

## Position Description

Employment Agreement:	DHBs/PSA South Island Clerical/Administration Multi-Employer Collective Agreement
Position Title:	Administrator
Directorate:	Strategy, Primary and Community
Location:	Dunedin/Invercargill
Responsible to:	Unit Manager, Southland
Responsible for:	Providing efficient and effective day to day administration for clinics and patients needs. Ensuring Southern District Health Boards policies, procedures and standards of practice are followed.
Delegations:	N/A
Tenure/hours:	1 FTE, 40 hours per week (Monday-Friday)
Position Purpose:	The key purpose of the role of Service Administrator is to effectively contribute to the smooth running of the Service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.
Date:	October 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>
<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 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

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"> <li>▪ Unit Manager Southland</li> </ul>	<ul style="list-style-type: none"> <li>▪ Patients, families/whanau</li> </ul>
<ul style="list-style-type: none"> <li>▪ Clinical Director</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visitors</li> </ul>
<ul style="list-style-type: none"> <li>▪ Service Manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>▪ Professional Leader</li> </ul>	<ul style="list-style-type: none"> <li>▪ Private Dental Practitioners</li> </ul>
<ul style="list-style-type: none"> <li>▪ All Oral Health staff including Oral Health Promotors</li> </ul>	<ul style="list-style-type: none"> <li>▪ Principals, teachers and school support staff</li> </ul>
<ul style="list-style-type: none"> <li>▪ Southern District Health Board wide staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Dental and Medical equipment personnel</li> </ul>
<ul style="list-style-type: none"> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contractors</li> </ul>
<ul style="list-style-type: none"> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ Gore Health Dental Staff</li> </ul>

### KEY RESULT AREAS

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

- Providing high quality administration services to support the efficient running of the Community Oral Health Service and Hospital Dental Unit.

