

## Position Description

<b>Employment Agreement:</b>	PSA/DHB South Island Clerical/Admin Collective Agreement
<b>Position Title:</b>	Administration Officer - Covid-Communicable Disease Public Health
<b>Directorate:</b>	Primary Care and Population Health
<b>Location:</b>	Wakari/Invercargill/Queenstown
<b>Responsible to:</b>	Covid Response Unit Manager
<b>Responsible for:</b>	Covid/Communicable Disease Administration
<b>Delegations:</b>	nil
<b>Tenure/hours:</b>	1.0 FTE
<b>Date:</b>	December 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

<b>Position Purpose:</b>	<p>You will be part of a team of people working across the Southern district who are undertaking Covid-19 case investigations and contact tracing work (either in Southern or in other parts of NZ).</p> <p>The key purpose of the role is to effectively contribute to the smooth running of the Public Health Covid Response Team.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Providing efficient and timely administration support to the covid response teams and management.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ensuring database entry and administration that is responsive and flexible to the changing needs of the service/organisation.</li> <li>• Using digital systems like the National Contact Tracing Solution (NCTS) and EPISURV to record all information.</li> <li>• Using the Contact Tracer App and Bluetooth to pull through contact locations.</li> <li>• Assisting with exposure event Investigations by uploading information into NCTS.</li> <li>• Ensuring Manaaki/welfare needs of cases/contacts are referred appropriately.</li> <li>• Escalating of non-compliance issues in accordance with guidance.</li> <li>• Ensuring all work addresses equity for Māori and meets Te Tiriti o Waitangi obligations.</li> <li>• Recording staff time and attendance in payroll systems.</li> <li>• Assist with preparation of agendas and minute taking.</li> <li>• Assist with ordering for the service.</li> <li>• Supporting Public Health communicable disease data entry as required.</li> <li>• Assisting with general Public Health Service administration, reception duties, assisting with leave cover as required.</li> </ul>
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<b>FUNCTIONAL RELATIONSHIPS</b>	
<p>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.</p>	
<b>WITHIN SOUTHERN DHB</b>	<b>EXTERNAL TO SOUTHERN DHB</b>
<ul style="list-style-type: none"> <li>▪ Public Health team</li> <li>▪ Covid response Team</li> <li>▪ Covid response manager</li> <li>▪ Public health covid19 Manager</li> <li>▪ Community SIQ Coordination Manager</li> <li>▪ Public Health Physicians</li> <li>▪ Other Southern DHB staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visitors, cases and the community</li> <li>▪ GP Practices</li> <li>▪ Laboratory</li> <li>▪ Other stakeholders</li> </ul>

### KEY RESULT AREAS

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

- Ability to work well in a team and foster good interpersonal relationships.
- Set high standards of performance.
- Be customer focused.
- Courteous telephone manner.
- Respects the privacy of individuals especially related to personal information.
- Ability to understand and follow written or 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.

- Willing to support and assist other staff as required.
- Due to the nature of Covid-19, must be able to cope with frequent change and high-pressure situations.

