

Health New Zealand Te Whatu Ora	POSITION TITLE	RADIOLOGY CLERICAL OFFICER		
	DIRECTORATE	Acute & Medical Directorate	DEPARTMENT	Radiology
	REPORTING TO (operationally)	Radiology Information & Business Coordinator (RIBCO)	REPORTING TO (professionally)	Radiology Information & Business Coordinator (RIBCO)
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role is based in the Radiology Department of Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay. No staffing responsibilities.			
PURPOSE OF THE POSITION	<p>To provide an efficient and effective clerical service which supports the clinical processes and staff of the radiology department. This service may be provided from either the Napier Health Centre, Waipukurau Health Centre or the Hastings Regional Hospital and staff are rostered to work 5 days out of seven, including weekends and public holidays.</p> <p>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Acute & Medical Directorate.</p> <p>Provide an effective conduit of information to all visitors to the Radiology Department.</p> <p>Assist in the delivery of organisational KPIs including relevant MoH indicators, financial budgets and service plans.</p> <p>To recognise and support the delivery of the Hawke's Bay Health sector vision.</p>			
KEY DELIVERABLES	<p>Customer Service</p> <ul style="list-style-type: none"> • Demonstrates openness to customer needs. • Demonstrates an understanding of continuous quality improvement. <p>Honouring Treaty of Waitangi Obligations</p> <ul style="list-style-type: none"> • Demonstrates an understanding of the principles of the Treaty of Waitangi. • Ensures the principles of partnership, protection and participation are applied to day to day work. • Ensures procedures do not discriminate against Maori. <p>Administration and Clerical Support</p> <p>Carry out tasks including:</p> <ul style="list-style-type: none"> • Photocopying / faxing / scanning of documents. • Coordinating stationery supplies. • Maintaining privacy of patient records. • Other specific administration / clerical tasks as requested. <p>Team Work</p> <ul style="list-style-type: none"> • Demonstrates responsibility and commitment to colleagues. • Demonstrates a positive interactive attitude. • Support is given and advice sought when appropriate. • A professional image is presented to colleagues and patients. <p>Professional Standards</p> <ul style="list-style-type: none"> • Ensure 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. <p>Process and Book Referrals</p> <ul style="list-style-type: none"> • Receive and screen referrals following clerical and clinical triage. • Ensure all paper/hardcopy referrals are scanned in to radiology information system as necessary. • Patient demographics are checked and updated in patient management system. • Coordinate assessment and prioritisation of referrals with specialists. • All acute referrals scheduled immediately following clinical prioritisation. • Schedule and book patients and liaise with all appropriate personnel with regard to relevant procedures. • Accurate and complete data is entered into the patient management system and Radiology Information System in a timely manner. • Referrals are regularly audited (Ordered Worklist). • Patient contact is made in a timely manner. 			

