style-type: none"> <li>✗ Nit picks, criticises, undermines or passes blame</li> <li>✗ Makes people feel undervalued or inadequate</li> </ul>

## 1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

<b>Listens</b>	<ul style="list-style-type: none"> <li>✓ Listens to people, hears and values their views</li> <li>✓ Takes time to answer questions and to clarify</li> </ul>	<ul style="list-style-type: none"> <li>✗ 'Tells', dictates to others and dismisses their views</li> <li>✗ Judgmental, assumes, ignores people's views</li> </ul>
<b>Communicates</b>	<ul style="list-style-type: none"> <li>✓ Explains clearly in ways people can understand</li> <li>✓ Shares information, is open, honest and transparent</li> </ul>	<ul style="list-style-type: none"> <li>✗ Uses language / jargon people don't understand</li> <li>✗ Leaves people in the dark</li> </ul>
<b>Involves</b>	<ul style="list-style-type: none"> <li>✓ Involves colleagues, partners, patients and whanau</li> <li>✓ Trusts people; helps people play an active part</li> </ul>	<ul style="list-style-type: none"> <li>✗ Excludes people, withholds info, micromanages</li> <li>✗ Makes people feel excluded or isolated</li> </ul>
<b>Connects</b>	<ul style="list-style-type: none"> <li>✓ Pro-actively joins up services, teams, communities</li> <li>✓ Builds understanding and teamwork</li> </ul>	<ul style="list-style-type: none"> <li>✗ Promotes or maintains silo-working</li> <li>✗ 'Us and them' attitude, shows favouritism</li> </ul>

## 1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

<b>Professional</b>	<ul style="list-style-type: none"> <li>✓ Calm, patient, reassuring, makes people feel safe</li> <li>✓ Has high standards, takes responsibility, is accountable</li> </ul>	<ul style="list-style-type: none"> <li>✗ Rushes, 'too busy', looks / sounds unprofessional</li> <li>✗ Unrealistic expectations, takes on too much</li> </ul>
<b>Safe</b>	<ul style="list-style-type: none"> <li>✓ Consistently follows agreed safe practice</li> <li>✓ Knows the safest care is supporting people to stay well</li> </ul>	<ul style="list-style-type: none"> <li>✗ Inconsistent practice, slow to follow latest evidence</li> <li>✗ Not thinking about health of our whole community</li> </ul>
<b>Efficient</b>	<ul style="list-style-type: none"> <li>✓ Makes best use of resources and time</li> <li>✓ Respects the value of other people's time, prompt</li> </ul>	<ul style="list-style-type: none"> <li>✗ Not interested in effective user of resources</li> <li>✗ Keeps people waiting unnecessarily, often late</li> </ul>
<b>Speaks up</b>	<ul style="list-style-type: none"> <li>✓ Seeks out, welcomes and give feedback to others</li> <li>✓ Speaks up whenever they have a concern</li> </ul>	<ul style="list-style-type: none"> <li>✗ Rejects feedback from others, give a 'telling off'</li> <li>✗ 'Walks past' safety concerns or poor behaviour</li> </ul>

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