

Position Description

Employment Agreement:	DHB's/PSA South Island Administrative Employees MECA
Position Title:	Quality Administrator
Service & Directorate:	General Surgical Service / Surgical Services and Radiology Directorate
Location:	Dunedin
Reports to:	Service Manager General Surgery and Orthopaedics
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	September 2021

Our Vision

Better Health, Better Lives, Whānau 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 Māori 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 us and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

The key purpose of the role is to effectively contribute to the smooth running of the General Surgery Service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation. To provide a quality clinical audit support service to the General Surgery and Urology Service

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 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.

Role Specific Competencies

Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none">Southern District Health Board wide staff	<ul style="list-style-type: none">Patients, families/whanau
<ul style="list-style-type: none">Managers at all levels within Southern District Health Board	<ul style="list-style-type: none">Visitors
<ul style="list-style-type: none">Other departments: Human Resource Group, Finance, Supply, Building & Property, Patient Affairs, Transport	<ul style="list-style-type: none">Stakeholders
<ul style="list-style-type: none">Service Manager and Service Leaders	<ul style="list-style-type: none">Southern DHB preferred travel provider
<ul style="list-style-type: none">General Surgery Consultants & Registrars	<ul style="list-style-type: none">Professional colleges and registration bodies
<ul style="list-style-type: none">Audit Lead Consultant	<ul style="list-style-type: none">Otago Clinical Audit (Audit Service provider)

PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Minimum level 3 NCEA 	
Experience	<ul style="list-style-type: none"> At least 4 years administrative experience 	<ul style="list-style-type: none"> Experience within the health sector.
Knowledge and Skills	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal. 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) 	<ul style="list-style-type: none"> Knowledge of health sector. touch typist.
Personal Qualities	<ul style="list-style-type: none"> Sets high standards of performance. Ability to work well in a team and foster good interpersonal relationships and a willingness to support and assist other staff as required. Respect the privacy of individuals when dealing with personal information. Attention to detail a priority Ability to demonstrate strong personal initiative Ability to effectively communicate verbally and in writing with a variety of people. Experienced touch-typist with speed (70 words per minute) and accuracy (no more than five errors). Successful completion of medical terminology. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Audit Support	
To provide a clinical audit support service to the General Surgery and Urology Service	
<ul style="list-style-type: none"> Work with the audit lead consultant and service manager to organise, administrate and maintain a schedule of audit activities, and quality activities which include, but not limited to, monthly mortality, morbidity meetings and monthly cross-DHB audit meetings and audit projects, all service bi-weekly service quality meetings. Administrate audit software and user accounts and provide user support. 	<ul style="list-style-type: none"> Book venues and catering if applicable Publish annual schedule 1 month in advance Send reminders to speakers/participants and attendees Publish upcoming activities through 'Department Bulletin' and any other relevant channels Work with clinicians to set and publish agendas 1 week in advance

<ul style="list-style-type: none"> • Monitor audit activity, provide regular updates to the audit lead consultant and department management and prepare and publish reports on audit activity. • Assist Clinicians in audit data collection • Monitor and support department audit projects. 	<ul style="list-style-type: none"> • Ensure attendance record is completed and filed • Ensure minutes/notes from the meeting are recorded and filed • Monitor for poor attendance and flag with audit lead consultant • Prepare relevant documents in conjunction with service manager, audit lead consultant and service administrator. • Set up new users, inactivate old users, troubleshoot user accounts • Ensure new users are trained to use the software. Training videos are available, some users may need extra support. • Provide assistance and support for users individually and at meetings • Liaise with or refer on queries to software support team as necessary • Feedback software issues to Otago Clinical Audit • Provide users regular feedback on their individual audit activities and engagement (includes audit software activity and audit projects) • Report audit activity to the department, highlighting where audit engagement is poor (includes audit software activity and audit projects) • Facilitate audit project design and formal approval in conjunction with the audit lead consultant • Facilitate and direct data extract requests • Log and track all audit projects and highlight projects at risk • Provide prompts for audit projects in progress to encourage completion • Ensure completed audit project results are disseminated and filed SAE, complaints, audit actions and recommendations. • Identify opportunities to re-audit to close the audit loop
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Service Support

Provide high quality reception and administrative support to the Service and Service Leadership Team.

<ul style="list-style-type: none"> • Provide high quality administrative support to the service, ensuring efficient and effective service delivery. • Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager. • Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information • Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties • Demonstrate attention to detail and accuracy • Demonstrate a willingness to adapt to changing needs of the service 	<ul style="list-style-type: none"> • Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to: • Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information. • Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties. • Demonstrate attention to detail and accuracy. • Demonstrate a willingness to adapt to changing needs of the service. • Evaluates situations • Identifies existing or potential problems and opportunities.
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<ul style="list-style-type: none"> Evaluates situations and identify existing or potential problems and opportunities Theatre bookings as directed by Medical staff, and to provide cover for Booking Staff 	<ul style="list-style-type: none"> Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.
<p>Quality and Risk Management</p> <p>Assist with service quality and risk programmes. Assist with certification and accreditation within services. Foster a quality improvement culture.</p>	
<ul style="list-style-type: none"> Assist and administer service-wide quality and risk programmes and action plans in accordance with Southern DHB policy. Ensure compliance with all relevant standards and legislation including health and safety and professional regulations. Investigate complaints, incidents and other matters as required, reporting outcomes as required including development of action plans to facilitate service development. Ensure research and/or trial proposals contain complete and comprehensive documentation and that the costs to Southern DHB are fully recoverable and the indemnity covers all Southern DHB risks. Support and demonstrate the philosophy and practice of an organisational wide systems approach to service and operational processes. 	<ul style="list-style-type: none"> Quality improvement is understood and embedded in the way we operate. Implementation of systems, standards and procedures that support and enhance hospital services and district clinical services establishment and delivery. Auditing is completed in a timely manner of all hazards and incidents / accidents.
<p>Team Support</p>	
<ul style="list-style-type: none"> Actively participate in the development of the Service's administration team and its work processes, systems and operations. Provide positive support to other administrators and other colleagues to ensure delivery of team goals. Seek to increase contribution of the Service's administration team and support an environment of continuous improvement. 	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You share responsibility for delivery of high quality administrative support, contributing to team resilience You produce work that complies with SDHB processes and reflects best practice.
<p>Other Duties</p>	
<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 SDHB processes and reflects best practice. Research undertaken is robust and well considered.
<p>Professional Development – self</p>	
<p>Identifying areas for personal and professional development and undertake agreed training/professional development activities</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
<p>Living Southern DHB Values</p>	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> Demonstrates behaviours that we want to see from each other, at our best.

	<ul style="list-style-type: none"> • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<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.
Treaty of Waitangi	
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.	<ul style="list-style-type: none"> • <i>Partnership</i> – 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. • <i>Participation</i> – 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. • <i>Protection</i> – 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 example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

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