

Position Description

Employment Agreement:	PSA/DHBs South Island Administrative MECA
Position Title:	Administration Officer
FTE:	0.5 FTE
Service & Directorate:	Allied Health Unit. Community Services Directorate
Location:	Southland
Reports to:	Allied Health - Unit Manager
Number of direct reports:	Nil
Date:	

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>
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 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
The key purpose of the role is to effectively contribute to the smooth running of the service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.

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.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
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.
Innovation Management	Is good at bringing the creative ideas of others to market; has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Southern DHB workers 	<ul style="list-style-type: none"> • Patients
<ul style="list-style-type: none"> • Relevant Team 	<ul style="list-style-type: none"> • Stakeholders
<ul style="list-style-type: none"> • Managers at all levels in the organisation 	<ul style="list-style-type: none"> • Visitors
	<ul style="list-style-type: none"> • Unions
	<ul style="list-style-type: none"> • Contractors

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 	<ul style="list-style-type: none"> Purchasing
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. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support Provide high quality, timely and accurate confidential administrative support to the service, ensuring efficient and effective service delivery	
<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. 	Provide timely and accurate confidential administrative support to enable the efficient functioning of the services, including but not limited to: <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. Provide timely and accurate administrative support for meetings, including agendas, minutes and action progress tracking. 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. Identifies existing or potential problems and

	<p>opportunities.</p> <ul style="list-style-type: none"> • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols
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Referrals	
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<ul style="list-style-type: none"> • To provide an efficient referral loading service for the specialities • Ensure the triaging of all referrals to the departments are completed in a timely manner • Declined referrals notification sent to GPs as per process and in a timely manner 	<ul style="list-style-type: none"> • Computerise details and description of referrals into the patient management system. Ensuring data collection is accurate, and processes are followed as required. • All referrals to be loaded into system within 24hours of date stamp • Appropriate triage forms (grading form) are attached to the referral with accurate patient details entered onto the form and sent to the triaging clinician for grading (paper referrals) • Electronic referrals review daily (minimum) and load into patient management system then register in HCS. (desk file with instructions). This sends them to the triaging clinician • If a triaged referral returns declined close the referral in iPM and send appropriate rejection of referral letter to GP and patient advising them of decline.
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Individual and Team Performance	
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<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. • 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. 	<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, accepting and helpful attitude. • All duties performed to a high level standard. • 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 all duties of the position if required.
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Reception	
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<ul style="list-style-type: none"> • Provide excellent customer service using SDHB values to provide Reception duties 	<ul style="list-style-type: none"> • Using a courteous and sensitive manner greet patients as they present to reception desk • Ascertain the details required by MOH and update the Southland patient management system • Print new labels as required • Assist with queries.
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Other Duties	
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<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.
Treaty of Waitangi	
<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"> <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