

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Administrator-NIR Population Health
Directorate:	Strategy Primary and Community Directorate
Location:	Dunedin
Responsible to:	Unit Manager
Responsible for:	NIR Population Health
Delegations:	nil
Tenure/hours:	1.0 FTE may include evenings and weekends
Position Purpose:	<p>To support and work in partnership with the Lead NIR Co-ordinator; to support timely and accurate data record related to the provision of childhood and adult immunisations. Ensure that NIR provides an accurate record of immunisations and is used as an effective planning tool to; improve immunisation coverage, achievement of health targets and DHB performance expectations with an equity focus.</p> <p>To ensure effective district day to day leadership and co-ordination of the NIR team. The role is responsible for promoting excellence aligned to high quality administration processes and systems.</p>
Date:	18 July 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>
<p>Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family: 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 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 to create positive and respectful communication.	
WITHIN SOUTHERN DHB	EXTERNAL TO SOUTHERN DHB
<ul style="list-style-type: none"> ▪ Population Health Service team ▪ NIR Administrators ▪ Vaccine Preventable Disease Team ▪ Immunisation Coordinators ▪ Outreach Immunisation Nurses ▪ Medical Officers of Health ▪ Public Health South staff ▪ Children’s Health Service staff ▪ Women’s Health Service ▪ IT Support ▪ Other Departments as determined by future NIR development ▪ Other Southern DHB staff 	<ul style="list-style-type: none"> ▪ Ministry of Health (MOH) National Immunisation Register (NIR) ▪ National Speciality Groups ▪ Primary Health Care Providers ▪ Immunisation Facilitators eg Maternity Centre’s ▪ Patients and Whānau ▪ Visitors. ▪ Community and Practices ▪ Parents Schools / Pre Schools / Teachers ▪ Other stakeholders ▪ PHO WellSouth ▪ General Practice Nurses and Practice Managers ▪ Primary Health Care providers ▪ Well Child Tamariki Ora (WCTO) Providers ▪ Maori and Pacific Health Providers ▪ Independent LMCs ▪ Ministry of Health: National Immunisation Programme (NIP) and NIR staff ▪ South Island Regional NIR Teams ▪ NIR Coordinators / Administrators from other DHBs ▪ PMS and Maternity Systems Software Vendors

KEY RESULT AREAS

The Administration position encompasses the following major functions or key result areas:

- Ability to co-ordinate work streams and information to support other staff while encouraging valuable relationships
- Model Southern DHB Values and Behaviours at all times.
- Provide an efficient and accurate NIR administration service with an equity focus
- Provide and support NIR database as managed within the Population Health Team v
- Effect an environment which models openness honesty and maintains the highest integrity.
- Set and maintain high standards of self and team performance
- Promote and lead best practice quality, customer-focused service
- Co-ordinate and Lead NIR quality improvement processes.
- Develop and improve office systems and procedures
- Ability to articulate interpret document and advance information reconciliation
- Demonstrate a high level of literacy and numeracy skills
- High standard of interpersonal communication skills
- Use initiative effectively to seek solutions
- Willing to support and assist other staff as required
- Courteous telephone manner

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</p>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<p>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>
<p>Service support Provide high quality co-ordination to ensure efficient and effective service delivery Promote the National Immunisation Register in accordance with the NIR Operations Manual Maintain a high performance NIR team Ensure service delivery meets NIR MoH service specifications Ensure a strong knowledge and application of the; NIR process guide 2015 (and updates) and the NIR manual for NIR Administrators 2013 (and updates)</p>	<ul style="list-style-type: none"> • Provide timely and accurate confidential administrative support. • All duties are performed to a high standard. Work is prioritised. • Establish and maintain effective electronic filing systems to minimise paper systems. Documentation is of a high standard and timely. • Work towards paper light service delivery • Promote administrative systems and processes for continuous quality improvements. Organisational policies are adhered to. • Demonstrate accurate attention to detail. • Be adaptive to reflect service provision • Identify existing or potential problems and opportunities. Ability to interpret and correct system errors • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner. Enquires and transactions are handled efficiently. Interactions are respectful without prejudice Customer service is exceptional across all interactions.
<p>Communicate across the Vaccine Preventable Disease Service stakeholders</p>	<ul style="list-style-type: none"> • Communicate effectively and professionally with others. • Update systems as appropriate. • Support the team to perform efficiently and effectively. • Strengthen connectivity between all providers working to reduce vaccine preventable Disease across the continuum • Provide support for immunisation networks to achieve the Immunisation Target defined by the MoH and DHBs Annual Plans • Provide onsite General Practice support as required
<p>Provide accurate and appropriate information Maintain data quality and work with stakeholders to ensure high levels of data integrity to advance immunisation coverage levels</p>	<ul style="list-style-type: none"> • Manage the Authorised User Agreements and maintain an accurate list of Providers • Ensure registration on NIR from birth • Promote the recall and follow-up of individuals due for immunisation • Encourage providers to enter data in a timely manner • Ensure good data quality - electronic messaging is maintained and active between Healthwares, Practice Management Systems and the NIR • Timely and accurate information updates to the data bases • Data bases are current and correct • Data matches, records including demographic details are accurate. • Enter, check and correct data to ensure it is of high quality across all data bases. • Communicate with providers and problem solve errors • MoH worklist tasks are completed. • Ability to use various systems to ensure the services find every child eligible for vaccinations. • Maintain General Practice contacts list

