

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement (S4)
Position Title:	Booking Administrator – Radiation Oncology Outpatients
Service & Directorate:	Medical Directorate
Location:	Otago
Reports to:	Nurse Manager – Southern Blood & Cancer Service
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	May 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>
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
<p>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.</p> <p>To be responsible for arranging booking of cases:</p> <ul style="list-style-type: none"> • To ensure all booking systems are kept up to date and appropriate documentation is maintained. • Use IPM and HAS systems to put patients on the waiting list and to book patients as appropriate. • Meet with medical staff regarding their waiting lists. • Liaise with patients to ensure the patient journey is an effective one. • Tele-health coordination as required

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.
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.
Service/Role Specific	Communicates effectively with other personnel and members of the health care team. Provide an accurate computer/data service. Maintain a current desk file. To take responsibility for own growth and professional development and comply with all SDHB policies and standing orders and code of conduct.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Southern DHB staff • Managers at all levels of the organisation 	<ul style="list-style-type: none"> • Patients and whanau • Visitors • Stakeholders

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 experience. 	
Knowledge and Skills	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal. Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail). Knowledge of office systems and procedures. Evidence of good literacy and numeracy skills. 	
Personal Qualities	<ul style="list-style-type: none"> Excellent phone communication style when dealing with our patients and their families/whanau. Respect the privacy of individuals when dealing with personal information. 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. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Provide high quality administrative support to the service, ensuring efficient and effective service delivery	
Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, 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. Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties. Demonstrate attention to detail and accuracy. 	<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.
Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager	
<ul style="list-style-type: none"> Demonstrate a willingness to adapt to changing needs of the service. Evaluates situations and identifies 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"> 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.

	<ul style="list-style-type: none"> Recognise that everyone is entitled to consideration and respectful care without prejudice.
Individual and team performance	
<ul style="list-style-type: none"> Establish and maintain an effective working relationship with other staff. 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. Participate as a team member to ensure the best outcome for the organisation. Participate in and contribute to the functioning of the team. 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. Promote and adhere to the philosophy of the Southern Way principles. 	<ul style="list-style-type: none"> 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. 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. Live and support the DHB values in everything you do. Act as a role model for the Southern DHB Organisational Values.
Professional Development – self	
Identifying areas for personal and professional development.	<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	
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>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"> • 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 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.

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