

Position Description

Employment Agreement:	PSA/DHBs South Island Administrative MECA
Position Title:	Booking Administrator - District Wide
FTE:	1.0 FTE
Service & Directorate:	
Location:	Southland & Otago
Reports to:	Unit Manager Southland
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	March 2022

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>
<p><i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

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
<p>To co-ordinate and support the implementation of a new district wide GA/Sedation management program of all SDHB Oral Health surgical lists.</p> <p>The key purpose of the role is to effectively contribute to the smooth running of the Oral Health 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 deliver quality administrative services in a timely and efficient manner, ensuring Southern District Health Boards policies, procedures and standards of practice are met.</p> <p>To assist the Dentists/Dental Therapists in the efficient and effective day to day management of the GA/Sedation list.</p> <p>To assist with administration duties, when required, for the Community Oral Health Service.</p> <p>To work closely with all management and stakeholders to ensure the delivery of an equitable based service.</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.

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	
Process Management	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.
Informing	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
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.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of people; can assess each person's "hot button" and use it to get the best out of him/her; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel that their work is important; is someone people like working with.
Dealing With Ambiguity	Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things

before moving on; can comfortably handle risk and uncertainty.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Unit Manager, Southland 	<ul style="list-style-type: none"> • Patients, families/whanau
<ul style="list-style-type: none"> • Clinical Director 	<ul style="list-style-type: none"> • ACC / WINZ / GPs
<ul style="list-style-type: none"> • Service Manager 	<ul style="list-style-type: none"> • Stakeholders
<ul style="list-style-type: none"> • Professional Leader 	<ul style="list-style-type: none"> • Private Dental Practitioners
<ul style="list-style-type: none"> • All Oral Health staff including Oral Health Promoters 	<ul style="list-style-type: none"> • Dental and Medical equipment personnel
<ul style="list-style-type: none"> • Southern District Health Board wide staff 	<ul style="list-style-type: none"> • Other community services as appropriate

PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Minimum level 2 NCEA 	
Experience	<ul style="list-style-type: none"> • At least 2 years clerical administration or management assistance experience • Knowledge of office systems and procedures 	
Knowledge and Skills	<ul style="list-style-type: none"> • Evidence of good literacy and numeracy skills • Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail). Technologically savvy with common office tools including smart phones, projector and presentation equipment 	<ul style="list-style-type: none"> • Knowledge of managing databases
Personal Qualities	<ul style="list-style-type: none"> • High standard of interpersonal communication skills, including written and verbal • Ability to understand and follow written or verbal instructions • Sets high standards of performance and self-starting • Ability to learn and retain new knowledge • Ability to work well in a team and foster good interpersonal relationship • Willing to support and assist other staff as required • Respect the privacy of individuals when dealing with personal information. • Ability to cope with an environment that is at times noisy, busy and stressful 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support	
<ul style="list-style-type: none"> • Provide high quality administrative support to the Oral Health Service, ensuring efficient and effective service delivery • Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager. 	<p>Provide timely and accurate confidential administrative support to enable the efficient functioning of the services, including but not limited to:</p> <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. • 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. • Evaluates situations and identifies existing or potential problems and opportunities. • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.

Appointment Booking	
	<ul style="list-style-type: none"> • Be responsible for booking Theatre and pre-admission appointments using iPM and Titanium. • Co-ordinating theatre bookings with multiple specialists, anaesthetists, outpatients department, day surgery, and theatre for better outcomes of patient journey. • Managing additional theatre lists at short notice. • Maintain a list of suitable patients that can be treated on the surgical bus and pass this onto relevant booking person • Be responsible for the administration of referrals, appointments and waiting lists. • Prepare clinic info such as medical records, patient labels and front sheets. • To make appointments for patients using the electronic appointment system, This may also include coordinating appointment for multiple sites and external contract delivery of dental services. • Print daily clinic sheets for all clinicians and be responsible for processing appointment outcomes (follow ups / discharges). • To follow up on appointments not kept and actively develop initiatives to decrease the number of people that "Did not Attend" (DNA). • Maintenance of a short notice list when DNA's or cancellations occur. • Maintain full confidentiality of documentation and information related to all business, patient and staff interactions.

