

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Administration Officer Population Health -National Immunisation Register NIR
Directorate:	Strategy Primary and Community Directorate
Location:	Wakari or Invercargill
Responsible to:	Unit Manager
Responsible for:	Population Health Programmes
Delegations:	nil
Tenure/hours:	0.5 FTE Fixed term to 31 Dec 2021
Position Purpose:	The purpose of the role is to effectively contribute to the smooth running of the National Immunisation Register (NIR) by providing efficient and timely administration that is responsive and flexible to the changing needs of the service. To ensure timely and accurate data is recorded, identify gaps in the provision of childhood and adult immunisations.
Date:	31 May 2021

Our Vision

Better Health, Better Lives, Whanau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing

We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population.

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Maori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

ORGANISATIONAL AND ROLE SPECIFIC COMPETENCIES

The following organisational and role specific competencies apply to this position. Employee is assessed against these as part of their annual performance and development review.

ORGANISATIONAL COMPETENCIES

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.

ROLE SPECIFIC COMPETENCIES

Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus
Managing and measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measure; monitors process, progress and results designs feedback loops into work.
Personal Learning:	Picks up the need to change personal, interpersonal behaviour quickly; watches others for their reactions to his/her attempts to influence and perform; and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

WITHIN SOUTHERN DHB	EXTERNAL TO SOUTHERN DHB
<ul style="list-style-type: none"> ▪ Population Health Service team ▪ NIR Administrators and Co-ordinators ▪ Vaccine Preventable Disease Team ▪ Outreach Immunisation Nurses ▪ Other Departments as determined by future NIR development ▪ Other Southern DHB staff 	<ul style="list-style-type: none"> ▪ Primary Health Care Providers ▪ Patients and Whānau ▪ Community and Practices ▪ Parents/ Schools / Pre Schools / Teachers ▪ Other stakeholders ▪ General Practice Nurses and Practice Managers ▪ Primary Health Care providers

	<ul style="list-style-type: none"> ▪ Well Child Tamariki Ora (WCTO) Providers ▪ Maori and Pacific Health Providers ▪ Independent LMCs
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PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies

	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> ▪ Minimum level 2 NCEA or equivalent 	
Knowledge, Skills and Experience	<ul style="list-style-type: none"> ▪ At least 2 years clerical administration experience. ▪ High standard of interpersonal communication skills, including written and verbal to include telephone skills. ▪ Knowledge of office systems and procedures ▪ Evidence of good literacy and numeracy skills. ▪ Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail). ▪ Ability to understand and follow written or verbal instructions. ▪ Sets high standards of performance. ▪ Ability to work well in a team and foster good interpersonal relationship. ▪ Willing to support and assist other staff as required. ▪ Respect the privacy of individuals when dealing with personal information. ▪ Knowledge of or willingness to learn patient management systems, data systems, general office systems and procedures. ▪ Ability to learn quickly and demonstrate efficient and accurate administration skills. ▪ Ability to communicate confidently ▪ Evidence of good literacy and numeracy skills. ▪ Excellent organisation and time management skills 	<ul style="list-style-type: none"> ▪ Touch typing above 45 WPM ▪ Data entry speed and accuracy ▪ Willingness to learn new systems and programs ▪ Experience with TEAMS office 365
Personal Qualities	<ul style="list-style-type: none"> ▪ Works well within a team environment with ability to foster good interpersonal relationships ▪ Works well in an open office environment ▪ Good interpersonal skills, to include the ability to work effectively with people at all levels of the organisation, is diplomatic; ▪ Is dependable, honest and ethical; shows a high level of personal judgment. ▪ Acts with discretion, sensitivity and integrity at all times. ▪ Is focused on providing exceptional levels of customer service. ▪ Maintains an exceptionally high level of confidentiality. ▪ Logical and proactive in managing risks and resolving problems. ▪ Is adaptable and flexible – open to change. ▪ Ability to prioritise changing workloads, with associated time pressures, while 	

KEY RESULT AREAS

The Administration position encompasses the following major functions or key result areas:

- Provide an efficient and accurate administration service within the Population Health Team
- Contribute to an environment where teams flourish and connect across the organisation for the best outcome.
- Support an environment which expects openness and honesty and maintains the highest integrity.
- Ability to work well in a team and foster good interpersonal relationships
- Set high standards of performance and be very organised
- A quality, customer-focused service is provided at all times, which follows best practice
- Courteous telephone manner
- Participate in Population Health quality improvement processes.
- Respects the privacy of individuals especially related to personal information
- Ability to understand and follow written and verbal instructions
- Knowledge of office systems and procedures
- Understanding of information reconciliation
- Evidence of good literacy and numeracy skills
- High standard of interpersonal communication skills, including written and verbal
- Use initiative effectively to seek solutions.
- it is important to ask questions to ensure NIR processes and systems are understood
- Willing to support and assist other staff as required

