



	<b>POSITION TITLE</b>	<b>Administration Co-ordinator</b>		
	<b>DIRECTORATE</b>	Mental Health & Addiction Services	<b>DEPARTMENT</b>	Mental Health South
	<b>REPORTING TO (operationally)</b>	Administration Manager	<b>REPORTING TO (professionally)</b>	Administration Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Opioid Substitution Team (OST) & Alcohol and Other Drugs (AOD) Service in the Hawke's Bay District Health Board (HBDHB)			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To perform a wide range of administrative and office support activities predominantly for the OST &amp; AOD teams along with the wider Mental Health team when required to facilitate the efficient operation of the organisation.</li> <li>Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers.</li> <li>To ensure accurate and timely data quality through input into various applications.</li> <li>To provide accurate and efficient administration duties associated with mental health records, professional frontline reception and administrative support to the Mental Health South team, external and internal customers.</li> <li>To provide an efficient, accurate and timely typing administration service.</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.</li> <li>Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans.</li> <li>To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Reception Duties</b></p> <ul style="list-style-type: none"> <li>Meet and greet patients and their families, directing to appropriate areas</li> <li>All telephone and desk enquiries are answered professionally and expediently</li> <li>All patients are referred to clinical staff as required</li> <li>Ensure all data entry is accurate, client demographic details are up to date, GP details are current in ECA</li> <li>Patient labels are available as required</li> <li>Mental health records are available for every patient presenting to the clinics</li> <li>Incoming mail and faxes are directed to the appropriate recipient</li> <li>Patient and visitor service areas are monitored and cleaning personnel contacted as required</li> <li>Professional liaison is maintained with all staff and health professionals at all times</li> </ul> <p><b>Teamwork</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 stakeholders as appropriate</li> <li>A professional image is presented to staff and external stakeholders and patients</li> </ul> <p><b>Word Processing Duties</b></p> <ul style="list-style-type: none"> <li>Dictaphone / Winscribe / copy typing is undertaken within agreed timeframe and work produced is accurate and well presented</li> <li>Typing of CTO letters, Doctors letters, agendas, protocols, presentations and any other typing is produced accurately and well presented.</li> <li>Minutes of meetings are recorded accurately and available in a timely fashion</li> </ul> <p><b>Administration Duties</b></p> <ul style="list-style-type: none"> <li>General clerical duties including photocopying, faxing emailing and mailing are completed as required</li> <li>All filing is kept up to date</li> <li>Ensure all discarded DHB documents are disposed of in the docushred security bins for disposal</li> <li>Actively support and assist all co-workers with a quality administrative service</li> <li>Fill in and cover positions in the administration team as required</li> </ul> <p><b>Patient Health Records</b></p> <ul style="list-style-type: none"> <li>Letters, reports and other documentation are filed correctly into patient's mental health records</li> <li>Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination.</li> <li>All requests for mental health records are actioned appropriately and tracked accurately</li> <li>Ensure patient information is kept confidential at all times</li> <li>Ensure all discarded DHB documents are disposed of in the docushred security bins for disposal</li> </ul>			

<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<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>	
<p><b>KEY WORKING RELATIONSHIPS</b></p>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Administration Manager MHAS</li> <li>▪ Administration Manager, Operations Directorate</li> <li>▪ Clinical Managers</li> <li>▪ Consultants</li> <li>▪ Other team members, eg. Clinical staff, Allied Health, Care Associates, Receptionists, Booking Coordinators</li> <li>▪ Manager Older Persons, Allied Health &amp; Mental Health Services</li> <li>▪ Other Departments eg. Medical Records, Radiology, All HBDHB staff members</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>▪ Referrers</li> <li>▪ General Practitioners</li> <li>▪ General Public</li> </ul>

<b>DELEGATION AND DECISION</b>	N/A
<b>HOURS OF WORK</b>	80 hours per fortnight
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI DHB/PSA Administration / Clerical Multi Employer Collective Agreement (MECAStep 8 – Step 13 according to qualifications and experience pro rata for hours worked.
<b>DATE</b>	June 2021
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A
<b>SCOPE &amp; COMPLEXITY</b>	N/A

#### ESSENTIAL CRITERIA

**Qualifications** N/A

#### Experience

- At least two years administration experience
- High level of customer service

#### Key Attributes

- Positive attitude with problem solving focus
- A focus on delivering exceptional customer service with an appreciation for the needs of the customers of HBDHB.
- Work in partnership with peers.
- Model an effective partnering style within the Health Records Service, and collaborates with other team and key internal relationships within Health Services.
- Demonstrate and deliver results.
- Value people and their contributions and respect their differences.
- Adapt process in response to changing objectives and organisational needs.
- Use technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases improve business operations and customer service.
- Demonstrate the ability to manage self through excellent prioritising, planning and organisational skills.
- Demonstrate clear, concise and effective interpersonal communication skills in both written and verbal.
- Demonstrate ability to make considered decisions and take action on matters.

#### 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:

COVID 19 Vaccination in accordance with current mandate

#### DESIRABLE CRITERIA

#### Experience

- Knowledge of the Health Industry is desirable

#### Business / Technical Skills

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



### Our Vision

*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.

### Our Values

#### HE KAUANUANU RESPECT

Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

#### RARANGA TE TIRA PARTNERSHIP

Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

#### ĀKINA IMPROVEMENT

Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

#### TAUWHIRO CARE

Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.