

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Administration Coordinator – Outpatients		
	DIRECTORATE	Operations Directorate	DEPARTMENT	Administration
	REPORTING TO (operationally)	Booking Manager	REPORTING TO (professionally)	Booking team Leader
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Administration Service Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff reporting - 0 Direct - 0 Indirect			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ The Administrator (Outpatient Services) will provide an efficient and effective administrative service for the processing and clerical triage of referrals (received electronically, by mail or fax) into the Outpatient Services for first specialist assessments, and will provide administrative support to staff and others who come into contact with the Outpatient Services. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service. ▪ To support 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><i>Administration and Clerical Support</i></p> <p>To effectively facilitate the receipt and entering of referrals by –</p> <ul style="list-style-type: none"> ▪ Receiving and logging outpatient referrals in an accurate manner and within the required timeframes. ▪ Identify and highlight clerical omissions ▪ Ensuring patient demographics are accurately recorded and updated in the patient management system. ▪ Identifying and highlighting clerical errors in referrals. ▪ Facilitating the process for clinical triage of the referrals. ▪ Receiving referrals from Villas that do not meet clerical and clinical triage standards, and returning them to GPs along with guidelines and forms. ▪ Coordination of all referrals received at the Outpatient Referral Centre. ▪ Receiving enquiries from GP's and patients, including queries and confirmations about Outpatient clinics and appointments.. ▪ Create new and update existing Speciality Cover Sheets and maintain supply for attaching to referrals. ▪ Print off all emailed referrals and attachments. ▪ Note changes of Clinic ID Code for referrals entered under a Speciality Pool code. The Outpatient Referral Centre is rarely notified when these change. ▪ Monitor volumes and urgency of referrals received and needing to be entered each day ▪ Prioritise accordingly. ▪ Respond quickly to requests from Clinical staff to update ECA referral entries. ▪ Receive requests from Clinics to change referral speciality on ECA post triage. ▪ Assist in Fast Track Cancer Treatment Initiatives ▪ Carry out tasks including: <ul style="list-style-type: none"> ▪ Photocopying / faxing / scanning of documents ▪ Filing and assisting with record management ▪ Coordinating stationery supplies ▪ Maintaining privacy of patients records ▪ Delivery of documentation to other areas ▪ Identify areas of concern with RMS Lite and New GP Referrals and bring to the attention of Primary Care IT Liaison 			

	<ul style="list-style-type: none"> Other specific administration / clerical tasks <p>Eligibility Status and How this is achieved</p> <ul style="list-style-type: none"> To identify any non eligible referrals (non residence and interdistrict), and return them to their referring doctor. Refer all patients whose residency status is uncertain to the Revenue Department for checking. Fast track checking of all urgent/critical referrals by phone. Letters sent to all non-eligible patients and their GPs. Provide written explanation for referral decline with clarification of the Eligibility Status Criteria (MOH) Letters and declined referrals filed and saved on drive. Out of District referrals returned to GP/Other Health Board/Other Specialist. Liaising with the revenue administrator's to identify non eligible patients. 	
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"> Booking Manager Booking team leader Secretarial Services Manager Health Records and Reception Manager/Team leaders Service Directors Associate Charge Nurses Outpatients Clinical Nurse Managers Unit Receptionists Booking Coordinators Clinical Staff – outpatient services Consultants Elective Services Administrators Elective Services Manager Portfolio Manager Information Services 	<p>EXTERNAL</p> <ul style="list-style-type: none"> Patients and their family/whanau General Practitioners Private practitioners Visiting specialists PHO Health Systems Providers
DELEGATION AND DECISION	<ul style="list-style-type: none"> Works autonomously with a high degree of independence within the Hawkes Bay Dhb Administration team to achieve the plan and problem solve complex issues as they arise. Maintains relationships with Strategic business partners. 	
HOURS OF WORK	64 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI Te Whatu Ora - ` Hawke's Bay /PSA Administration/Clerical Multi Employer Collective Agreement MECA Band 3 pro rata for hours worked.	
DATE	September 22	
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Effectively managing time and prioritising workload to ensure work is completed within the agreed time. Ensure all referrals received by Te Whatu Ora - ` Hawke's Bay are processed within the expected timeframes. That increased referral volumes and modes of transmitting referrals to the Outpatient Referral Centre do not have a negative impact on the 24 hour time frame for referral entry as set out by the MOH. This role involves handling large volumes of referrals for 26 Specialities. These are entered on ECA at the Outpatient Referral Centre and distributed to the Outpatient Clinics daily. 	

ESSENTIAL CRITERIA

Qualifications

- Nil

Experience

- Data entry experience and computer literacy

Business / Technical Skills

- Computer and data entry experience
- Knowledge and Experience in Microsoft Word
- Knowledge and Experience in Microsoft Excel

Key Attributes

- *Effective communication skills*
- *Positive attitude with problem solving focus*

Effectively Engaging with Māori

- 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
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role:

- Nil

Vaccination status for role:

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

DESIRABLE CRITERIA

Experience

- Knowledge and experience in using ECA patient management system.
- Experience working in the health sector
- Knowledge of Elective Services systems and principles

Business / Technical Skills

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



Our Vision and Values

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.



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



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



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



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