

	<b>POSITION TITLE</b>	<b>Medical Typist</b>		
	<b>DIRECTORATE</b>	Support Services	<b>DEPARTMENT</b>	Secretarial Service
	<b>REPORTING TO (operationally)</b>	Team Leader, Secretarial Services	<b>REPORTING TO (professionally)</b>	Manager, Secretarial Services
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role is part of the Secretarial Service in the Hawke's Bay District Health Board (HBDHB)			
<b>PURPOSE OF THE POSITION</b>	Provide an efficient, accurate and timely word processing and transcription service			
<b>KEY DELIVERABLES</b>	<p><b><u>Word Processing</u></b></p> <ul style="list-style-type: none"> <li>▪ Dictaphone/Winscribe typing is undertaken within agreed timeframe and work produced is accurate and well presented.</li> <li>▪ Minutes of meetings are recorded accurately and available in a timely fashion.</li> <li>▪ Typing of letters, agendas, rosters, protocols, presentations and any other typing is produced accurately and well presented</li> </ul> <p><b><u>Health Records Management</u></b></p> <ul style="list-style-type: none"> <li>▪ All documentation is filed correctly into patient's health records.</li> <li>▪ Efficient document tracking, i.e. ensure all draft and authorised documents are tracked to their forward destination.</li> <li>▪ Ensure all discarded DHB documents are disposed of by shredding or placed in security bins for uplifting and disposal.</li> <li>▪ Handling of and tracking patient notes in a timely manner ensuring accuracy and confidentiality, in line with current Medical Record policies and guidelines.</li> </ul> <p><b><u>Professional Standards</u></b></p> <ul style="list-style-type: none"> <li>▪ Professional standards are met.</li> <li>▪ The risk of harm to consumers, staff and others is minimised.</li> <li>▪ Customers have confidence in the employee's standard of delivery of care.</li> <li>▪ HB DHB's Privacy/Confidentiality Code is respected and practised.</li> <li>▪ An understanding of, and commitment to, biculturalism.</li> <li>▪ Practice and service delivery demonstrates knowledge, respect and sensitivity to cultural expectations, lifestyle, spiritual beliefs and choices of others.</li> </ul> <p><b><u>Quality Improvement</u></b></p> <ul style="list-style-type: none"> <li>▪ Open and responsive to customer needs.</li> <li>▪ Demonstrate an understanding of continuous quality improvement.</li> </ul> <p><b><u>Other Duties</u></b></p> <ul style="list-style-type: none"> <li>▪ To undertake any other duties as agreed with the Manager as needs may demand.</li> <li>▪ To assist other Secretarial Services staff members, if required and if requested.</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</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>			
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Manager, Secretarial Services</li> <li>▪ Other Secretarial and transcription staff</li> <li>▪ Internal Winscribe authors including Nurses, Clinicians including Clinical Director and Heads of Department</li> <li>▪ Booking Co-ordinators</li> <li>▪ Reception Staff</li> <li>▪ Professional Advisors</li> <li>▪ Other HBDHB Operating Units and Staff</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 Practitioners</li> <li>▪ General Public</li> </ul>	

<b>DELEGATION AND DECISION</b>	<ul style="list-style-type: none"><li>▪ Makes decisions within Secretarial team to meet service requirements</li><li>▪ Works autonomously with a high degree of independence within the team and problem solve complex issues as they arise.</li></ul>
<b>HOURS OF WORK</b>	80 per fortnight
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI DHBs/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA) according to qualifications and experience pro rata for hours worked.
<b>DATE</b>	Feb 2022
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"><li>▪ Effectively manages time and prioritises workload to ensure typing work is completed within the agreed time.</li></ul>

## ESSENTIAL CRITERIA

### Education

- NCEA level 2 or equivalent

### Experience

- 2+ years in a similar role
- Touch typing skills
- 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

- Touch typing skills with minimum of 80 WPM
- Knowledge of medical terminology
- 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.

### 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.