

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Digitisation Quality Officer		
Reports to	Team Leader Records and Information		
Location	Dunedin and Invercargill		
Department	Records & Information Service, Digital Team		
Direct Reports	Nil	Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	October 2022		
Job band (indicative)			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- The key purpose of the role is to effectively produce a digital document for the purposes of timely access and retrieval by staff.
- Contribute to the smooth running of the Digitisation service by providing an efficient and timely Digitisation support function that is responsive and flexible to the changing needs of the service/organisation.
- The focus of this role is on quality and assurance role, which means continued validation of data points on the digitised document to ensure Archives New Zealand digitisation standards are met and Privacy breaches are eliminated

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Service Support	<ul style="list-style-type: none"> • Provide high quality Digitisation support to the Records and Information 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. • Provide timely and accurate confidential Digitisation support to enable the efficient functioning of the service, including but not limited to: • Identify potential improvements to systems and processes to ensure the continuous improvement • Demonstrate attention to detail and accuracy. • Demonstrate a willingness to adapt to changing needs of the service. • Evaluates situations and 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 • Ability to run a quality audit program over the digitised information. This includes auditing information that is scanned, identifying errors based on Archives New Zealand standards and feeding back to other team members on quality control issues.

	<ul style="list-style-type: none"> • Audits ensure all errors in preparation, scanning, and classification are corrected and discussed in an ongoing basis, so excellent communication skills and a high level of empathy for others is required • Participate in the education of other team members in changes to the classification of clinical documents to ensure efficient workflow and reduce error rates • Performs qualitative and quantitative analysis of scanned document images to assure accuracy and legibility is maintained • Run a quality assurance program which involves but not limited to checking the cloud-based server is processing batches of information timely • Troubleshooting issues to ensure batch processing is completed and assuring documents are available at a high quality for staff to access • Liaising with helpdesk to ensure server processing is maintained
Patient Records	<ul style="list-style-type: none"> • To be competent in the use of all Te Whatu Ora Southern computer systems relevant to the position • Use your vast knowledge of clinical information and 3000 clinical forms to classify documents unclassifiable by the digitisation application • Ensures all core business is completed within the designated daily timeframes • Ensure documents (based on sampling) are correctly processed • Ensure batch processing is correctly followed and databases are maintained • Check and maintain document classification rules ensuring new rules are documented timely and accurately to ensure system workflow is running with efficiency • To maintain the NHI demographic integrity within the scanned record • Ensure patient information is provided within the agreed set guidelines • Ensure audit processes are adhered to and maintain a workflow database for retention and disposal of information • Ensure all reporting is conducted in a timely manner
Individual and Team Performance	<ul style="list-style-type: none"> • 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 Te Whatu Ora Southern equipment and consumables economically • 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.

	<ul style="list-style-type: none"> • Provide leave cover as required. • Keep an up to date desk file to enable relief staff to pick up duties without disruption to workflow.
Other Duties	<ul style="list-style-type: none"> • Undertaking administrative duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. • Act as a role model for the Te Whatu Ora Southern Organisational Values. • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Te Whatu Ora Southern processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the Te Whatu Ora Southern values in everything you do.

Key Result Area	Expected Outcomes / Performance Indicators
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	<ul style="list-style-type: none"> Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> Te Whatu Ora Southern staff Managers at all levels of the Organisation 	<ul style="list-style-type: none"> Patients and whanau Visitors Government departments Other Hospitals, health service providers External Records Storage Provider

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action
- Preservation and Digitisation qualification
- An excellent understanding of Archives New Zealand digitisation requirements
- Minimum level 2 NCEA
- Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail).
- Proven history of using multiple computer applications
- Proven ability to work with IT solutions to ensure data quality
- Ability to operate and run a quality assurance program including quantitative and qualitative analysis
- Ability to trouble shoot IT Issues
- Experience working to deadlines and prioritising workloads
- Experience in maintaining a knowledge database
- Experience in collating large volumes of information into a database with analysis

- High standard of interpersonal communication skills, including written and verbal
- Knowledge of office systems and procedures such as preparation and Digitisation of documents
- Evidence of good literacy and numeracy skills
- Accuracy
- Previous knowledge working in a health care environment
- Attention to detail with an ability to focus for large periods of time
- Excellent keyboard skills
- Ability to make timely decisions based on relevant information
- Ability to identify, prioritise, analyse and resolves issues/problems

Desired:

- Diploma in Business administration
- At least 3 years administration experience
- Proven ability to operate a scanner and use Digitisation software
- Experience working in a Digitisation Bureau in a quality or classifying capacity
- Knowledge of computer systems with the application of metadata
- Experience in application of the Functional disposal authorities for Health authorities
- Excellent understanding of medical terminology
- Previous work experience in a Digitisation Bureau
- Typing at 50wpm
- Ability to take a critical approach towards work methods
- Background in quality checks for Clinical documentation
- Experience with Indexing data for documents and document classification
- Experiencing in classifying information
- Excellent knowledge of clinical forms and information
- Good working knowledge of patient flow through hospital

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- 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.
- Strong work ethic
- Ability to cope under pressure
- Ability to process large volumes of documents with varying sizes and formatting
- Is innovative, proactive and motivated and responds positively to new challenges and opportunities
- A willingness to learn

Desired:

- Ability to cope under pressure

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date