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> • Provide appropriate information to external stakeholders • Amend and update missing or incorrect results. Accurate and keen eye for detail • Any security and privacy breaches are appropriately and promptly addressed. • Gain knowledge of all Population Health Services
<p>Individual and team performance</p> <p>Participates and contributes to the functioning of the team</p> <p>Establish and maintain an effective working relationship with other staff</p> <p>Provide cover as negotiated by the Lead NIR Co-ordinator and or 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 service and the organisation. • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships. • Work to ensure a cohesive, positive and highly motivated team environment, with effective skills and knowledge transfer. • Prioritise own workload and manage own time effectively • Information is communicated in a courteous and sensitive 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
<ul style="list-style-type: none"> • 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. • Develop and implement NIR plan aimed to increase immunisation coverage, reduced • You produce work that complies with Southern DHB processes and reflects best practice. • Research undertaken is robust and well considered.
<ul style="list-style-type: none"> • 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
<p>Quality and Performance</p> <p>Supporting immunisation providers in the Southern District.</p> <p>Managing the collection, maintenance and exchange of timely and accurate data in accordance with the NIR Operations Manual and other specified NIR requirements.</p> <p>Implement continuous quality improvement and contribute to high quality reports</p>	<ul style="list-style-type: none"> • Maintain professional and organisational quality standards. Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards. • 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. • Seek assistance and supports others as required. To be flexible, responsive and supportive to others. • Recognise own and professional boundaries. • Maintain positive and effective working relationships with immunisation, well child providers, midwives and other involved stakeholders • Promote the NIR to Maternity Providers and maintain regular liaison and communication to ensure active participation • Provide advice, support and training to providers in the use of NIR

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> • Provide ongoing NIR support to providers including assistance to identify and resolve issues • Support and train Maternity providers on the benefits of NIR
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 SDHB'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. ▪ Foster and support commitment to achieving the highest level of health and safety.
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 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 5 NCEA or equivalent 	<ul style="list-style-type: none"> ▪ Post Graduate qualification
Knowledge, Skills and Experience	<ul style="list-style-type: none"> ▪ At least 5 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 (e-mail). ▪ 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. ▪ Knowledge of or willingness to learn patient management systems, data systems, general office systems and procedures. ▪ Ability to learn quickly and demonstrate efficient and accurate administration skills. ▪ Ability to communicate confidently ▪ Evidence of good literacy and numeracy skills. ▪ Excellent organisation and time management skills 	<ul style="list-style-type: none"> ▪ Touch typing above 45 WPM ▪ Data entry speed and accuracy ▪ Willingness to learn new systems and programs
Personal Qualities	<ul style="list-style-type: none"> ▪ Works well within a team environment with ability to foster good interpersonal relationships ▪ Works well in an open office environment ▪ Good interpersonal skills, to include the 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 focused on providing exceptional levels of customer service. ▪ Is independent – able to prioritise work effectively, develops own ways of doing things and able to guide oneself with little or no supervision. ▪ Maintains an exceptionally high level of confidentiality. ▪ Analytical, logical and proactive in managing risks and resolving problems. ▪ Is adaptable and flexible – open to change. ▪ Ability to prioritise changing workloads while preserving accuracy, validity, timeliness and confidentiality ▪ Experience/knowledge of the health sector 	

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	
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
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.
Managing and measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measure; monitors process, progress and results designs feedback loops into work.
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

Additional requirements to inform the NIR Co-ordinator position

The National Immunisation Programme aims to prevent diseases through vaccination. It is important to achieve high coverage rates to reduce both the burden of disease and background rates of disease to prevent outbreaks and epidemics. Timeliness is as important as high coverage to protect people across the lifespan when they are most vulnerable. Immunisation is underpinned by effective local monitoring by the National Immunisation Register (NIR) administrators, a network of immunisation coordinators and responsive outreach services. These services wrap around primary care and work seamlessly to support immunisations." (All)

- NIR forms part of its planning, targeting and monitoring of immunisation services, outreach immunisation services, primary care and other complementary services. (All)
- The NIR's objectives and ongoing NIR service requirements that are consistent with national NIR policies are recorded in the current National Immunisation Register Manual for NIR Administrators. (All)
- To support the DHB to achieve and maintain all immunisation health targets and performance expectations set by the Ministry (Coordinators JD)
- To assist the NIR coordinator to support the DHB to achieve and maintain all immunisation health targets and performance expectations set by the Ministry (All others)
- Providing advice, support and training to Providers (Coordinators)
- attend appropriate professional development (eg, NIR National Workshop) (Coordinators JD for workshop National meetings etc)
- Communicating effectively with communities, iwi, Maori, Pacific people and other stakeholders to ensure that they are well informed about the purpose, benefits and uses of the NIR.

These are the NIR administration functions required as per the CFA:

- liaising, communicating and problem solving with Providers;
- promoting the NIR to Providers and requiring that Providers submit immunisation data to support the NIR;
- communicating as necessary with parents/guardians/caregivers/ families/whānau;0
- creating user accounts for the Authorised Users of the NIR in your DHB and managing Authorised User Agreements;
- entering, checking and correcting NIR information to ensure good data quality;
- identifying and resolving NIR error messages;
- liaising with midwives, immunisation coordinators and the PHO/primary care/Well Child Tamariki Ora providers to promote and improve immunisation rates;
- referring to and coordinating with outreach immunisation services
- generating NIR reports, identifying any issues/gaps, and providing first step analysis and advice on any strategies that may resolve any issues/gaps identified;
- generate NIR reports as required in the event of an epidemic or outbreak as required in conjunction with the Public Health Unit
- liaising with NIR national administration and other DHB NIR administrators; and
- ensuring all requests for NIR information (including for research purposes) meet the privacy requirements for the management of identifiable and non-identifiable information set out in the NIR Privacy Policy and the NIR Manual.
- maintain Authorised User Agreements for access to the NIR with Providers in accordance with the standard Authorised User Agreement, and maintain an accurate list of these Providers. (Coordinator)
- Represent NIR on the Immunisation Steering Group (Coordinator)
- Provide Quarterly reports (Coordinator)

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