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

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Living our values</b>	
Acting as an ambassador for our organisation, you model our agreed values, providing both our internal and external customers with exceptional service and care at all times.	<ul style="list-style-type: none"> <li>▪ <b>You are kind:</b> 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.</li> <li>▪ <b>You are open and sincere:</b> 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.</li> <li>▪ <b>You are positive,</b> 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.</li> <li>▪ <b>You are an active part of our community:</b> You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Service Support</b>	
<p>Provide high quality administrative support to the Oral Health service, ensuring efficient and effective service delivery.</p> <p>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to:</p> <ul style="list-style-type: none"> <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 identifies existing or potential problems and opportunities.</li> <li>▪ Log IT issues for clinics when received.</li> <li>▪ Log maintenance requests for clinics and follow up to make sure it is done.</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> <li>▪ Respond promptly and clearly to enquiries from members of the public, clients, staff and outside agencies providing accurate information, direction and other such services as requested.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Unit Manager.</li> <li>▪ All duties performed to a high standard.</li> <li>▪ Prompt response to requests.</li> <li>▪ Enquires are handled efficiently, promptly and appropriately.</li> <li>▪ Adherence to work practice in line with organisational and finance policies.</li> <li>▪ Accurate high quality documentation produced in a timely manner.</li> <li>▪ Incoming phone calls and visitors are given exceptional customer service.</li> <li>▪ Prioritise work to ensure efficient service delivery.</li> <li>▪ Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> <li>▪ IT and maintenance issues are dealt with as they are received in and followed up on to ensure they are fixed quickly.</li> </ul>
<p><b>Appointment Booking</b></p> <p>To have knowledge of and be familiar with Titanium and iPM to load enrolments and update information.</p> <ul style="list-style-type: none"> <li>▪ To make appointments for patients using the electronic appointment system. This may also include coordinating appointments for multiple sites.</li> <li>▪ Cancel/reschedule appointments for clinics as required.</li> <li>▪ Triage of Relief of Pain (ROP) patients and prioritising the urgency.</li> <li>▪ Maintain full confidentiality of documentation and information related to all business, patient and staff interactions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attention to detail and accuracy for bookings is achieved.</li> <li>▪ Appointments for patients are made using the electronic appointment system.</li> <li>▪ Appointments are sent out in a timely manner.</li> <li>▪ Did Not Attend (DNA) appointments are followed up as required.</li> <li>▪ ROP appointments are booked as per triage document.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<ul style="list-style-type: none"> <li>▪ Co-ordinate with other agencies, and interpreter services liaising with them and patient to arrange a time suitable to all parties to attend appointments</li> <li>▪ Arrange for Interpreters to attend appointments when requested by clinic or other admin staff.</li> </ul>	
<p><b>Communication and Interpersonal Relationships</b></p> <p>Demonstrate a pleasant, accepting and helpful attitude in interactions with clients and staff.</p> <ul style="list-style-type: none"> <li>• Speak and write clearly, conveying essential information both within the team and externally</li> <li>• Establish and maintain sound working relationships and teamwork between and among all professional groups and across all Services</li> <li>• Adhere to Information Systems policies with regard to confidentiality of information</li> <li>• Prioritise work to ensure efficient effective service delivery across Oral Health Service.</li> </ul>	<ul style="list-style-type: none"> <li>• Inquiries are handled courteously, efficiently, effectively and politely both within the team and externally.</li> <li>• Communicate accurate information within stated timeframes to appropriate areas.</li> <li>• All enquiries are handled effectively and politely both within the team and externally.</li> </ul>
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>▪ Set up and maintain an up to date effective electronic and paper filing system to allow quick access to information</li> <li>▪ Maintain full confidentiality of documentation and information related to all business, patient and staff interactions</li> <li>▪ Maintain the Roster for Dental staff, liaise with Unit Manager when cover is needed to ensure staffing needs.</li> <li>▪ To disperse incoming and outgoing mail promptly to correct recipients</li> <li>▪ Arrange/book meeting rooms, prepare and send out agendas and take minutes of meetings. Circulate and follow up action points as requested.</li> <li>▪ Book travel and accommodation using the Southern DHB preferred provider as per Southern DHB's travel policy and guidelines.</li> <li>▪ Co-ordinate events, including any catering required for these.</li> <li>▪ Maintain 4 Oral Health service cars – making sure WOFs and services are done</li> </ul>	<ul style="list-style-type: none"> <li>▪ All administration duties are provided to a high standard in a timely manner.</li> <li>▪ Use of TEAMS platform.</li> <li>▪ Sickness/Leave entered in payroll system daily.</li> <li>▪ Accurate records of meetings prepared and circulated in a timely manner.</li> <li>▪ Accurate travel information is given to staff who are travelling.</li> <li>▪ Desk file is up-to-date with current documentation and procedures.</li> <li>▪ Keeping Manager informed and updated.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<p>on time. Keep a monthly record of mileage so we don't go over budgeted level. Book cars from pool when required.</p> <ul style="list-style-type: none"> <li>▪ Update electronic timesheets (Onestaff/Time and Attendance) in preparation for Management authorisation.</li> <li>▪ Scanning of documents into TITANIUM.</li> <li>▪ To be responsible for administration systems relating to patient records.</li> <li>▪ Report all incidents and accidents promptly, according to the Southern District Health Board's Health and Safety policies.</li> <li>▪ Communicate accurate information within stated timeframes to appropriate areas.</li> <li>▪ Maintain a detailed deskfile for role updating as necessary.</li> </ul>	
<p><b>Reception</b></p> <p>To provide an efficient reception service for families and members of the public</p>	<ul style="list-style-type: none"> <li>• Be responsible for filing - clinical and confidential information.</li> <li>• Deal appropriately and effectively with correspondence.</li> <li>• Receive and receipt money for sale of dental products.</li> </ul>
<p><b>Ordering and Maintenance</b></p> <ul style="list-style-type: none"> <li>▪ To ensure all orders received are processed within 24 hours of receipt.</li> <li>▪ To ensure a ready supply of stores and supplies for the Community Oral Health service and Dental Unit.</li> <li>▪ To raise order numbers for items required by the service.</li> <li>▪ To ensure all maintenance requests received are processed straight away.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stores and stationery are supplied in a timely manner.</li> <li>▪ Co-ordinate repairs and maintenance at Community clinics and Dental Unit as soon as possible.</li> <li>▪ Consumables not received as advised by the clinic staff are followed up and staff advised of outcome, e.g. expected delivery date.</li> <li>▪ All items are receipted in FPIM system as soon as packing slips are received.</li> <li>▪ Maintain high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically.</li> </ul>
<p><b>Quality and Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Demonstrate an understanding of risk, identifying emerging risks and ensuring this is passed on to the Unit Manager for action.</li> <li>▪ Demonstrate a sound understanding of the Southern District Health Board quality management framework, and contribute to quality initiatives.</li> </ul>
<p><b>Self-Management</b></p>	<ul style="list-style-type: none"> <li>▪ Manage own time adopting a disciplined approach to establishing and following priorities of work.</li> <li>▪ Demonstrate personal resourcefulness and decisiveness.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> <li>▪ Be committed to achieving results through hard work and attention to detail.</li> <li>▪ Exhibit self confidence.</li> <li>▪ Exhibit a desire to succeed by completing challenging assignments and projects on time and to an excellent standard.</li> <li>▪ Be flexible and anticipate rather than respond to change.</li> <li>▪ Demonstrate sound problem resolution skills</li> <li>▪ Demonstrate behaviour that is consistent with the organisation’s values</li> <li>▪ Demonstrate the ability to think laterally and innovatively about problem-solving</li> </ul>
<b>Other Administration duties</b>	<ul style="list-style-type: none"> <li>▪ Provide backup assistance for the Dental Unit Booking Administrator, when requested by the Unit Manager</li> </ul>
<b>Other Duties</b>	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<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> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>▪ You work with your manager to set and review annual performance objectives which you then achieve.</li> <li>▪ Training and development goals are identified and met.</li> <li>▪ You actively seek feedback and can accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
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.	<ul style="list-style-type: none"> <li>▪ You understand and consistently meet your obligations under SDHB’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>
<b>Treaty of Waitangi</b>	
<i>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:</i>	<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> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<ul style="list-style-type: none"> <li>• <i>Tino rangatiratanga: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</i></li> <li>• <i>Equity: Being committed to achieving equitable health outcomes for Māori.</i></li> <li>• <i>Active protection: 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.</i></li> <li>• <i>Options: 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.</i></li> </ul> <p><i>Partnership: 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.</i></p>	<ul style="list-style-type: none"> <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>