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>	
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><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.</p> <p><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.</p> <p><b>You are positive, friendly and approachable</b> 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><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.</p>
<p><b>Service support</b> Provide high quality administrative support to ensure efficient and effective service delivery</p>	<ul style="list-style-type: none"> <li>• Provide timely and accurate confidential administrative support. All duties are performed to a high standard. Work is prioritised.</li> <li>• Establish and maintain effective electronic filing systems to minimise paper systems. Documentation is of a high standard and timely.</li> <li>• Promote administrative systems and processes for continuous quality improvements. Organisational policies are adhered to.</li> <li>• Demonstrate accurate attention to detail.</li> <li>• Be adaptive to reflect service provision</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. Enquires and transactions are handled efficiently. Interactions are respectful without prejudice. Customer service is exceptional across all interactions.</li> <li>• Collate papers for meetings, prepare and circulate agendas and minutes.</li> <li>• Time and Attendance/One staff information entered accurately and validated in time for weekly authorisation of pays.</li> </ul>
Work with staff to provide a quality service	<ul style="list-style-type: none"> <li>• Seek assistance and supports others as required. To be flexible, responsive and supportive to others.</li> <li>• Recognise own and professional boundaries.</li> </ul>
Communicate across the service and address issues where necessary	<ul style="list-style-type: none"> <li>• Communicate effectively and professionally with others.</li> <li>• Update systems as appropriate.</li> <li>• Support the team to perform efficiently and effectively.</li> </ul>
Provide accurate and appropriate information	<ul style="list-style-type: none"> <li>▪ Using the National Contact Tracing Solution (NCTS) to record all information.</li> <li>▪ Receive and process notifiable disease notifications from GPs/laboratories/hospital clinicians onto EpiSurv national database in a timely and accurate manner.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> <li>▪ Disseminate disease cases for investigation to appropriate PHS personnel (i.e. Health Protection Officers/RNs) and manage the uploading and file completion of returned completed cases.</li> <li>▪ Liaise with notifying practitioners when needed to access information to ensure accurate notification of diseases occurs and documentation is complete.</li> <li>▪ Transcribe data into databases in an accurate and efficient manner.</li> <li>▪ Proactively seeks assistance and notifies Medical Officer of Health or relevant staff member of any urgent disease notifications.</li> <li>▪ Assists with compiling data when required to help with new disease related projects.</li> </ul>
<p>Individual and team performance</p> <p>Participates and contributes to the functioning of the team</p> <p>Establish and maintain an effective working relationship with other staff</p> <p>Provide cover as negotiated by the Manager</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"> <li>▪ Participate as a team member to ensure the best outcome for the service and the organisation.</li> <li>▪ Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships.</li> <li>▪ Work to ensure a cohesive, positive and highly motivated team environment, with effective skills and knowledge transfer.</li> <li>▪ Prioritise own workload and manage own time effectively</li> <li>▪ Information is communicated in a courteous and sensitive manner</li> <li>▪ When workload allows, proactively assist other staff. Attitude is pleasant, accepting and helpful.</li> <li>▪ Provide leave cover as negotiated.</li> <li>▪ Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow.</li> <li>▪ Be able to work efficiently and effectively unsupervised. Duties are performed to a high standard. Service routine is maintained.</li> <li>▪ Promote and adhere to the Southern DHB Values and Behaviours</li> </ul>
<b>Other Duties</b>	
<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"> <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 Southern DHB processes and reflects best practice.</li> <li>▪ Research undertaken is robust and well considered.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<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> <li>▪ Maintain and improve work related knowledge and skills.</li> <li>▪ Establish a sound work life balance.</li> </ul>
<b>Quality and Performance</b>	<ul style="list-style-type: none"> <li>▪ Maintain professional and organisational quality standards. Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.</li> <li>▪ Ensure work is planned, delivered, and implemented consistently against quality standards.</li> <li>▪ Continuously identify improvement opportunities to perform job in most effective manner.</li> <li>▪ Investigate opportunities to achieve goals in a more efficient way.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Health, Safety and Wellbeing</b>	
<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"> <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>
<b>Treaty of Waitangi</b>	
<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> </ul> <p><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.</p>	<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: Whakamaaua: 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. <ul style="list-style-type: none"> <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> </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

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

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Minimum level 2 NCEA or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>▪ At least 5 years clerical administration experience</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of office systems and procedures</li> <li>▪ Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email).</li> <li>▪ Knowledge of or willingness to learn patient management systems, data systems, general office systems and procedures.</li> <li>▪ Ability to learn quickly and demonstrate efficient and accurate administration skills.</li> <li>▪ High standard of interpersonal communication skills, including written and verbal.</li> <li>▪ Evidence of good literacy and numeracy skills.</li> <li>▪ Ability to understand and follow written or verbal instructions.</li> <li>▪ Excellent organisation and time management skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Touch typing above 40 WPM</li> <li>▪ Data entry speed and accuracy</li> <li>▪ Willingness to learn new systems and programs</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>▪ Works well within a team environment and able to foster good interpersonal relationships</li> <li>▪ Works well in an open office environment</li> <li>▪ Good interpersonal skills, including ability to work effectively with people at all levels of the organisation</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>▪ Is independent – able to prioritise work effectively, develops one’s own ways of doing things; able to guide oneself with little or no supervision.</li> <li>▪ Maintains an exceptionally high level of confidentiality.</li> </ul>	

## 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

<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
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<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.
<b>ROLE SPECIFIC COMPETENCIES</b>	
<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

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Manager

.....  
Date

Southern DHB 90699 V1  
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