	<ul style="list-style-type: none"> • Maintenance of recall lists for individual Dentists to ensure clinics are fully booked. • Co-ordinate with interpreter services, including hearing impaired, liaising with them and patient to arrange a time suitable to all parties to attend appointments
Communication and Interpersonal Relationships	
	<ul style="list-style-type: none"> • Speak and write clearly, conveying essential information both within the team and externally. • Establish and maintain sound working relationships and teamwork between and among all professional groups and across all Services. • Communicate accurate information within stated timeframes to appropriate areas. • Adhere to Information Systems policies with regard to confidentiality of information. • Prioritise work to ensure efficient effective service delivery across Oral Health Service. • To attend to all telephone communications courteously and efficiently. • To handle all enquiries effectively and politely both within the team and externally. • Demonstrate a pleasant, accepting and helpful attitude in interactions with clients and staff.
Administration	
	<ul style="list-style-type: none"> • To have knowledge and be familiar with DHB applications systems (iPM and TITANIUM) and be able to update information • Set up and maintain an up to date effective electronic and paper filing system to allow quick access to information • Maintain full confidentiality of documentation and information related to all business, patient and staff interactions • ACC – record keeping, ACC claims and liaising with ACC staff members for information • To disperse incoming and outgoing mail promptly to correct recipients • Arrange agendas and take minutes of meetings when required and typing and distributing these. • Scanning of documents into TITANIUM • To be responsible for administration systems relating to patient records • Report all incidents and accidents promptly, according to the Southern District Health Board’s Health and Safety policies. • Provide Unit Manager with monthly target/performance reports for the GA/Sedation list. • Communicate accurate information within stated timeframes to appropriate areas.

Reception	
<ul style="list-style-type: none"> To provide an efficient reception service for families and members of the public as and if required 	<ul style="list-style-type: none"> To receive patients and provide a welcoming atmosphere. To update patient contact details in both DHB electronic systems (TITANIUM and iPM) when patients arrive at the reception area. Be responsible for the administration of the referrals, appointments and waiting lists for the Oral Health Service. 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. Be responsible for filing - clinical and confidential information. Deal appropriately and effectively with correspondence. Receive and receipt money for sale of dental products.
Self-Management	
	<ul style="list-style-type: none"> Manage own time adopting a disciplined approach to establishing and following priorities of work. Demonstrate personal resourcefulness and decisiveness. Be committed to achieving results through hard work and attention to detail. Exhibit self confidence. Exhibit a desire to succeed by completing challenging assignments and projects on time and to an excellent standard. Be flexible and anticipate rather than respond to change. Demonstrate sound problem resolution skills. Demonstrate behaviour that is consistent with the organisation's values. Demonstrate the ability to think laterally and innovatively about problem.
Other Administration Duties	
	<ul style="list-style-type: none"> Provide backup assistance for the Dental Unit Booking Administrator, when requested by the Unit Manager

Individual and Team Performance	
<ul style="list-style-type: none"> • Participate in and contribute to the functioning of the team. • Establish and maintain an effective working relationship with other staff and Surgical providers. • Assist other staff when required, and provide relief cover to team members on leave as directed by the manager. • Maintain a current desk file. • Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically. 	<ul style="list-style-type: none"> • 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 • Work to ensure a cohesive, positive and highly motivated 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. • Negotiate to provide leave cover as required. • Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow. • Be able to work efficiently and effectively unsupervised. • Attendance at team meetings including scheduling and minute taking.
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"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the DHB values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
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"> • 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.

Quality and Performance	
	<ul style="list-style-type: none"> • Maintain professional and organisational 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 more efficient way.
Treaty of Waitangi	
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.	<ul style="list-style-type: none"> • <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. • <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. • <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.

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