

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Administration Coordinator		
Reports to	Operationally: Clinical Nurse Manager – Community Nursing		
Location	Hawke's Bay Hospital		
Department	Community Nursing		
Direct Reports	Nil	Total FTE	Nil
Budget Size	Opex	N/A	Capex N/A
Delegated Authority	HR	N/A	Finance N/A
Delegated Authority	HR		
Job band (indicative)	Health NZ / PSA National Health Administration Workers Collective Agreement according to qualifications and experience.		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- To perform a wide range of administrative and office support activities for the Community Nursing Service to facilitate the efficient operation of the Service.
- Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients and other customers.
- To ensure accurate and timely data quality through input into various applications.
- To provide accurate and efficient administration duties associated with the Community Nursing Service and professional frontline reception and support to both external and internal customers.
- To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.
- Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans.
- To recognise and support the delivery of the Hawkes Bay Health sector vision.
- To understand and support processes associated with the Ministry of Health Service Specifications and ACC Nursing Contracts.
- To understand the HBDHB patient management systems and other patient management systems used by the Community Nursing Services.

Key Result Area	Expected Outcomes / Performance Indicators
Deliver safe & effective services	<p data-bbox="469 275 715 309">Reception Duties</p> <ul data-bbox="523 313 1374 768" style="list-style-type: none"> • Meet and greet patients and their families, directing to appropriate areas • All telephone and desk enquiries are answered professionally and promptly • Ensure all data entry is timely, accurate, client demographic details are up to date, and GP details are current in ECA • Patient labels are available as required • Incoming mail, electronic referrals and faxes are directed to the appropriate recipient • Patient and visitor service areas are monitored and cleaning personnel contacted as required • Professional liaison is maintained with all staff and health professionals at all times <p data-bbox="469 801 778 835">Administration Duties</p> <ul data-bbox="523 840 1374 1310" style="list-style-type: none"> • General clerical duties including photocopying, faxing, emailing and mailing are completed as required • Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM (or delegate) for ordering • All filing is kept up to date • Ensure all discarded DHB documents and patient information is disposed of in the docu-shred security bins • Actively support and assist all co-workers to maintain a quality administrative service • Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc. • Receiving and processing referrals to the Service as required <p data-bbox="523 1321 866 1355">Clinic Administration</p> <ul data-bbox="523 1359 1374 2051" style="list-style-type: none"> • Creating Outpatient clinics, as required, both new and for the coming year • Coordinating outpatient appointments • Advise patient of outpatient appointment times (letter, phone call, SMS text) • Print clinic lists of booked appointments daily and prn • Outcome outpatient clinic appointments. • Management of DN clinic appointments via outlook calendar • Timely admission / transfer /update of information and discharge of patients as required • Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc. • Recognising limitations of own knowledge/experience and seeking assistance as appropriate • Identifying quality issues and implementing new quality strategies in consultation with clinical staff • Understanding of contracts and service specifications relevant to Community Nursing Services

Support ACC Community Nursing Contract Processes

- Understanding of Community Nursing ACC contract processes and provision of support for staff
- Referrals identified as ACC related are processed into the patient management system
- Assist clinical staff with the processes associated with applying for approval to continue the provision of care
- Collate invoicing documents to ensure all FTF visits are accounted for
- Along with CNM and accounting staff, ensure any unpaid invoices for FTF visits are investigated and invoiced and/or arrange a credit note.
- As necessary liaise with ACC staff through shared secure emails, ACC provider helpline, and directly with case managers.
- Along with CNM, update processes when the contract is renewed / updated.
- Assist with orientation of new administration /clinical staff (ACC documentation and processes)

Manage Patient Health Records

- Management and entering referrals into HBDHB patient management system
- Management of electronic primary care referrals
- Preparing patient files
- Letters, reports and other documentation are filed correctly into patients health records
- Maintenance of clinical notes
- Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination
- All requests for health records are actioned appropriately and tracked accurately
- Ensure patient information is kept confidential at all times
- **Word Processing**
- Dictaphone/Dragon 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.

	Customer Service <ul style="list-style-type: none"> • Open and responsive to customer needs. • Demonstrate an understanding of continuous quality improvement.
Quality systems	<ul style="list-style-type: none"> • Supports quality initiatives, contributes to specialty knowledge to facilitate continuity of quality patient care, during the patient journey, maintaining a commitment to endorsing Te Tiriti o Waitangi in all practice. • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach, tries new approaches, learns quickly, adapts fast. • Takes all reasonably practicable steps to eliminate, mitigate and report risks and hazards in the workplace that could cause harm, placing employee and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • You may be assigned additional portfolios within this role and these will be mutually agreed between yourself and your manager.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Relationships

External

- Patients & Family
- Visitors
- General Practice teams
- Other hospitals and staff
- NGO's
- Ambulance Service
- ACC

Internal

- Patients / consumers / Tangata Whaiora
- Clinical Nurse Manager / Associate Clinical Nurse Manager
- Wider department nursing, administration and health care assistant (HCA) teams
- Other staff within the Community and Specialist Services Group
- Other teams across services
- Group Leadership Team

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Previous (3+ years experience in administration, secretarial or similar role.
- Computer (e.g.: word, excel, outlook) and data entry skills
- Proven problem solving and communication skills.

Desired:

- An understanding of continuous quality improvement.
- Experience within the health sector.
- Dictaphone typing experience and excellent keyboard skills.

You will be able to

Essential:

- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in yourself to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.