

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Team Administrator (Part Time)		
	DIRECTORATE	Medical Services	DEPARTMENT	Emergency Department
	REPORTING TO (operationally)	ED CNM	REPORTING TO (professionally)	ED CNM
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Emergency Department in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To provide a wide range of secretarial and administrative support activities within the Emergency Department maintaining a welcoming, responsive and professional interface with all people who communicate with the Emergency Department. ▪ To share responsibilities of work with another Team Administrator. ▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with staff and other customers. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Emergency Department Administration Service. 			
KEY DELIVERABLES	<p><u>Administration and Clerical Support</u></p> <ul style="list-style-type: none"> ▪ General clerical duties including photocopying, faxing, emailing and mailing are completed as required. ▪ Ensure filing is up to date. ▪ All telephone and desk enquiries are answered professionally and expediently. ▪ Arranging and co-ordinating meetings and ensuring these are communicated to all necessary parties. ▪ Accurate information is captured within the appropriate systems to support a reporting framework for production of statistical reports. ▪ Accurate information is reported to appropriate recipients within the expected timeframes. ▪ Statistical returns are compiled and completed. ▪ Provide administrative support for complaints process for Emergency Department. ▪ Supports Bi-annual credentialing for Emergency Department. <p><u>Recruitment</u></p> <ul style="list-style-type: none"> ▪ Organises suitable times/venues for interviews for relevant services and positions. ▪ Collates CVs for Managerial and HOD review as appropriate. ▪ Organise and co-ordinates training and orientation for new staff, <p><u>Rosters</u></p> <ul style="list-style-type: none"> ▪ Support as required. <p><u>Word Processing</u></p> <ul style="list-style-type: none"> ▪ Typing is undertaken within agreed timeframe and work produced is accurate and well presented. ▪ Minutes of meetings are recorded accurately and available in a timely fashion. <p><u>Health Records Management</u></p> <ul style="list-style-type: none"> ▪ All documentation is filed correctly into patient's health records. ▪ Efficient document tracking, i.e. ensure all draft and authorised documents are tracked to their forward destination. ▪ Ensure all discarded Te Whatu Ora - ` Hawke's Bay documents are disposed of by shredding or placed in security bins for uplifting and disposal. ▪ Handling of and tracking patient notes in a timely manner ensuring accuracy and confidentiality, in line with current Medical Record policies and guidelines. <p><u>Professional Standards</u></p> <ul style="list-style-type: none"> ▪ Professional standards are met. ▪ The risk of harm to consumers, staff and others is minimised. ▪ Customers have confidence in the employee's standard of delivery of care. ▪ Te Whatu Ora - ` Hawke's Bay Privacy/Confidentiality Code is respected and practised. ▪ An understanding of, and commitment to, biculturalism. ▪ Practice and service delivery demonstrates knowledge, respect and sensitivity to cultural expectations, lifestyle, spiritual beliefs and choices of others. <p><u>Quality Improvement</u></p> <ul style="list-style-type: none"> ▪ Open and responsive to customer needs. ▪ Demonstrate an understanding of continuous quality improvement. <p><u>Other Duties</u></p> <ul style="list-style-type: none"> ▪ To undertake any other duties as agreed with the Manager as needs may demand. This may include: 			

	<ul style="list-style-type: none"> ▪ 'One-off' project work. ▪ Review of systems and procedures. ▪ Providing information for queries and reports. ▪ Review and update desk files on an ongoing basis. ▪ To assist other Secretarial Services staff members, if required and if requested. 		
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	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Head of Department ▪ Manager, Secretarial Services ▪ Senior medical staff ▪ Other Administration staff ▪ Other Secretarial staff ▪ Other Te Whatu Ora - ` Hawke's Bay Operating Units and Staff </td> <td style="vertical-align: top; width: 50%;"> <p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside Te Whatu Ora - ` Hawke's Bay ▪ Referrers ▪ General Practitioners ▪ General Public </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Head of Department ▪ Manager, Secretarial Services ▪ Senior medical staff ▪ Other Administration staff ▪ Other Secretarial staff ▪ Other Te Whatu Ora - ` Hawke's Bay Operating Units and Staff 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside Te Whatu Ora - ` Hawke's Bay ▪ Referrers ▪ General Practitioners ▪ General Public
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DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Makes decisions within the Emergency Department to meet service requirements. ▪ Works autonomously with a high degree of independence within the team and problem solve complex issues as they arise. <p>As required:</p> <ul style="list-style-type: none"> ▪ Pay approvals ▪ FMIS approvals ▪ Training approvals ▪ Annual Leave approvals. 		
HOURS OF WORK	40 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 4 according to qualifications and experience pro rata for hours worked.		
DATE	Nov 2022		
EXPENDITURE & BUDGET ACCOUNTABILITY	Delegated responsibility from CNM.		
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

Experience

- At least three years' experience in an administration or secretarial position or similar role
- Strong communication skills – verbal and written
- Self-motivated and directed, innovative, flexible and able to work autonomously or as part of a team
- Able to build effective and positive relationships
- Excellent organisational skills and the ability to prioritise workflow
- Problem solving and decision-making skills
- Ability to maintain confidentiality
- Professional in manner and appearance

Business / Technical Skills

- Comprehensive understanding of high-level clerical and administration principles.
- Knowledge of ECA or another patient information system
- Knowledge of Taleo, BIEMS & FMIS
- Excellent understanding of technology – Microsoft Office products – Word, Excel etc. and other health related databases.
- Use technology to improve business operations and customer service.
- Experience in developing/maintaining rosters.

Key Attributes

- Excellent Data Entry
- Ability and an understanding of organising and prioritisation of workloads.
- Must be able to multi-task and have the ability to remain calm under pressure.
- Clear focus on all areas of a task and able to show consistently strong attention to detail.
- 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.
- Attention to detail and accuracy with numbers
- 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

Agility – able to kneel and squat

Fitness – able to walk up 2 flights of stairs without stopping

Strength – able to do at least 3 half press ups (i.e. on knees)

Vaccination status for role

COVID- fully vaccinated in accordance with current Te Whatu Ora policy and Annual influenza vaccination required

DESIRABLE CRITERIA

Experience

- Significant experience in a similar role
- Knowledge of medical terminology
- Experience working in the health sector.

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.

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.