

Health New Zealand Te Whatu Ora	POSITION TITLE	Team Administrator – Fixed Term		
	DIRECTORATE	Specialist and Community Services Group	DEPARTMENT	Te Whata Moanarua (Allied Health Therapies)
	REPORTING TO (operationally)	Manager, Te Whata Moanarua (Allied Health Therapies)	REPORTING TO (professionally)	N/A
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers Te Whata Moanarua (Allied Health Therapies) in the Specialist and Community Services Group in Health New Zealand, Te Whatu Ora, Te Matau a Māui Hawke’s Bay. Staff reporting - Nil Direct or Indirect			
PURPOSE OF THE POSITION	<p>To be responsible for, and provide administrative support for the Te Whata Moanarua (Allied Health Therapies) Service Manager, Team Leaders and therapists.</p> <p>Contribute to the achievement of the Te Whata Moanarua Allied Health Therapies Service.</p> <p>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Te Whata Moanarua Service.</p> <p>To recognise and support the delivery of the Hawkes Bay Health sector vision.</p>			
KEY DELIVERABLES	<p>Administration and Clerical Support</p> <p>Carry out tasks including:</p> <ul style="list-style-type: none"> Attend to and provide administration support to the team. Administrative systems are established and maintained to ensure the smooth running of the service. Meetings are arranged as instructed and communicated to all necessary parties, including cancellations and rescheduling. Provide support with quality assurance activities & data entry. i.e. audit results Printing, photocopying, scanning is completed as required. All online stores ordering and receipting (clinical and non-clinical) are completed and stock distributed as required. All filing is kept up to date. Requests for maintenance are made and followed up as and when required. All documentation is filed correctly into staff personal records and personal filing cabinet maintained. New staff personal files are prepared with inclusion of all relevant recruitment and onboarding information and documentation. Concise minute taking and meeting summaries are completed in a timely manner and distributed appropriately. Typing is undertaken within agreed timeframe and work produced is accurate and well presented. Privacy of confidential information is maintained. Pre-employment recruitment processes including arranging short listing, interview paperwork and room bookings is completed and support given to the leadership team. New staff onboarding paperwork & processes are completed as requested by leaders. Formatting and updating of excel and word documents/tables/spreadsheets/ Policies & Procedures is completed. Digital Enablement requests are followed up and actioned. i.e. new staff computer access; new equipment requests; digital moves etc Special work events for the service i.e. retirement lunch; special speaker/guest are planned and coordinated. Processing of staff reimbursements. <p>Professional Standards</p> <ul style="list-style-type: none"> Professional standards are met. Professional liaison is maintained with all staff/health professionals. Te Whatu Ora - Hawke’s Bay Hospital Privacy/Confidentiality Code is respected and practised. Practice and service delivery demonstrates knowledge, respect and sensitivity to cultural expectations, lifestyle, spiritual beliefs and choices of others. A professional image is presented to both staff and external providers/ clients. <p>Communication</p> <ul style="list-style-type: none"> Messages are recorded accurately and promptly relayed. Adhere to Te Whatu Ora’s Privacy / Confidentiality Code. Demonstrates effective and competent written / oral communication skills. Open and responsive to customer needs. 			

	<p>Teamwork</p> <ul style="list-style-type: none"> • A positive interactive attitude is displayed. • Support and advice, sought when necessary. • Interaction, both written and oral, with all team members is appropriate. • Demonstrate an understanding of continuous quality improvement. 	
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora, 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 <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm)</p>	
KEY WORKING RELATIONSHIP	<p>INTERNAL</p> <ul style="list-style-type: none"> • Te Whata Moanarua Manager • Te Whata Moanarua Team Leaders • Other team members, eg. clinical staff, assistants, Booking Coordinators and Administrator Coordinators. • Other Departments eg. Support services including but not limited to Procurement; Stores; Finance; Digital Enablement; Recruitment; Human Resources and Facilities. 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Patients and their family/whanau • Health providers outside Te Whatu Ora • General Public & Consumers • Other agencies
DELEGATION AND DECISION	<p>Works autonomously with a high degree of independence within the team to achieve the plan and problem solve issues as they arise.</p>	
HOURS OF WORK	<p>40 hours per fortnight (0.5 FTE) Fixed Term</p>	
EMPLOYMENT AGREEMENT & SALARY	<p>As per the National Health Administration Workers Collective Agreement Pay Scale Band 4.</p>	
DATE	<p>January 2025</p>	
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> • N/A 	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Effectively managing time and prioritising workload to ensure administrative and allocated tasks are completed within an agreed timeframe. • Ability to adopt different job assignments and respond to differing requests and directives. • Solutions may require devising new methods and/or modifying existing procedures within the established practices. • Working with varied disciplines, systems and practices 	

ESSENTIAL CRITERIA

Qualifications

- NCEA Level 2 or equivalent

Experience

- Two or more years' experience in a similar role

Business / Technical Skills

- Excellent computer skills utilising Microsoft applications; e.g. Excel, Word, Power Point and Outlook.
- Organisational skills essential.
- Excellent communication skills; ability to communicate with a wide range of people. Both written and verbal
- Committed to the delivery of high-quality customer service.
- Highly motivated, team player.
- Able to build effective and positive relationships with key personnel within and external to the service.
- Previous data entry experience.

Key Attributes

- Demonstrates the Hawkes Bay Sector core values and behaviours
- Effective communication skills
- Positive attitude with problem solving focus
- Ability to use initiative and work independently
- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly
- Able to see opportunities for improvement of existing services, bring them to attention of operational leaders and lead the implementation of resulting changes.

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:

Te Whatu Ora, Hawke's Bay Physical Requirements and Vaccination Status Guidelines May 2019.

Vaccination status for role:

All staff vaccinated as per current employee immunisation policy.

DESIRABLE CRITERIA

Experience

- Experience working in the health sector.

Business / Technical Skills

- Knowledge of health & medical terminology.
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills.



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.