

Position Description

Employment Agreement:	PSA/DHB South Island Administrative MECA
Position Title:	Administrator (S4) <ul style="list-style-type: none"> - Step 1 to Step 6 annual automatic increment - Steps 7, 8 and 9 by meeting of criteria and application
Directorate:	Mental Health, Addictions and Intellectual Disability Directorate
Location:	Southland Hospital
Responsible to:	Administration Manager, MHS, Southland Hospital
Responsible for:	n/a
Delegations:	n/a
Tenure/hours:	
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>
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 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
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<ul style="list-style-type: none"> ▪ All Southern Health Board Staff 	<ul style="list-style-type: none"> ▪ Patients and whanau ▪ Visitors ▪ General Practitioners and Referrers
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KEY RESULT AREAS

The key purpose of the role is to effectively contribute to the smooth running of the Mental Health service and in particular the assigned modality by providing efficient and timely administrative support functions that is responsive and flexible to the changing needs of the service / organisation.

To ensure the patient journey through the Mental Health service is as stress free as possible for the patient, it is achieved in a timely and accurate manner utilising the Mental Health and Hospital patient management systems.

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

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Living our values	
<p>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.</p>	<ul style="list-style-type: none"> • You are kind: 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. • You are open and sincere: 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. • You are positive, 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. • You are an active part of our community: You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting.
Service Support	
<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. • Keep an up to date desk file • 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. • Evaluate situations and identify existing or potential problems and opportunities. • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a 	<ul style="list-style-type: none"> • All duties performed to a high standard. • Prompt response to requests. • Enquiries are handled efficiently, promptly and appropriately. • Efficient transactional processing. • Adherence to work practice in line with organisation policies. • Accurate high quality documentation produced in a timely manner. • Incoming phone calls and visitors are given exceptional customer service. • Work is prioritised to ensure efficient service delivery. • Recognise that everyone is entitled to consideration and

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<p>courteous, polite and responsive manner while adhering to relevant established protocols.</p> <ul style="list-style-type: none"> • Undertake duties associated with the position, as required to maintain an efficient service, including up-skilling as required/directed by the Team Manager. • All tasks are completed within set time frames. • Tasks are effectively managed to completion • All duties performed to a high standard 	<p>respectful care without prejudice.</p> <ul style="list-style-type: none"> • All health information queries are dealt with in a sensitive, courteous, confidential and prompt manner. • Looks for opportunities to improve processes and uses logic analysis to review information and present sound recommendations.
Modality Administration Duties	
<ul style="list-style-type: none"> • Patients are informed of appointments in a timely manner. • Demonstrate a specialist knowledge for processing / booking of appointments and the pre-requisites and co-requisites for them. • Patients bookings are managed to best maximise the Mental Health Services resources available. • Clinical queries are referred to an appropriate person within the Mental Health service. • Responsibility for the printing of Bulk Printing appointment letters in the timeframe required by the Mental Health service to ensure the least disruption to clients/patients. • Correct procedures when holding or closing Consultant clinics and appropriate procedure advised by Administration Manager. • Friendly liaison with Mental Health Community staff when advising/removing/changing appointments within the hospital system as advised by the Administration Manager. 	<ul style="list-style-type: none"> • Follows protocols and procedures and book as appropriate. • Appointments are made within the timeframes requested and patients are communicated with, through a number of communication channels available (ie phone, mail, text). Patients are called in for short notice clinics or cancellations. • Planned appointments are made within the correct follow up time. • Filing system/database is kept up-to-date and accurately maintained. • Bulk Printing letters are sent to patients in a timely manner.
Administration Duties specific to this role	
<ul style="list-style-type: none"> • Update, input and process referrals including providing letters for clients, maintaining appropriate database etc for Mental Health teams. • Allocation of staff on iPM, making appointments, closing referrals and any other administration tasks that result from the MDT meetings. • Assess, organise and schedule appointments as directed for relevant teams. • Process any referral tasks resulting from SPOE's MDT including maintenance of referrals and correspondence, schedule required appointments 	<ul style="list-style-type: none"> • All duties performed to a high standard.

