

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE Administration Co-Ordinator		
	GROUP Mental Health & Addiction Services	DEPARTMENT Mental Health & Addiction Services	
	REPORTING TO (operationally) MHAS Administration Manager	REPORTING TO (dotted line) MHAS Administration Manager	
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role provides administrative support to the Te Ara Manapou team within Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay		
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To perform a wide range of administrative and office support to the Te Ara Manapou team to facilitate the efficient operation of the Service. ▪ To provide an efficient, accurate and timely typing administration service ▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. ▪ To ensure accurate and timely data quality through input into various applications. ▪ To provide accurate and efficient administration duties, professional frontline reception and administrative 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 		
KEY DELIVERABLES	<p>Reception Duties</p> <p>Tasks (how it is achieved): Customers are greeted and welcomed in a friendly, courteous manner Ensure all date entry is accurate, client demographic details are up to date and GP details are current in ECA. Patients are attended on patient management system where required Clinical staff are notified immediately of patient's arrival Patients are given appropriate information following the clinic and any necessary arrangements are made for follow up. All telephone desk enquiries are answered professionally and expediently Patient waiting room and visitor service areas are monitored and cleaning personnel contacted as required. Professional liaison is maintained with all staff / health professionals.</p> <p>Teamwork Tasks (how it is achieved): A positive interactive attitude is displayed Support and advice is sought when necessary Interaction, both written and oral, with all stakeholders as appropriate A professional image is presented to staff and external stakeholders and patients</p> <p>Word Processing Duties</p> <p>Dictaphone / Winscribe / copy typing is undertaken within agreed timeframe and work produced is accurate and well presented Typing of CTO letters, Doctors letters, agendas, protocols, presentations and any other typing is produced accurately and well presented. Minutes of meetings are taken and recorded accurately and available in a timely fashion</p> <p>Administration Duties Tasks (how it is achieved): General clerical duties including photocopying, emailing and mailing are completed as required All filing is kept up to date Ensure all discarded Te Whatu Ora - ` Hawke's Bay documents are disposed of in the docushred security bins for disposal Actively support and assist all co-workers with a quality administrative service Fill in and cover positions within the MHAS administration team as required</p>		

	<p>Patient Health Records Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Letters, reports and other documentation are filed correctly into patient’s mental health records ▪ Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination. ▪ All requests for mental health records are actioned appropriately and tracked accurately ▪ Ensure patient information is kept confidential at all times ▪ Ensure all discarded Te Whatu Ora - ` Hawke’s Bay documents are disposed of in the docushred security bins for disposal 	
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora - ` Hawke’s Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ▪ Not to do anything that puts your own H&S at risk ▪ Not to do anything that puts others H&S at risk ▪ To follow all health and safety policies and procedures ▪ To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ MHAS Administration Manager ▪ Administration Manager, Operations Directorate ▪ Clinical Managers ▪ Consultants ▪ Other team members, eg. Clinical staff, Allied Health, Care Associates, Administration Co-ordinators ▪ Service Director Mental Health & Addictions Directorate ▪ Other Departments eg. Medical Records, Radiology, All Te Whatu Ora - ` Hawke’s Bay staff members 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside HBDHB ▪ Referrers ▪ General Practitioners ▪ General Public
DELEGATION AND DECISION	N/A	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHBs/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA).Step 8 – Step 10	
DATE	September 2022	
EXPENDITURE & BUDGET ACCOUNTABILITY	\$250.00	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Effectively manages time and prioritises workload to ensure administrative functions are completed within the agreed time. 	

ESSENTIAL CRITERIA

Qualifications

- N/A

Experience

- An understanding and respect of kaupapa Māori and relationships within te ao Māori.
- Significant previous experience; ideally 3 years plus, in a role as Administrator or similar position.
- Excellent computer/keyboard skills utilising Microsoft applications – Word, Excel, PowerPoint, Outlook.
- To communicate effectively with all team members, staff and members of the general public.
- Understanding of professional standards and legislation relevant to role e.g. privacy/ confidentiality, code of conduct.
- Effective time management/prioritisation/self-management.

Business / Technical Skills

- Demonstrates an understanding of continuous quality improvement.
- Ability to build effective and positive relationships with key personnel.
- Effectively manage highly confidential issues.
- Ability to multi-task and remain calm under pressure.
- Must be proactive and able to forward plan.
- Ability to demonstrate excellent organisational skills.

Key Attributes

- Effective communication skills.
- Positive attitude with problem solving focus.
- Self-motivated, innovative, flexible.
- Able to work autonomously and as part of a team.
- Promotes a degree of professionalism expected in role.

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori.
- Demonstrates ability to apply Te Tiriti with practice, investment and decision making.
- Shows commitment to and demonstrates the shared values and behaviours of HBDHB.

Physical Requirements

- Ability to move about and undertake necessary duties.
- A high degree of mental concentration is required.
- Must be able to function under rapidly changing and demanding conditions.
- Visual ability sufficient to read, write/record and enable accurate performance of duties.
- Hearing and speech sufficient to communicate with other people effectively both individually and by telephone (including cell phone) and in group meetings.
- Physical capacity sufficient to undertake essential job duties.

Vaccination Requirements

- Annual influenza vaccine
- Covid 19 vaccination mandated

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

Welcoming	<ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles 	<ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes
Respectful	<ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity 	<ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs
Kind	<ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana 	<ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety
Helpful	<ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others 	<ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

Positive	<ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions 	<ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things
Learning	<ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' 	<ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK
Innovating	<ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change 	<ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done
Appreciative	<ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions 	<ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate

1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

Listens	<ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify 	<ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views
Communicates	<ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent 	<ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark
Involves	<ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part 	<ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated
Connects	<ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork 	<ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism

1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

Professional	<ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable 	<ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much
Safe	<ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well 	<ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community
Efficient	<ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt 	<ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late
Speaks up	<ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern 	<ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour

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