

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

<b>Title</b>	Team Secretary (Intensive Care Services)			
<b>Reports to</b>	ICU Clinical Nurse Manager			
<b>Location</b>	Intensive Care Unit			
<b>Department</b>	ICU			
<b>Direct Reports</b>	Nil		<b>Total FTE</b>	0.2 (8 hours per week)
<b>Budget Size</b>	<b>Opex</b>	Nil	<b>Capex</b>	n/a
<b>Delegated Authority</b>	<b>HR</b>	n/a	<b>Finance</b>	tbc
<b>Date</b>	August 2025			
<b>Job band (indicative)</b>	LNI Health NZ/PSA Collective Agreement BD 4-24			

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

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The primary purpose of the role is to:

The ICU Team Secretary is part of the Intensive Care Unit team, responsible for the provision of an efficient secretarial and administrative support service through the use of resources in accordance with team and organisation policies, objectives, code of ethics and standards of professional practice.

The aim of the role is to provide an efficient, accurate and timely Secretarial & Administration service for the Intensive Care team in consultation with the Clinical Director, Clinical Nurse Manager and other relevant ICU Staff. This includes the following:

- Providing secretarial support to the Intensive Care team, (including Ward meetings, Quality and Sustainability meetings, and other meetings as required).
- Providing a responsive customer focused secretarial and administration service to the Intensive Care team.
- Providing an efficient and accurate word processing service.
- Communicating effectively in both written and oral form with the team members, patients and the general public and outside organisations.
- Is an effective conduit of information to ICU medical, nursing and multi-disciplinary team.
- Provides admin, clerical, and, technical support to both the medical and nursing teams and other professional staff working within the multidisciplinary team.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Administration and Clerical Support</b>	<ul style="list-style-type: none"> <li>• Carry out general administrative and secretarial services including but not limited to:               <ul style="list-style-type: none"> <li>○ Taking, processing &amp; distribution of departmental meeting minutes; Photocopying/ scanning of documents, filing.</li> <li>○ Proficient in the use of various Microsoft applications including word, excel, power-point and publisher.</li> <li>○ Maintenance of ICU RN Personnel Files, and APC reimbursements.</li> <li>○ Management of ICU Policy database.</li> <li>○ Scheduling of meetings, including organisation of virtual meetings (e.g. Microsoft Teams).</li> <li>○ Administrator for ICU Research/Clinical Trials/Studies.</li> <li>○ Administrative support for the management of ICU SMO rosters, medical staff leave and management of ICU SMO reimbursements and call payments.</li> <li>○ Maintain and ensure that SMO Credentialing documentation is updated and stored on the I Drive.</li> <li>○ Manage the electronic calendars for HoD, other senior ICU medical and nursing staff as required.</li> <li>○ Administration support for the New Zealand Trainee Interns on placements in ICU, and support for Overseas Medical Students applying to come to ICU.</li> <li>○ Maintenance and updating of ICU staff phone lists</li> <li>○ Book staff conferences and travel as and when required.</li> <li>○ Processing and maintaining various transactions through the Flexi-purchase and FMIS purchasing systems for the Unit.</li> </ul> </li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Sustainability Champion. Arrange for Sustainability meetings, update staff on all relevant recycling &amp; sustainability measures. Provide staff education on the correct processes for recycling in ICU &amp; Hospital as a whole.</li> <li>• 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.</li> <li>• Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>

<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>Supports a safe working environment.</li> <li>Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>
<b>Financial delegation</b>	<ul style="list-style-type: none"> <li>As delegated</li> </ul>

## Relationships

External	Internal
<ul style="list-style-type: none"> <li>Health providers outside organisation</li> <li>Clinical Research Institutes Nationally &amp; Internationally</li> <li>International Drug Sponsors</li> <li>Regional/other Te Whatu Ora – Health New Zealand services</li> <li>University of Otago Wellington School of Medicine</li> <li>College of Intensive Care Medicine</li> <li>General Public</li> <li>Overseas Medical Students</li> <li>Trainee Interns</li> <li>OCS Manager</li> <li>A wide range of providers of services to Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke's Bay i.e. equipment and recycling companies</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Director Intensive Care</li> <li>Clinical Nurse Manager ICU</li> <li>ICU medical staff including SMO Group and RMO group</li> <li>ICU nursing staff including ACNMs, ICU Nurse Educators, PAR ACNM &amp; PAR CNSs, Registered Nurses</li> <li>ICU Administration Co-ordinator</li> <li>Operations Manager ED, ICU, Transport</li> <li>Hospital medical staff including Senior medical staff and Resident medical officers</li> <li>Managers and teams across Hospital services and specialist community and regional services (including GDO, CMO, CNO)</li> <li>Hospital Support staff including PAs/EAs/Secretaries, ICU Anaesthetic Technicians; Digital Enablement, Learning &amp; Development, Payroll, Finance, Orderlies, ICU Pharmacist, Laboratory, RMO Unit</li> <li>PMAG Administrator</li> </ul>

## About you – to succeed in this role

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### You will have

### Essential:

#### Business / Technical Skills

- Excellent computer skills utilising Microsoft applications – Outlook, Word, Excel, PowerPoint, Publisher.
- Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke's Bay applications - FPIM, ECA, PAL\$, Safety 1st, Our Hub.
- Comprehensive understanding of high-level clerical and administration principles.
  - Previous experience as a Personal Assistant or similar role
  - Experience in a health-related field.
- Excellent keyboard skills.
- Excellent communication skills, written and oral.
- Can be relied upon to effectively manage highly confidential issues.
- Demonstrates an understanding of continuous quality improvement, and commitment to quality and excellence.
- Able to build effective and positive relationships with key personnel within and external to the service and with key stakeholders aligned to the service.

#### Key Attributes

- Effective communication skills
- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly
- Self-motivated, innovative, flexible and able to work autonomously or as part of a team.
- Able to multi task
- Positive attitude with problem solving focus
- 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.

## DESIRABLE CRITERIA

### Experience

- Commitment to ongoing professional development.
- Knowledge of the political, legislative or other external influences affecting the health sector.

**Business / Technical Skills**

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

**You will be able to      Essential:**

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- 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 your own leadership practice 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.*