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.

### PERSON SPECIFICATION

This section is designed to capture the expertise required for a person to be fully competent in the role. (This does not necessarily reflect what the current position holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or position specific competencies.

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Minimum Level 3 NCEA</li> <li>▪ At least 2 years clerical administration experience</li> </ul>	
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of administration policies, systems and procedures.</li> <li>• High degree of knowledge and use of all Microsoft Office programs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working in health sector.</li> <li>▪ High administrative level experience</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to prioritise workload and meet deadlines.</li> <li>• High standard of interpersonal communication skills, including written and verbal.</li> <li>▪ Able to edit written document, correcting grammatical mistakes and logic.</li> <li>▪ Excellent interpersonal and team working skills.</li> <li>▪ Sets high standards of performance.</li> <li>▪ Multi-task and prioritise work</li> </ul>	
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>▪ Works well within a team environment and able to foster good interpersonal relationships</li> <li>▪ Is dependable, honest and ethical; shows a high level of personal judgment.</li> <li>▪ Acts with discretion, sensitivity and integrity at all times.</li> <li>▪ Is adaptable and flexible – open to change (positive or negative)</li> <li>▪ Is focused on providing exceptional levels of customer service.</li> <li>▪ Commitment and personal accountability. Accept responsibility for own actions</li> <li>▪ Able to set work priorities and meet deadlines.</li> <li>▪ Is independent – able to prioritise work effectively, able to guide oneself with little or no supervision.</li> <li>▪ Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation.</li> <li>▪ Ability to effectively communicate verbally and in writing with a variety of people.</li> <li>▪ A natural, open manner and level of self-confidence, which helps generate trust and good working relationships.</li> <li>▪ Maintains an exceptionally high level of confidentiality.</li> <li>▪ Ability to work both independently and within a team with minimal supervision.</li> <li>▪ Skill and ability to ascertain the actions required for issues that arise based on experience and knowledge of relationships between stakeholders and internal staff members.</li> <li>▪ Ability to carry out administrative tasks and follow written instructions to a high standard.</li> <li>▪ Evaluates situations and identifies existing problems or opportunities. Proactively seeks solutions to problems.</li> <li>▪ Willing to support and assist other staff as required.</li> </ul>	



## ORGANISATIONAL AND ROLE SPECIFIC COMPETENCIES

The following organisational and role specific 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.
<b>Managing Diversity</b>	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	
<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>Organising</b>	Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
<b>Personal Learning:</b>	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

### 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

.....  
Manager

.....  
Date