

## Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	<b>Administration Officer – Patient Enquiries</b>
Service & Directorate:	Quality and Clinical Governance
Location:	Dunedin
Reports to:	Team Leader, Patient Enquiries
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	November 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>
<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

<b>PURPOSE OF ROLE</b>
<p>The key purpose of the role is to effectively contribute to the smooth running of the Patient Enquiries service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.</p> <p>To provide the information and reception service at Patient Enquiries, necessary to the function of the hospital. And as rostered across the full week.</p> <p>The Patient Enquiries office provides a 365 day service between the hours of 7.30 am and 8.p.m. week days, 8:00 am and 8.00 p.m. weekends and public holidays.</p>

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<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>Role Specific Competencies</b>	
<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.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
<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>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>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
<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>• Departmental Clerical and Clinical staff</li> </ul>	<ul style="list-style-type: none"> <li>• Contractors</li> </ul>
<ul style="list-style-type: none"> <li>• Chaplaincy</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>• Duty Managers</li> </ul>	<ul style="list-style-type: none"> <li>• Funeral Directors</li> </ul>
<ul style="list-style-type: none"> <li>• Finance</li> </ul>	<ul style="list-style-type: none"> <li>• Interpreters</li> </ul>
<ul style="list-style-type: none"> <li>• Medical records staff</li> </ul>	<ul style="list-style-type: none"> <li>• Police</li> </ul>

• Mental Health Records staff	• Corrections
• Information Systems staff	•
• Security	•
• Orderlies	•
• Telephonists	•

## 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 (e-mail).</li> <li></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 relationship.</li> <li>Willing to support and assist other staff as required.</li> <li>Respect the privacy of individuals when dealing with personal information.</li> <li>The intangible – Life Experience.</li> </ul>	

## KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Service Support</b>	
<ul style="list-style-type: none"> <li>Provide high quality administrative support to the clinical services and management services, 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>	<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>Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</li> </ul>

	<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</li> <li>• identifies 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>
<b>Reception Service</b>	
<ul style="list-style-type: none"> <li>• To provide an efficient reception service for Dunedin Hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Enquiries is often the public's first contact with our organisation The impression you leave may be the foundation upon which our organisation is judged</li> <li>• Handle all enquiries effectively and politely. Provide helpful assistance at all times</li> <li>• Clear directions are given politely to ensure people arrive at the service they need to be in.</li> <li>• Assistance is summoned when required i.e. Orderlies, St John hospital hosts, Security, and Duty Managers</li> <li>• Enquirers' real need is assessed and met with courteous, helpful assistance and, insofar as it is possible with privacy from the general public</li> </ul>
<b>Privacy</b>	
<ul style="list-style-type: none"> <li>• Release of Information</li> </ul>	<ul style="list-style-type: none"> <li>• Advice, information and education regarding uncomplicated Health Information privacy matters are provided for Southern DHB staff as required</li> <li>• Areas of risk within the organisation are identified and management notified</li> <li>• Information is released within the law and information regarding the Code of Rights and Privacy legislation is made accessible to hospital staff</li> <li>• Maintain a knowledge of the Code of Health and Disability Services Consumers' Rights, the Health Information Privacy Code and other legislation covering the release of information</li> </ul>
<b>Finding information</b>	
<ul style="list-style-type: none"> <li>• Use of Information Systems</li> </ul>	<ul style="list-style-type: none"> <li>• With a working knowledge of Privacy Code, provide up to date information on patient location and condition. Calls are transferred in appropriate circumstances to the wards caring for patients (i.e. personal representatives to ward staff)</li> </ul>

	<ul style="list-style-type: none"> <li>• Take information as requested and record onto i-PM, so that up to date information is available to anyone who might be entitled to access it</li> <li>• Use of Intranet, i-Medicinfo, HCS, HasED, i-PM, File Manager of Safety 1st Database, Interpreters Database, Treatment Injury Database, Information Requests Database, Mortuary Database, Patient Viewer and Safety 1st</li> <li>• Need to continually up-date knowledge of information systems for retrieval of patient information</li> <li>• Advise Help Desk of any problems with computers to avoid unnecessary delays</li> <li>• Daily print out of patients to be admitted, to be held at Enquiries Desk</li> </ul>
<b>Receiving payments</b>	
<ul style="list-style-type: none"> <li>• Ensure accurate receipting and handling of payment transactions is achieved</li> <li>• If on shift finishing at 8pm, <ul style="list-style-type: none"> <li>○ Balance transactions at day's end and leave for collection by Security Staff, with \$200 float remaining in till</li> <li>○ Ensure that all cash is locked away overnight</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Receipt books are completed appropriately and prepared for Finance</li> <li>• Identifies monetary anomalies and reports them to the manager promptly</li> </ul>
<b>[Heading]</b>	
[Description where applicable]	
•	•
<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> <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>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<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>
<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 Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<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> </ul>

	<ul style="list-style-type: none"> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>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.</p>	<ul style="list-style-type: none"> <li>• <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.</li> <li>• <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.</li> <li>• <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.</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

.....  
Date

.....  
Manager

.....  
Date