

Position Description

Employment Agreement:	DHB's/PSA South Island Administrative Employees MECA (S3)
Position Title:	Administration Officer
Service & Directorate:	Gastroenterology – Medical Directorate
Location:	Dunedin
Reports to:	Clinical Administration Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	February 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 us 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 Gastroenterology service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.

To ensure the patient journey through the Gastroenterology service is efficient to provide optimal outcomes for patients coming to the service.

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

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">Clinical CoordinatorsClinical Needs AssessorsAllied Health Staff	<ul style="list-style-type: none">StakeholdersHome and Community Support Service ProvidersNGOsRural Hospitals

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 administrative experience 	<ul style="list-style-type: none"> Experience within the health sector
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of administration policies, systems and procedures Knowledge and use of Microsoft Office Suite including word-processing, email, calendar Evidence of good literacy and numeracy skills Able to edit written document, correcting grammatical mistakes and logic 	<ul style="list-style-type: none"> Knowledge of health sector
Personal Qualities	<ul style="list-style-type: none"> Commitment and personal accountability. 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 RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support	
Provide high quality administrative support to the Service ensuring efficient and effective service delivery	
<ul style="list-style-type: none"> Provide timely and accurate confidential administrative support to enable the efficient functioning of the service 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 Referral information is managed accurately and in a timely manner Data entry is accurate

<ul style="list-style-type: none"> • Referrals – All referrals are managed as per CCC procedures • Service Facilitation – Client services are facilitated as per identified plan of care • Information Management – Up to date information regarding service providers in all areas is maintained 	<ul style="list-style-type: none"> • Service providers are organised to meet needs identified in the client’s plan of care and support package • Information system is maintained with current service providers and other agencies • Good understanding and knowledge of computer programmes utilised in CCC • All client information is maintained accurately and up to date • Correspondence is accurate and timely • Databases are maintained accurately – iPM Health Connect South/interRAI/ENS • Good understanding of iPM systems
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Individual and Team Performance
 Participate in and contribute to the functioning of the team. 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.

<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
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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 • You produce work that complies with SDHB processes and reflects best practice • Research undertaken is robust and well considered
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Professional Development – self

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

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Employee

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Date

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Manager

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Date