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<p>as instructed, provide letters, maintain information in appropriate area, compile required letters etc.</p> <ul style="list-style-type: none"> • Attend, take minutes and collate minutes from the team's weekly Business Meeting. • Administer typing duties including e-mailed dictation, copy typing, Dictaphone and/or digital dictation for various MHS clinicians. • Process clinical notes and letters in appropriate Clinical Notes system as required. Maintain any error system required, regarding same. • In the absence of the car fleet administrator cover the task of car fleet allocation. Assist with the many arising issues pertaining to car fleet usage. • Provide administrative support, photocopying and mail duties to all staff including Medical Specialists, as directed by the Administration Manager. • Resolve and respond to telephone calls relating to MHS in a prompt, polite manner. Answer enquires where able and relay any messages as required. • Print daily schedules for all MHS meeting rooms within the team's areas. Provide assistance to team members to book rooms, as required. • Respond promptly and clearly to enquiries from members of the public, outside agencies and staff. Provide accurate information, direction and other reception services as reasonably required, using judgement and interpretation where appropriate. • Assist, as directed, with training of new administration staff. 	
Data Entry	
<ul style="list-style-type: none"> • Information is accurately entered and within set timeframes. • Clarify patient data using various hospital data systems to resolve any inconsistencies • Identify inconsistencies with information and/or application of inclusion/exclusion criteria to maintain integrity of any system currently being utilised. 	<ul style="list-style-type: none"> • All forms are accessible and available as required. • All patient details are confirmed, any changes entered into the patient management system in a timely manner.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Individual and Team Performance	
<ul style="list-style-type: none"> • Participate in and contribute to the functioning of the Administration team as well as the modality team to ensure the best outcome for the organisation. • Participate as a team member to ensure the best outcome for the organisation. • Actively engage with and support colleagues taking personal responsibility for ensuring effective working relationships with all team members. • Assist other staff when required and provide relief cover to team members on leave, as directed by the Administration Manager. • Work to ensure a cohesive team environment, with responsibility for effective skills transfer and knowledge share. • Prioritise own workload and manage own time effectively. • Information is communicated in a courteous and sensitive manner. • When workload allows, proactively assist other staff. Assist with duties from other modalities other than that assigned, in line with service priorities. • Provide leave cover as required. • Be able to work efficiently and effectively unsupervised. 	<ul style="list-style-type: none"> • Active participation in the team. • Collegial support and strong working relationships evident with other team members. • Demonstrate a pleasant and accepting helpful attitude. • All duties performed to a high level. • The routine of the service is uninterrupted. • Work in conjunction with other staff in the department to provide a quality service (inclusive of housekeeping duties). • Maintain a current up to date desk file so relief staff can carry out duties of the position if required. .
Reporting	
<ul style="list-style-type: none"> • Contribution to producing accurate reports within required timeframes. • Contribute to data reviews/reports for clinical investigation as required 	<ul style="list-style-type: none"> • Accurate reports are produced in a timely manner.
Quality and Performance	
<ul style="list-style-type: none"> • Maintain professional and organisation quality standards • Ensure delivered work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in most effective manner. • Investigate opportunities to achieve goals in a 	<ul style="list-style-type: none"> • Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.

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more efficient way.	
Other Duties	
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"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Southern DHB processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • You work with your manager to set and review annual performance objectives which you then achieve. • Training and development goals are identified and met. • You actively seek feedback and can 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	
<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"> • <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. • <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. • <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. • <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 	<ul style="list-style-type: none"> • 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. • 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. • You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. • 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. • 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.

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<p>supports the expression of hauora Māori models of care.</p> <ul style="list-style-type: none"> • <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. 	

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
Education and Qualifications	<ul style="list-style-type: none"> • Minimum Level 2 NCEA or equivalency 	<ul style="list-style-type: none"> ▪ Willingness to learn new systems and programmes
Knowledge, Skills and Experience	<ul style="list-style-type: none"> • Excellent computer skills; proven experience in use of Microsoft Word, and Outlook (email), with the ability to learn other job specific programmes. • Able to effectively manage workload with minimal supervision. • Ability to work independently and as part of a team. • High standard of verbal communication skills • A mature, adaptable and flexible approach to work is necessary to smoothly adjust to fluctuating workloads which necessitate frequent prioritising of work. • A courteous, pleasant and helpful manner. • The successful applicant should be capable of a high level of activity, personal motivation and have strong organisation skills. • Evidence of good numeracy and literacy skills. • Attention to detail a priority. • Prefer 3 years Administration experience 	<p>This position would ideally suit a person who has worked in the customer service Sector.</p>

Personal Qualities

- Works well within a team environment and able to foster good interpersonal relationships with a willingness to support and assist other staff as required.
- Good interpersonal skills, including ability to work effectively with people at all levels of the organisation
- Is dependable, honest and ethical; shows a high level of personal judgment.
- Acts with discretion, sensitivity and integrity at all times.
- Is adaptable and flexible – open to change (positive or negative)
- Is focused on providing exceptional levels of customer service.
- Is independent – able to prioritise work effectively, develops one’s own ways of doing things; able to guide oneself with little or no supervision.
- Maintains an exceptionally high level of confidentiality.

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

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.
Managing Diversity	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

Planning	Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals. Breaks down work into the process steps. Develops schedules and task/people assignments. Anticipates and adjusts the problems and roadblocks. Measures performance against goals. Evaluates results.
Interpersonal Savvy	Relates well to all kinds of people – up, down and sideways, inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can defuse even high-tension situations comfortably.
Priority Setting	Spends his/her time and the time of others on what's important. Quickly zeros in on the critical few and puts the trivial many aside. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks. Creates focus.

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