	<ul style="list-style-type: none"> • Non acute bookings are made in order of priority, according to the radiology protocols, in a timely manner and appropriate information and procedure details supplied effectively to the patients. • Plain Film bookings are made from incoming calls as well as hardcopy paper referrals. Appointment times are based on caller information as to whether same day appointment required or a future booking is acceptable. • Ensure no bookings are made without the referral being scanned in to RIS (these can be scanned in retrospectively for bookings made over the phone). • Bookings are made from walk-ins (outpatient clinic/patients sent from GP). • Bookings are made across all modalities – Plain Film, Ultrasound, Angiography, CT, MRI, Nuclear Medicine, Fluoroscopy as required. • Admissions, Transfers and Discharges are made within the patient management system for patients undergoing imaging as inpatients of the Radiology Ward/theatre (eg biopsies, angiography etc). • Issues regarding access to radiology services within contracted timeframes are reported and escalated appropriately. • Available appointments are utilised efficiently and effectively. • Required tasks associated with the hosp ‘Did Not Attend’ policy and procedure are carried out efficiently. • Management of Cancelled Worklist. • Financial data eg ACC is captured accurately. • Bookings are rescheduled due to scanner outages. Changing clinical priorities and needs. • Referrals are identified for outsourcing to private providers based on clinical need and priority. • Appointments are scheduled in order to meet timeliness compliance targets. <p>Reception Duties</p> <ul style="list-style-type: none"> • Customers are greeted and welcomed promptly and attended to in a friendly and courteous manner. • Patients are arrived in the radiology information system upon presentation to radiology reception. • Report distribution is managed in a timely and effective manner utilising the appropriate resource. • Critical Results/Alerts are monitored throughout the day and reports and notified to referrers immediately they are available. • A prompt, professional telephone answering service and efficient message service including the use of voicemail, pager, cell phone and email is provided to the department. • Messages are recorded accurately and promptly relayed. <p>Despatch Duties</p> <ul style="list-style-type: none"> • To respond to requests from patients or health providers for copies of imaging. • Relevant imagery requests are acted upon in a timely manner. • Conference requests are dealt with in an accurate and timely manner. 		
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>Health NZ 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>		
<p>KEY WORKING RELATIONSHIPS</p>	<table border="0"> <tr> <td data-bbox="341 1659 911 2134"> <p>INTERNAL</p> <ul style="list-style-type: none"> • Acute & Medical Service Director • Radiology Department Manager • Radiology Head of Department • Radiologists • Radiology CNM • Radiology Information & Business Coordinator • Modality Team Leaders • Radiology Staff – MRTs, RNs, CAs, Radiology Clerical Officers, Orderlies • All Health NZ Hawke’s Bay staff members </td> <td data-bbox="911 1659 1546 2134"> <p>EXTERNAL</p> <ul style="list-style-type: none"> • Patients and their family/whanau • External health providers • Referrers • General Practitioners • General Public • Accident Compensation Corporation (ACC) • Work Insurance • Regional/other Health NZ services • Ministry of Health/National Health Board </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> • Acute & Medical Service Director • Radiology Department Manager • Radiology Head of Department • Radiologists • Radiology CNM • Radiology Information & Business Coordinator • Modality Team Leaders • Radiology Staff – MRTs, RNs, CAs, Radiology Clerical Officers, Orderlies • All Health NZ Hawke’s Bay staff members 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Patients and their family/whanau • External health providers • Referrers • General Practitioners • General Public • Accident Compensation Corporation (ACC) • Work Insurance • Regional/other Health NZ services • Ministry of Health/National Health Board
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DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Maintains relationships with patients and their families/whanau and all Health NZ Hawke's Bay staff. ▪ Works autonomously and with a level of independence within their relevant scope of practice in order to achieve departmental targets and to problem solve issues as they arise.
HOURS OF WORK	80 hours per fortnight (1.0 FTE) - 10 shifts x 8 hours rostered Monday-Sunday including weekends and public holidays. Shifts are worked between 8am and 5pm daily as rostered.
EMPLOYMENT AGREEMENT & SALARY	National Health Administration Workers Collective Agreement 01 January 2023 – 31 December 2024 Band 5 Steps 1 – 6 according to qualifications and experience.
DATE	March 2024
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Works within the Radiology Department within the scope of practice specified by RIBCO and Dept Manager. • Effectively managing time and prioritising workload to ensure departmental targets and goals are achieved. • This position does not have any staffing or financial responsibilities.

ESSENTIAL CRITERIA

Treaty of Waitangi

- Demonstrates the ability to include cultural safety of the health consumer when relating to care and processes within the Service.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.

Experience – (Technical and Behavioural)

- Ability to manage confidential issues effectively and maintain privacy at all times
- Ability to organise and prioritise workloads.
- Ability to communicate effectively and supportively with a wide range of people.
- 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.
- Ability to size up a situation and deal with or seek assistance to do so.
- Confidence/self-awareness of ability to perform in role.
- Past data entry and reception experience (3-5 yrs)
- Past patient/consumer scheduling experience (3-5 yrs)
- Proven technical ability
- Proven customer service skills

Business / Technical Skills

- Ability to manage confidential issues effectively and maintain privacy at all times.
- Ability to organise and prioritise workloads.
- Ability to communicate effectively and supportively with a wide range of people.
- 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.
- Computer skills utilising Microsoft applications and other applications/packages.
- Previous reception and/or administrative experience.
- Demonstrated loyalty to an employer.

Key Attributes

- Effective communication skills
- Comprehensive past experience – Reception/Administration
- Computer Skills/Data Entry/Scheduling Appointments
- Teamwork
- Cultural Perspective
- Relationship Building
- Customer Service
- Previous Hospital Experience
- Confidentiality

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.

DESIRABLE CRITERIA

Experience

- Previous reception and/or administrative experience.
- Experience working in the health sector.
- Knowledge of medical terminology
- Knowledge of patient management system (ECA) and the Radiology Information and Image Archiving systems (RIS-PACS)



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.

Physical requirements for role: -

Te Whatu Ora - Hawke's Bay is a fair and equitable employer. As per Te Whatu Ora - Hawke's Bay commitment to the National Disability Strategy it will ensure the ongoing support, guidance and tools are provided to support people with disabilities within the workplace.

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccinations