

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b>	<b>Outpatient Administration Co-ordinator</b>		
	<b>DIRECTORATE</b>	Operations Directorate	<b>DEPARTMENT</b>	Administration Support Services
	<b>REPORTING TO (operationally)</b>	Team Leader Reception	<b>REPORTING TO (professionally)</b>	Manager Health Records and Reception
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Administration Co-ordinator role in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>▪ To perform a wide range of administrative and office support activities for the Outpatient Service to facilitate the efficient operation of the Terrace Outpatient Clinic.</li> <li>▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients 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 Outpatient Villa and professional frontline reception and support to both external and internal customers.</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><u>Reception Duties</u></b></p> <ul style="list-style-type: none"> <li>▪ Meet and greet patients and their families, directing to appropriate floors, units</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>▪ Patient data is processed accurately and input into computer systems and patient labels/front sheets available as required (Admissions/Transfers/Discharges).</li> <li>▪ Health records are available for every patient presenting to the ward.</li> <li>▪ Packeting of notes to be completed in accordance with health records policy and available for coding the next day.</li> <li>▪ Incoming mail/faxes/flowers etc are directed to the appropriate recipient.</li> <li>▪ Patient waiting room, patient and visitor service areas are monitored and cleaning personnel contacted as required.</li> <li>▪ Professional liaison is maintained with all staff/health professionals.</li> </ul> <p><b><u>Administration Support</u></b></p> <ul style="list-style-type: none"> <li>▪ General clerical duties including photocopying, faxing, emailing and mailing are completed as required</li> <li>▪ Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM for ordering</li> <li>▪ All filing is kept up to date</li> <li>▪ Ensure all discarded Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay documents are disposed of in the docu-shred security bins</li> <li>▪ Actively support and assist all co-workers with a quality administrative service</li> <li>▪ Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc.</li> <li>▪ Receiving and processing referrals to the Unit and booking into clinics as required</li> <li>▪ Admit / transfer / discharge patients</li> <li>▪ Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc.</li> <li>▪ Recognising limitations of own knowledge/experience and seeking assistance as appropriate</li> <li>▪ Identifying quality issues and implementing new quality strategies in consultation with clinical staff</li> </ul> <p><b><u>Data Entry</u></b></p> <ul style="list-style-type: none"> <li>▪ All data captured in ECA (Inpatient/Outpatient) and Trendcare is accurate and timely.</li> </ul> <p><b><u>Health Records Management</u></b></p> <ul style="list-style-type: none"> <li>▪ Admission notes are prepared for patients with inclusion of all relevant information.</li> <li>▪ Patient notes are requested as and when required by health professionals.</li> <li>▪ All documentation is filed correctly into patient's health records.</li> <li>▪ All patient records are in order and prepared promptly for coding upon patient discharge.</li> <li>▪ All patient records, together with current admission, are tracked and returned to Health Records within the agreed time frame.</li> <li>▪ Efficient utilisation of tracking system, i.e. ensure all records are tracked into individual units and out to their forward destination.</li> <li>▪ Ensure all discarded Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay documents are disposed of by shredding or placed in security bins for uplifting and disposal.</li> <li>▪ Ensure patient information is kept confidential.</li> </ul>			

	<ul style="list-style-type: none"> <li>▪ Photocopying/faxing as required.</li> </ul> <p><b>Word Processing</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>Professional Standards</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>▪ Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay 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>Customer Service</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>		
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay 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>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Clinical Nurse Manager – Outpatient</li> <li>▪ Nursing staff &amp; Allied Health Staff</li> <li>▪ Medical Staff</li> <li>▪ Clerical staff</li> <li>▪ Orderly Services</li> <li>▪ Health Records</li> <li>▪ Clinic staff</li> <li>▪ Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Management</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Patients and their family/whanau</li> <li>▪ Health providers outside Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay</li> <li>▪ Referrers</li> <li>▪ General Practitioners</li> <li>▪ General Public</li> </ul> </td> </tr> </table>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Clinical Nurse Manager – Outpatient</li> <li>▪ Nursing staff &amp; Allied Health Staff</li> <li>▪ Medical Staff</li> <li>▪ Clerical staff</li> <li>▪ Orderly Services</li> <li>▪ Health Records</li> <li>▪ Clinic staff</li> <li>▪ Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Management</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Patients and their family/whanau</li> <li>▪ Health providers outside Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay</li> <li>▪ Referrers</li> <li>▪ General Practitioners</li> <li>▪ General Public</li> </ul>
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<b>DELEGATION AND DECISION</b>	N/A		
<b>HOURS OF WORK</b>	64 hours per fortnight		
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay / PSA Administration/Clerical Multi Employer Collective Agreement (MECA) step 6 – Step 13 according to qualifications and experience pro rata for hours worked.		
<b>DATE</b>	November 2021		
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A		
<b>SCOPE &amp; COMPLEXITY</b>	N/A		

## ESSENTIAL CRITERIA

### Qualifications

- NCEA Level 2 or relevant qualification is favourable but not a requirement.

### Experience

- At least two years administration experience
- High level of customer service, with an appreciation for the needs of the customers of Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay.

### Business / Technical Skills

- Patient Management System or similar database experience
- Office suite – Word, Excel, Outlook
- Use technology to improve business operations and customer service.

### Key Attributes

- A focus on delivering exceptional customer service.
- 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.
- Model own personal commitment to business changes and continual improvement.
- Adapt process in response to changing objectives and organisational needs.
- 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.
- Demonstrate experience in administration.

### 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

- Ability to lift 16kgs (medical records)

### Vaccination status for role

- Annual influenza vaccination required and COVID 19 vaccination in accordance with current mandate

## DESIRABLE CRITERIA

### Key Attributes

- Knowledge of the Health Industry is desirable
- Strong service orientation/customer service focus
- Ability to self-direct and work with minimal supervision
- Accountable for own actions
- Find solution to problems
- Able to embrace change and implement changed processes
- Demonstrate a mature approach to working in a sensitive environment



## 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.

### 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.

### TAUWHIRO CARE

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