

## Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	<b>Administration Officer – Records Clerk</b>
Service & Directorate:	<b>North Community Mental Health Team</b> Mental Health Addiction, Intellectual Disability Service - MHAID
Location:	Dunedin
Reports to:	Jacqui Cooke – Charge Nurse Manger
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	November 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

<b>Kind</b> <i>Manaakitanga</i>	<b>Open Pono</b>	<b>Positive</b> <i>Whaiwhakaaro</i>	<b>Community</b> <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> 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 North Community Mental Health Team 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

<b>Customer Focus</b>	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
<b>Integrity and Trust</b>	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.
<b>Drive For Results</b>	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

<b>Process Management</b>	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.
<b>Informing</b>	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.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

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

## PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Minimum level 2 NCEA</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years clerical administration experience</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of office systems and procedures</li> <li>Evidence of good literacy and numeracy skills</li> <li>Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email)</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>High standard of interpersonal communication skills, including written and verbal</li> <li>Ability to understand and follow written or verbal instructions</li> <li>Sets high standards of performance</li> <li>Ability to work well in a team and foster good interpersonal relationships</li> <li>Willing to support and assist other staff as required</li> <li>Respect the privacy of individuals when dealing with personal information</li> </ul>	

## KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support	

<ul style="list-style-type: none"> <li>• Provide high quality administrative support to the Mental Health Addiction and Intellectual Disability Service, ensuring efficient and effective service delivery</li> <li>• Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to:</li> <li>• Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information</li> <li>• Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties</li> <li>• Demonstrate attention to detail and accuracy</li> <li>• Demonstrate a willingness to adapt to changing needs of the service</li> <li>• Evaluates situations and</li> <li>• Identify existing or potential problems and opportunities</li> <li>• Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols</li> </ul>
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**Records Clerk Mental Health Addiction, Intellectual Disability Service**

**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"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
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**Professional Development – self**

<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
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**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 Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
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**Treaty of Waitangi**

<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <li>• <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</li> <li>• <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori.</li> <li>• <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> <li>• <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</li> <li>• <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>	<ul style="list-style-type: none"> <li>• You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025.</li> <li>• You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau.</li> <li>• You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori.</li> <li>• You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues.</li> <li>• Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.</li> </ul>
	<p><b>Quality and performance</b></p>
	<ul style="list-style-type: none"> <li>• Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards</li> <li>• Promotes and participates in quality improvement strategies including certification activities</li> <li>• Champion strategic initiatives which contribute to excellence in patient care delivery</li> <li>• Ensure there is a good customer/client service, working to improve customer satisfaction</li> <li>• Satisfaction results indicate that staff are encouraged and supported in their work as it relates to the area of practice.</li> </ul>

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