

<b>Health New Zealand</b> Te Whatu Ora	<b>POSITION TITLE</b>	<b>Admin Co-ordinator Outpatients</b>		
	<b>DIRECTORATE</b>	Support Services	<b>DEPARTMENT</b>	Administration Support
	<b>REPORTING TO (operationally)</b>	Team Lead Reception	<b>REPORTING TO (professionally)</b>	Manager, Reception & Health Records
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Administration Services in Health New Zealand   Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting - Nil Direct - Nil Indirect			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>○ To perform a wide range of administrative and office support activities to facilitate the efficient operations of the Unit you are based in.</li> <li>○ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patients and other customers.</li> <li>○ To ensure accurate and timely data quality through input into various applications.</li> <li>○ To provide accurate and efficient administration duties associated within the Unit and professional frontline reception and support to both external and internal customers.</li> <li>○ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.</li> <li>○ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans</li> <li>○ To recognise and support the delivery of the Hawkes Bay Health sector vision.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Reception Duties</b></p> <ul style="list-style-type: none"> <li>○ Meet and greet patients and their families, welcomed in a friendly manner and directed to appropriate areas</li> <li>○ All telephone and desk enquiries are answered professionally and promptly</li> <li>○ Ensure all data entry is accurate, client demographic details are up to date, GP details are current in ECA</li> <li>○ Patient labels are available as required</li> <li>○ Incoming mail and faxes are directed to the appropriate recipient</li> <li>○ Patient and visitor service areas are monitored and cleaning personnel contacted as required</li> <li>○ Professional liaison is maintained with all staff and health professionals at all times</li> </ul> <p><b>Administration Duties</b></p> <ul style="list-style-type: none"> <li>○ General clerical duties including photocopying, faxing, emailing and mailing are completed as required</li> <li>○ Ensuring adequate stock supplies and stationery levels are maintained and forwarding to CNM for ordering</li> <li>○ All filing is kept up to date</li> <li>○ Ensure all discarded Health New Zealand   Te Whatu Ora documents are disposed of in the docu-shred security bins</li> <li>○ Actively support and assist all co-workers with a quality administrative service</li> <li>○ Ensure all relevant information regarding inpatients is available to authorised personnel at all times, including outpatient's appointments, etc.</li> <li>○ Ensuring any maintenance issues are dealt with in a timely manner, as requested by clinical staff, etc.</li> <li>○ Recognising limitations of own knowledge/experience and seeking assistance as appropriate</li> <li>○ Identifying quality issues and implementing new quality strategies in consultation with clinical staff</li> </ul> <p><b>Clinic Preparation</b></p> <ul style="list-style-type: none"> <li>○ All clinics are prepared appropriately and as per prescribed procedure</li> <li>○ Ensure any available results/documentation are filed on patient record</li> <li>○ Liaise with other staff regarding changes to clinic lists</li> <li>○ All clinic visits are attended on the day of clinic</li> </ul>			

	<ul style="list-style-type: none"> <li>○ Adherence to Health New Zealand   Te Whatu Ora Privacy/Confidentiality Code/Patient Code of Rights</li> <li>○ Patient demographic form is printed prior to clinic and checked on arrival</li> <li>○ Any amendments are updated on ECA promptly</li> </ul> <p><b>Manage Patient Health Records</b></p> <ul style="list-style-type: none"> <li>○ Preparing ward for patient admission – white board, charts and door cards</li> <li>○ Letters, reports and other documentation are filed correctly into patients health records</li> <li>○ Maintenance of clinical notes</li> <li>○ Utilise ECA tracking system efficiently, ensuring records that are taken from departments or units have been tracked to the correct destination</li> <li>○ All requests for health records are actioned appropriately and tracked accurately</li> <li>○ Ensure patient information is kept confidential at all times</li> <li>○ Ensure all discarded Health New Zealand   Te Whatu Ora documents are disposed of in the docushred security bins</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>○ A prompt, professional telephone answering service and efficient message service including the use of voicemail, pager, cell phone and email is provided to the deptment.</li> <li>○ Messages are recorded accurately and promptly related.</li> <li>○ Practice and service delivery demonstrates knowledge, respect and sensitivity for the cultural expectations, lifestyle, spiritual beliefs and choices of others.</li> <li>○ Demonstrates a commitment to and an understanding of biculturalism.</li> <li>○ Adheres to the Hawke’s Bay District Health Board Privacy/Confidentiality Code</li> <li>○ Demonstrates effective written/oral communication skills</li> </ul> <p><b>Occupational Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>○ Displays commitment through actively supporting all health and safety initiatives</li> <li>○ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision</li> <li>○ Ensures own and others safety at all times</li> <li>○ Complies with policies, procedures and safe systems of work</li> <li>○ Reports all incidents/accidents, including near misses in a timely fashion</li> <li>○ Is involved in health and safety through participation and consultation</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>○ Open and responsive to customer needs.</li> <li>○ Demonstrate an understanding of continuous quality improvement.</li> </ul>	
<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<p><b>Health New Zealand   Te Whatu Ora is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</b></p> <ul style="list-style-type: none"> <li>○ Not to do anything that puts your own H&amp;S at risk</li> <li>○ Not to do anything that puts others H&amp;S at risk</li> <li>○ To follow all health and safety policies and procedures</li> <li>○ To follow all reasonable health and safety instructions</li> <li>○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm).</li> </ul>	
<p><b>KEY WORKING RELATIONSHIPS</b></p>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>○ Clinical Nurse Managers</li> <li>○ Nursing staff &amp; Allied Health Staff</li> <li>○ Medical Staff</li> <li>○ Clerical staff</li> <li>○ Orderly Services</li> <li>○ Health Records</li> <li>○ Clinic staff</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>○ Patients &amp; Family</li> <li>○ Visitors</li> <li>○ GP’S &amp; other hospitals</li> <li>○ Ambulance Service</li> </ul>

	<ul style="list-style-type: none"> <li>○ Health New Zealand   Te Whatu Ora Management</li> </ul>	
<b>DELEGATION AND DECISION</b>	Nil	
<b>HOURS OF WORK</b>	80 hours per fortnight	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI Te Whatu Ora – Hawke’s Bay/PSA Administration/Clerical Multi Employer Collective Agreement (MECA) according to qualifications and experience, pro rata for hours worked	
<b>DATE</b>	Sept 2024	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	Nil	
<b>SCOPE &amp; COMPLEXITY</b>	Providing administration relief support to Health Services including reception duties as the first point of contact for all areas.	

## ESSENTIAL CRITERIA

### Qualifications

- Nil

### Experience

- Excellent communication skills; ability to communicate with a wide range of people
- Dictaphone typing experience and excellent keyboard skills.
- Ability to initiate and continue conversation.
- Committed to the delivery of a high quality of customer service.
- Culturally aware and sensitive
- Highly motivated and a team player
- Customer focused, responsive to the needs of customers
- Flexibility and ability to work within a changing and developing environment.
- Ability to work within multidisciplinary team.
- Excellent telephone manner
- Able to lift weights of up to 16kg (medical records)

### Business / Technical Skills

- Patient Management System or similar database experience.
- Office Suite – Word, Excel, Outlook

### Key Attributes

- Proven customer service skills
- 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

### Vaccination status for role:

- Vaccinations as per the current employee immunisation policy including annual influenza vaccination

## DESIRABLE CRITERIA

### Experience

- Experience within the health sector

### Business / Technical Skills

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



## 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.