

Position Description

Employment Agreement:	DHB/PSA South Island Administration Employees Collective Agreement
Position Title:	Administration Officer
Service & Directorate:	Te Puna Wai Ora – Southern Critical Care
Location:	Dunedin
Reports to:	Charge Nurse Manager
Number of direct reports:	Nil
Date:	July 2020

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 use 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 ICU service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.

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.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
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.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Southern DHB staff 	<ul style="list-style-type: none"> Patients and whanau
<ul style="list-style-type: none"> Managers at all levels of the organisation 	<ul style="list-style-type: none"> Visitors
<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Stakeholders

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 2 NCEA. 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> At least four years clerical administration experience. 	<ul style="list-style-type: none"> Experience in the Healthcare sector
Knowledge and Skills	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none">
Personal Qualities	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal. 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. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service support	
Provide high quality administrative support to the ICU service, ensuring efficient and effective service delivery.	
<ul style="list-style-type: none"> 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 and identifies existing or potential problems and opportunities. Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols 	<ul style="list-style-type: none"> All duties performed to a high standard. Prompt response to requests. Enquires are handled efficiently, promptly and appropriately. Efficient transactional processing. Adherence to work practice in line with organisational and finance policies. Accurate high quality documentation produced in a timely manner. Incoming phone calls and visitors are given exceptional customer service. Prioritise work to ensure efficient service delivery.

	<ul style="list-style-type: none"> Recognise that everyone is entitled to consideration and respectful care without prejudice.
ICU Administrative Support	
<ul style="list-style-type: none"> Administration support for 6 Consultants, 7 Registrars, 50+ Nurses, Redevelopment Project officer Coordinate the production of the monthly reports and answer related queries as requested Develop, maintain and update electronic and paper information databases relevant to the service (Retrieval Database, SharePoint, ESHIB, ED Dept IS, Oracle, Health Connect, iPM, iSoft, SIC, MIDAS OneStaff, CLAB, Rostering, Safety 1st, Trendcare, PACS, announcements on TV screen) Coordinates IT related issues Maintain ICU Computer Contingency Plan in case of outages Collate papers for meetings, prepare and circulate agendas, notify attendees, book venues, take and circulate minutes Maintain and update CNM's diary, make appointments Make travel arrangements for all service staff and process all paperwork Assist with staff recruitment, necessary paperwork, coordination of the interview panel, applications and orientation. Prepares letters for CNM, Consultants, Registrars, Nurses. Assist nurses with PDRP, track and update practicing certificate Point of contact for all controlled Documents Ensures mandatory audits are assigned and completed as per DHB expectations Compile statistics and information as required Undertake one-off projects, compile and process data for ALL staff in the service. Assist Research Team with all trials (data, tracking, paperwork) Assist with the information processing of complaints and incidents Assist with drafting and monitoring CAPEX All receptionist duties (answering door, answering phone, meet and greet all visitors to ICU) Coordinate Bereavement Service Order stores, stationery and equipment as necessary 	<ul style="list-style-type: none">

<ul style="list-style-type: none"> • Coordinate with and assist other administration staff within the Directorate as necessary • Maintain Chargeable Patient database • Assist with service Study Days, be the banker for the Dunedin NZCCCN and assist with the newsletter • Assist the ECCT secretary with administrative duties • Assist with Job Descriptions and creating of new documents • Maintain the ICU DVD Library and liaise with staff hospital-wide to ensure patients have access to this. • Make appts for Doctors, Clinical Nurse Specialists, Nurse Educator, all staff requiring this support. • Casing of patient notes • Coordinate Patient Feedback surveys/database • Maintain ICU Admission Book • Liaise with Craigs Print and ordering all printing, Labels, create invoices • Create invoices for the helicopter team • Order rental medical equipment (bariatric chairs, beds) when requested by nursing staff • Booking of Rooms, VC's, etc for All service staff. 	
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> <p>Act as a role model for the Southern DHB Organisational Values.</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. • Live and support the DHB values in everything you do.
Living Southern DHB Values	
<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. • 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.
Professional Development – self	
<p>Identifying areas for personal and professional development.</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.

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:

.....
Employee

.....
Date

.....
Manager

.....
Date