

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Team Secretary		
	DIRECTORATE	Child, Women & Community	DEPARTMENT	Wairoa Hospital and Health Centre
	REPORTING TO (operationally)	Centre Manager Wairoa	REPORTING TO (professionally)	Centre Manager Wairoa
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Wairoa Hospital & Health Centre in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff reporting - Nil Direct - Nil Indirect			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To provide an efficient, accurate and timely secretarial, word processing, administration service and financial processing role. ▪ The Team Secretary is part of a team responsible for the provision of efficient secretarial and administrative support for Wairoa Hospital & Health Centre through the use of resources in accordance with team and organisation policies, objectives, code of ethics and standards of professional practice. 			
KEY DELIVERABLES	<p>Secretarial and administration service</p> <ul style="list-style-type: none"> ▪ Systems are established and maintained to ensure the smooth running of the department/unit. ▪ Manager's outlook mail is managed and dealt with appropriately and confidentially. ▪ A diary is maintained for the appropriate staff in the department. ▪ Meetings are arranged as instructed and communicated to all necessary parties. ▪ All mail is sorted promptly and dealt with appropriately and confidentially. ▪ Transport for department staff is arranged for staff and patients as per organisation protocols. ▪ All secretarial/administration responsibilities are completed in agreed timeframes and are accurate. ▪ Attend to and provide secretarial support to various committees/forums as allocated. ▪ Management of Filing Systems. ▪ Purchasing of office equipment as requested. ▪ Management of Personnel files. ▪ Attend to any other secretarial or administrative service required at the direction of the Manager, including word processing, developing spreadsheets, reports etc. ▪ Managing accommodation and room bookings onsite <p>Word Processing and reporting</p> <ul style="list-style-type: none"> ▪ Minutes of meetings are recorded accurately and available in a timely fashion and distributed as appropriate. ▪ Typing of letters, agendas, reports, presentations and any other typing is produced accurately and well presented. ▪ Meetings are set up and co-ordinated efficiently and effectively to ensure meetings run smoothly, promoting a high standard of manaakitanga for both internal and external stakeholders ▪ Administrative support is provided to ensure Manager's monthly and annual reporting requirements are achieved within the required timeframes. ▪ Administrative support is provided to develop and collate the annual service plan. <p>Coordination of Accurate information</p> <ul style="list-style-type: none"> ▪ 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. <p>Communication</p> <ul style="list-style-type: none"> ▪ A prompt, professional telephone answering service and efficient message service including the use of voicemail, pager, cellphone and e-mail is provided to the department/unit. ▪ Messages are recorded accurately and promptly related. ▪ Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others. ▪ Demonstrates a commitment to and an understanding of biculturalism. ▪ Adheres to the Hawke's Bay District Health Board Privacy/Confidentiality Code. ▪ Demonstrates effective and competent written/oral communication skills. ▪ All incoming and outgoing communications are treated with confidentiality 			

	<p>Teamwork</p> <ul style="list-style-type: none"> ▪ A positive interactive attitude is displayed. ▪ Support and advice is sought when necessary. ▪ Provides interaction, both written and oral, with all team members if appropriate. ▪ A professional image is presented to both staff and patients. <p>Project work</p> <ul style="list-style-type: none"> ▪ Projects will be well co-ordinated and supported to support the Centre Manager to meet project requirements. This will include ensuring meetings are co-ordinated in a professional manner, all documentation is prepared and ready for meetings, ▪ Any actions as delegated by the Manager are achieved at a high standard and within the timeframe. <p>Professional standards</p> <ul style="list-style-type: none"> ▪ To meet Hawke’s Bay District Health Board’s standards (ie legislative, professional, contractual, ethical and organisation) by knowing that the applicable standards are and undertaking any steps necessary to remedy shortfalls in practice and knowledge. ▪ 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. 	
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"> ▪ Administration/ support team ▪ Other members of Management Team ▪ All other Wairoa Hospital & Health Centre Staff ▪ Other admin staff and management leads in the CWC directorate ▪ Information Technology Service ▪ Human Resources ▪ Communications team ▪ Health Hawkes Bay PHO 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Clients/Customers/Patients ▪ General Public ▪ Health providers outside Te Whatu Ora - ` Hawke’s Bay ▪ External contractors/tradesmen ▪ Air New Zealand ▪ Accommodation Providers ▪ Local Councils ▪ Ministry of Health
DELEGATION AND DECISION	<p>Works according to Te Whatu Ora - ` Hawke’s Bay Infection control and prevention policy, Hand Hygiene and glove use policy, Cleaning disinfection and sterilisation policy and best practices.</p>	
HOURS OF WORK	<p>64 per fortnight</p>	
EMPLOYMENT AGREEMENT & SALARY	<p>In accordance with the LNI Te Whatu Ora - ` Hawke’s Bay /PSA Administration / Clerical Multi Employer Collective Agreement (MECA) Band 4 according to specific role, qualifications and experience pro rata for hours worked</p>	
DATE	<p>Nov 2022</p>	
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> ▪ nil 	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Effectively managing time and prioritising workload to ensure work is completed within the agreed time. 	

ESSENTIAL CRITERIA

Qualifications

- Previous experience at a Secretarial or similar role domestic or orderly experience
- Level 2 NZQA qualification
- Full drivers licence

Experience

- Previous experience at a Secretarial or similar role.
- Comprehensive communication skills, ability to communicate with a wide range of people.
- Can be relied upon to effectively manage highly confidential issues.
- Demonstrates superior planning, organisational and forecasting skills, which show attention to detail and innovative thinking.
- 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.
- Has a "can do" attitude and the ability to work under pressure.
- Sensitive to the needs of patients, residents and clinicians onsite

Business technical skills

- Excellent computer skills utilising Microsoft applications, Excel, Word, PowerPoint, Outlook and Visio.
- Excellent organisational skills
- Effective communication skills
- Attention to detail - accuracy
- Strong quality improvement focus
- Comprehensive understanding of high level clerical and administrative principles
- Ability to prioritise workloads and meet deadlines

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:

- Able to kneel
- Able to squat
- Able to walk up 2 flights of stairs without stopping.

Vaccination status for role:

Staff in contact with clinical areas - Annual influenza vaccination required and fully vaccinated against COVID 19 in accordance with current Te Whatu Ora - Hawke's Bay policy

DESIRABLE CRITERIA

Qualifications

- Level 3 NZQA Qualification

Experience

- Problem Solving skills
- An understanding of total quality management principles for continual service development.
- A commitment to a client-centred approach to service provision.

Business / Technical Skills

- Sound knowledge of formatting.
- Basic payroll knowledge.



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.



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.