

Position Description

| | |
|---------------------------|--|
| Employment Agreement: | DHB's/PSA South Island Administrative Employees MECA |
| Position Title: | Medical Secretary |
| Service & Directorate: | General Surgical Service / Surgical Services and Radiology Directorate |
| Location: | Dunedin |
| Reports to: | Service Manager General Surgery and Orthopaedics |
| DHB Delegation Level: | N/A |
| Number of direct reports: | Nil |
| Date: | April 2021 |

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 us and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

Definition: 'Medical Secretary' – means an employee who primarily provides medical secretarial/transcription services and administrative support for medical specialist(s).

The key purpose of the role is to effectively contribute to the smooth running of the General Surgery 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. |

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. |
| 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. |
| Problem Solving | Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers. |
| 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. |

KEY RELATIONSHIPS

| Within Southern DHB | External to Southern DHB |
|---|---|
| <ul style="list-style-type: none">Southern District Health Board wide staff | <ul style="list-style-type: none">Patients, families/whanau |
| <ul style="list-style-type: none">Managers at all levels within Southern District Health Board | <ul style="list-style-type: none">Visitors |
| <ul style="list-style-type: none">Other departments: Human Resource Group, Finance, Supply, Building & Property, Patient Affairs, Transport | <ul style="list-style-type: none">Stakeholders |
| <ul style="list-style-type: none">Service Manager and Service Leaders | <ul style="list-style-type: none">Southern DHB preferred travel provider |
| | <ul style="list-style-type: none">Professional colleges and registration bodies |

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 3 NCEA | |
| Experience | <ul style="list-style-type: none"> At least 4 years administrative experience | <ul style="list-style-type: none"> Experience within the health sector. |
| Knowledge and Skills | <ul style="list-style-type: none"> 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) | <ul style="list-style-type: none"> Knowledge of health sector. touch typist. |
| Personal Qualities | <ul style="list-style-type: none"> Sets high standards of performance. Ability to work well in a team and foster good interpersonal relationships and a willingness to support and assist other staff as required. Respect the privacy of individuals when dealing with personal information. Attention to detail a priority Ability to demonstrate strong personal initiative Ability to effectively communicate verbally and in writing with a variety of people. Experienced touch-typist with speed (70 words per minute) and accuracy (no more than five errors). Successful completion of medical terminology. | |

KEY RESULT AREAS:

| Key Accountabilities: | Example of successful delivery of duties and responsibilities |
|---|--|
| Service Project Support | |
| Provide high quality reception and administrative support to the Service and Service Leadership Team. | |
| <ul style="list-style-type: none"> Provide high quality administrative support to the service, ensuring efficient and effective service delivery. 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"> 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. |

| | |
|--|--|
| <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 identify existing or potential problems and opportunities • Theatre bookings as directed by Medical staff, and to provide cover for Booking Staff | <ul style="list-style-type: none"> • 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 • 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. |
|--|--|

Medical Typing
Ensuring an efficient and effective administrative support function, including establishment and maintenance of effective information and data processing, filing, retrieval, and management systems.

| | |
|--|--|
| <ul style="list-style-type: none"> • All letters/correspondence of the General Surgery Service: • All (100%) of typing will have a target four day turnaround time with a high degree of accuracy • All typed reports, correspondence completed in accurate and timely manner • 100% of typed documents completed and forwarded correctly • 100% of approved documents are accurate regarding typing, spelling, content and layout. Work is reviewed in process or upon completion for accuracy. • Liaison with appropriate staff members where advice is required • Liaison with other hospital departments/outreach services is undertaken to facilitate co-ordinated care for patients | <ul style="list-style-type: none"> • All patient details changes are confirmed and entered into patient management system and new labels printed (ensure these go into the patient file) • All letters and correspondence is correctly documented and dispatched to the correct stakeholders |
|--|--|

Team Support

| | |
|---|--|
| <ul style="list-style-type: none"> • Actively participate in the development of the Service’s administration team and its work processes, systems and operations. • Provide positive support to other administrators and other colleagues to ensure delivery of team goals. • Seek to increase contribution of the Service’s administration team and support an environment of continuous improvement. | <ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You share responsibility for delivery of high quality administrative support, contributing to team resilience • You produce work that complies with SDHB processes and reflects best practice. |
|---|--|

Other Duties

| | |
|--|---|
| Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. | <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. |
|--|---|

Professional Development – self

| | |
|---|---|
| Identifying areas for personal and professional development and undertake agreed training/professional development activities | <ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. |
|---|---|

| | |
|---|--|
| | <ul style="list-style-type: none"> • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism. |
| Living Southern DHB Values | |
| Proactively demonstrating Southern DHB values in all aspects of the role. | <ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working. |
| 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 | |
| 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"> • <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. |

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:

.....
Employee

.....
Date

.....
Manager

.....
Date