

Position Description (District)

Employment Agreement:	<i>PSA/DHB South Island Clerical/Admin Collective Agreement</i>
Classification:	<i>Clerical Scale 3- steps 1 to 5 by automatic annual increment - steps 6 to 7 merit</i>
Role title:	Ward Administration Officer
Reports to:	Charge Nurse Manager
Directorate:	Surgical
Direct reports:	Nil
Location:	Dunedin

Role of the District Health Board

Our Vision:

- Better Health, Better Lives, Whanau Ora.

Our Mission:

- 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 Values:

Kind Manaakitanga	Looking after our people: we respect and support each other. Our hospitality and kindness foster better care.
Open Pono	Being sincere: we listen, hear and communicate openly and honestly. Treat people how they would like to be treated.
Positive Whaiwhakaaro	Best action: we are thoughtful, bring a positive attitude and are always looking to do things better.
Community Whanaungatanga	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 us and to exhibit a sense of social and environmental responsibility.

Purpose of the Role

Definition:

“Clerical” – includes an employee substantially employed in roles such as Receptionist, Typist, Data Entry Operator, Librarian, administrator and Clerk

The key purpose of the role is to effectively contribute to the smooth running of Ward 4C Surgical by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.

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 for 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.

Key Relationships		
Internal <ul style="list-style-type: none"> • Southern DHB staff • Managers at all levels of the organisation 	External <ul style="list-style-type: none"> • Patients and whanau • Visitors • Stakeholders 	
Knowledge, Experience and Skills required		
<ul style="list-style-type: none"> • Minimum level 2 NCEA • At least 2 years clerical administration experience • High standard of interpersonal communication skills, including written and verbal • Knowledge of office systems and procedures • Evidence of good literacy and numeracy skills • Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email) • Ability to understand and follow written or verbal instructions • Sets high standards of performance • 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 Accountabilities	Deliverables	Examples to measure against
<p>Service support Provide high quality administrative support to the Specialist Surgery service (Ward 4C Surgical), ensuring efficient and effective service delivery</p> <p>Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager</p>	<ul style="list-style-type: none"> • Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to: • 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 identify 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 	<ul style="list-style-type: none"> • All duties performed to a high standard • Prompt response to requests • Enquires are handled efficiently, promptly and appropriately • Efficient transactional processing • Adherence to work practice in line with organisational and finance policies • Accurate high quality documentation produced in a timely manner. • Incoming phone calls and visitors are given exceptional customer service • Prioritise work to ensure efficient service delivery • Recognise that everyone is entitled to consideration and respectful care without prejudice

Key Accountabilities	Deliverables	Examples to measure against
<p>Individual and team performance</p> <p>Participate in and contribute to the functioning of the team</p> <p>Establish and maintain an effective working relationship with other staff</p> <p>Assist other staff when required, and provide relief cover to team members on leave as directed by the Manager</p> <p>Maintain a current desk file</p> <p>Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically</p>	<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 • 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 • Promote and adhere to the philosophy of the Southern Way principles 	<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
<p>Personal development</p>	<ul style="list-style-type: none"> • undertake an annual performance appraisal • Set and document prospective goals and objectives • Maintain and improve work related knowledge and skills 	
<p>Treaty of Waitangi</p>	<ul style="list-style-type: none"> • The Southern District Health Board is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection. 	

Key Accountabilities	Deliverables	Examples to measure against
Health and Safety	<ul style="list-style-type: none"> Foster and support commitment to achieving the highest level of health and safety, including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff, and working safely 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. 	Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.

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.

I have read and understand the above job description:

Name: _____

Signed: _____

Date: _____