The requirements in the above Key Result Areas are broadly identified below:

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Living our values	
<p>Act as an ambassador for our organisation, you model our agreed values, provide our internal and external customers with exceptional service and care at all times.</p>	<p>You are kind: You put people at the centre of their care, are attentive, helpful and caring. You treat people with respect and protect people’s dignity and privacy.</p> <p>You are open and sincere: You listen and hear with understanding and empathy. You keep people informed, so they know what is happening. You speak up if you have a concern and accept feedback graciously.</p> <p>You are positive, friendly and approachable and are always looking to improve. You aim for excellence, high quality and the best outcomes in everything you do. You are appreciative and encouraging.</p> <p>You are an active part of our community: You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting.</p>
Service support	
<p>Provision of high quality administrative support to ensure efficient and effective service delivery Promote the National Immunisation Register in accordance with the NIR Operations Manual Contribute to a high performance NIR team</p> <p>Gain and maintain knowledge of NZ National Immunisation Schedule changes as advised by the MOH</p>	<ul style="list-style-type: none"> • Provide timely and accurate confidential administrative support. • All duties are performed to a high standard. Work is prioritised. • Establish and maintain effective electronic filing systems to minimise paper systems. Documentation is of a high standard and timely. • Work towards paper light service delivery • Promote administrative systems and processes for continuous quality improvements. Organisational policies are adhered to. • Demonstrate accurate attention to detail. • Be adaptive to reflect service provision • Identify existing or potential problems and opportunities.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<p>Ability to interpret and correct system errors</p> <ul style="list-style-type: none"> • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner, mostly by telephone. Enquiries and transactions are handled efficiently. Interactions are respectful without prejudice Customer service is exceptional across all interactions.
Provide accurate and appropriate information	
<p>Maintain data quality and work with stakeholders to ensure high levels of data integrity to advance immunisation coverage levels with an equity focus.</p>	<ul style="list-style-type: none"> • Ensure registration on NIR from birth • Promote the recall and follow-up of individuals due for immunisation • Encourage providers to enter data in a timely manner • Ensure good data quality - electronic messaging is maintained and active between Healthwares/Healthlink, Practice Management Systems and the NIR • Timely and accurate information updates to the data bases • Data bases are current and correct • Data matches, records including demographic details are accurate. • Enter, check and correct data to ensure it is current and a high quality across all data bases. • Communicate with providers and problem solve errors. • Ability to use various systems to ensure the services find every child eligible for vaccinations. • Maintain General Practice contacts list • Provide appropriate information to external stakeholders • Amend and update missing or incorrect results. Accurate and keen eye for detail • Any security and privacy breaches are appropriately and promptly addressed.
Individual and team performance	
<p>Participates and contributes to the functioning of the team</p> <p>Establish and maintain an effective working relationship with other staff, with a focus on continuous and open communication</p> <p>Maintain a current desk file</p> <p>Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically</p>	<ul style="list-style-type: none"> • Participate as a team member to ensure the best outcome for the service and the organisation. • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships. • Work to ensure a cohesive, positive and highly motivated team environment, with effective skills and knowledge transfer. • Prioritise own workload and manage own time effectively • Information is communicated in a courteous and sensitive manner • When workload allows, proactively assist other staff. Attitude is pleasant, accepting and helpful • Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow • Be able to work efficiently and effectively unsupervised. Duties are performed to a high standard. Service routine is maintained. • Promote and adhere to the Southern DHB Values and Behaviours
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Southern DHB processes and reflects best practice.
Professional Development – self	
<p>Identifying areas for personal and professional</p>	<ul style="list-style-type: none"> • You work with your NIR Co-ordinator and manager to set and review annual performance objectives which you then achieve.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
development.	<ul style="list-style-type: none"> • Training and development goals are identified and met. • You actively seek feedback and can accept constructive criticism. • Maintain and improve work related knowledge and skills • Establish a sound work life balance
Quality and Performance	
<p>Supporting immunisation providers in the Southern District.</p> <p>Managing the collection, maintenance and exchange of timely and accurate data in accordance with the NIR Operations Manual and other specified NIR requirements.</p>	<ul style="list-style-type: none"> • Maintain professional and organisational quality standards. Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards. • Ensure work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in most effective manner. • Investigate opportunities to achieve goals in a more efficient way. • Seek assistance and supports others as required. To be flexible, responsive and supportive to others. • Recognise own and professional boundaries. • Maintain positive and effective working relationships with immunisation, well child providers, midwives and other involved stakeholders • Provide ongoing NIR support to providers including assistance to identify and resolve issues
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the SDHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> ▪ You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. ▪ You actively encourage and challenge your peers to work in a safe manner. ▪ Effort is made to strive for best practice in Health and Safety at all times. ▪ Foster and support commitment to achieving the highest level of health and safety.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> ▪ Partnership – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. ▪ Participation – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. ▪ Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date