

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Administration Officer
Directorate:	Strategy Primary and Community Directorate
Location:	Dunedin
Responsible to:	Unit Manager Population Health
Responsible for:	Reception and administrative duties
Delegations:	nil
Tenure/hours:	0.5 FTE Monday-Friday 10AM to 2:30PM (4 hours per day)
Position Purpose:	The key purpose of the role is to provide reception and general administrative support. You will work as part of an effective team to develop and maintain administrative services for the Population Health Service.
Date:	28 Feb 2022

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
<ul style="list-style-type: none"> ▪ Public Health South & Population Health staff ▪ Other Southern DHB staff 	<ul style="list-style-type: none"> ▪ Parents, and Whānau ▪ Visitors ▪ Other stakeholders

KEY RESULT AREAS

The secretarial 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

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

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Living our values	
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>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<ul style="list-style-type: none"> • Reception, meet and greet and assist with request 	<ul style="list-style-type: none"> • Provide timely and accurate confidential administration support. All duties are performed to a high standard. Work is

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<ul style="list-style-type: none"> • Provide timely and accurate confidential administration support. • Answering phone calls and enquiries and triaging calls to correct Health Professional. • Greet all visitors and assist with their requests, answer face to face public enquiries and directing the person. • Keep the front desk and reception area tidy • Sort mail daily and deliver to staff. • At 2pm each day take courier parcels to dispatch depot for NZ courier pick up. • Assist with photocopying and any other document processing duties. 	<p>prioritised.</p> <ul style="list-style-type: none"> • Prompt response to requests for document processing duties. • Maintain full confidentiality of documentation and information relating to all business, patient and staff interactions as required and as appropriate. • Enquiries are handled efficiently and promptly.
<ul style="list-style-type: none"> • Maintain effective electronic and paper filing systems and develop new systems as required enabling quick access to information. 	<ul style="list-style-type: none"> • All files and records are accurate and up to date.
<ul style="list-style-type: none"> • Order stores, stationery and equipment as necessary. • Generate order numbers as necessary. 	<ul style="list-style-type: none"> ▪ Adequate supplies available at all times. ▪ Accuracy/timeliness.
<ul style="list-style-type: none"> • Individual and team performance. • Participates and contributes to the functioning of the team. • Establish and maintain an effective working relationship with other staff. • Provide cover as negotiated 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 service and the organisation. ▪ Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships. ▪ Prioritise own workload and manage own time effectively. ▪ Information is communicated in a courteous manner. ▪ When workload allows, proactively assist other staff. Attitude is pleasant, accepting and helpful. ▪ Provide leave cover as negotiated. ▪ 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. Duties are performed to a high standard. Service routine is maintained. ▪ Promote and adhere to the Southern DHB Values and Behaviours.
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>	<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..
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<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. ▪ Maintain and improve work related knowledge and skills ▪ Establish a sound work life balance
Quality and Performance	<ul style="list-style-type: none"> ▪ Maintain professional and organisational quality standards. Performance is in alignment with HR quality audit standards,

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	organisational requirements, and professional standards. <ul style="list-style-type: none"> ▪ Ensure 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.
Health, Safety and Wellbeing	
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"> ▪ 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	
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"> ▪ Partnership – 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. ▪ Participation – 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. ▪ Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of 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

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

	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> ▪ Minimum level 3 NCEA or equivalent 	
Knowledge, Skills and Experience	<ul style="list-style-type: none"> ▪ At least 2 years' administration experience. ▪ Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email). ▪ Strong ability to communicate effectively with all people, establish and maintain effective relationships. ▪ Good initiative. ▪ Excellent organisational and time management skills. ▪ Demonstrated ability to be flexible and cope with fluctuating work demands. ▪ Performs tasks accurately and timely ▪ Uses knowledge of facilities and equipment to achieve tasks and solve problems 	<ul style="list-style-type: none"> ▪ Touch typing above 45 WPM ▪ Data entry speed and accuracy ▪ Willingness to learn new systems and programmes
Personal Qualities	<ul style="list-style-type: none"> ▪ Is focused on providing exceptional levels of customer service. ▪ Works well within a team environment and able to foster good interpersonal relationships. ▪ Works well in an open office environment. ▪ Excellent 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. ▪ 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. Employee is 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.
Organising	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.
Personal Learning:	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

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Date

Southern DHB 90699 V1
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