

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Medical Secretary		
	DIRECTORATE	Whanau & Community	DEPARTMENT	Administration
	REPORTING TO (operationally)	Nurse Manager - CHB	REPORTING TO (professionally)	Nurse Manager - CHB
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers services at Central Hawke's Bay Health Centre at Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay.			
PURPOSE OF THE POSITION	To provide an efficient, accurate and timely secretarial, administration, word processing, data entry and transcription service to services at the Central Hawke's Bay Health Centre to facilitate the efficient operation of the Service.			
KEY DELIVERABLES	<p><u>Word Processing</u></p> <ul style="list-style-type: none"> ▪ Dictaphone/Winscribe typing is undertaken within agreed timeframe and work produced is accurate and well presented. ▪ Typing of letters, agendas, rosters, protocols, presentations and any other typing is produced accurately and well presented. <p><u>Secretarial Support</u></p> <ul style="list-style-type: none"> ▪ Managing mail and photocopying/faxing/scanning of documents ▪ Filing and assisting with health record management ▪ Maintaining privacy of patients records ▪ Delivery of documentation to other areas ▪ Other specific administration/clerical tasks ▪ Handling phone and email inquiries from patients, relatives, GPs and other external clinicians ▪ Completing expense claims correctly <p><u>Data Entry</u></p> <ul style="list-style-type: none"> ▪ All data capture is accurate and timely. ▪ Referrals are entered into spreadsheet and outcomed. <p><u>Health Records Management</u></p> <ul style="list-style-type: none"> ▪ Patient notes are requested when required by staff. ▪ All documentation is filed correctly into patient's health records. ▪ Efficient utilisation of tracking system, i.e. ensure all records are tracked into individual units and out to their forward destination. ▪ Ensure patient information is kept confidential. <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 - Health New Zealand, Te Matau a Māui, Hawke's Bay Privacy/Confidentiality Code is respected and practised. ▪ An understanding of, and commitment to equity. ▪ 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>To Provide Front of House Duties:</u></p> <ul style="list-style-type: none"> ▪ Provide high quality customer focused reception / booking duties, meeting and greeting all customers in a warm and welcoming manner, and adhering to patient privacy and confidentiality at all times. ▪ All enquiries and requests from Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. ▪ Patient data is processed accurately and input into Patient Management System, and patient labels / front sheets available as required (admissions / transfers / discharges) ▪ Telephone and visitor enquiries are responded to promptly, courteously and efficiently. ▪ Handling of and tracking patient notes in a timely manner ensuring accuracy and confidentiality, in line with current Medical Record policies and guidelines. ▪ Any other waiting room / front of house administrative tasks, as directed by the service. 			

	<p><u>Administrative Support</u></p> <ul style="list-style-type: none"> ▪ General clerical duties including photocopying, faxing, emailing and mailing are completed as required ▪ Occasional typing of minutes, agendas, rosters, letters, presentations etc to be completed as and when required ▪ Ensuring filing is kept up to date ▪ Actively support and assist all co-workers with a quality administrative service <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. 		
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora - Health New Zealand, Te Matau a Māui, 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 ▪ Escalate any observed risks to your manager <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="width: 50%; vertical-align: top;"> <p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Nurse Manager - CHB ▪ Clinical staff at CHB ▪ Administration staff at CHB ▪ Visiting clinical teams ▪ Other Departments eg. Medical Records, Bookers, Radiology </td> <td style="width: 50%; vertical-align: top;"> <p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay ▪ Referrers ▪ General Practitioners ▪ General Public </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Nurse Manager - CHB ▪ Clinical staff at CHB ▪ Administration staff at CHB ▪ Visiting clinical teams ▪ Other Departments eg. Medical Records, Bookers, Radiology 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay ▪ Referrers ▪ General Practitioners ▪ General Public
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DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Makes decisions within Secretarial team to meet service requirements ▪ Works autonomously with a high degree of independence within the team and problem solve complex issues as they arise. 		
HOURS OF WORK	40 per fortnight		
EMPLOYMENT AGREEMENT & SALARY	In accordance with the expired LNI Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay / PSA Administration/Clerical Multi Employer Collective Agreement (MECA) band 4 according to qualifications and experience pro rata for hours worked.		
DATE	November 2022		
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A		
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Comprehensive understanding of high-level clerical and administration principles. ▪ Can be relied upon to effectively manage highly confidential issues. ▪ Effectively manages time and prioritises workload to ensure typing work is completed within the agreed time. 		

ESSENTIAL CRITERIA

Education

- NCEA level 2 or equivalent

Experience

- 2+ years in a similar role
- Dictaphone typing experience

Business / Technical Skills

- Demonstrate and delivers results.
- Excellent understanding of technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases.
- Use technology to improve business operations and customer service.
- Dictaphone typing and excellent keyboard skills.

Key Attributes

- Ability and an understanding of organising and prioritisation of workloads.
- Demonstrate ability to make considered decisions and take action on matters.
- Excellent understanding of English grammar.
- 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.
- 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

- N/A

Vaccination status for role

Annual influenza vaccination required and fully vaccinated against COVID 19

DESIRABLE CRITERIA

Experience

- Experience working in the health sector.
- Familiarity with medical terminology
- Knowledge of ECA or another patient information system.
- Experience with the use of Winscribe (electronic dictation system)

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.