

## Position Description

Employment Agreement:	PSA/DHB South Island Admin Collective Agreement
Position Title:	Booking Administrator
Service & Directorate:	Ophthalmology Outpatients Surgical Services & Radiology Directorate
Location:	Dunedin
Reports to:	Administration Team Leader
Number of direct reports:	Nil
Date:	March 2019

### 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>
<p><b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><b>As family:</b> 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 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 Outpatients 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 ensure that The Patient journey through the outpatient service is as stress free as possible for the patient, it is achieved in a timely and accurate manner utilising the patient management system iPM</p>

## 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	
<b>Customer Focus</b>	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
<b>Integrity and Trust</b>	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.
<b>Drive For Results</b>	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	
<b>Process Management</b>	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.
<b>Problem Solving</b>	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
<b>Decision Quality</b>	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.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees

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

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Minimum level 2 NCEA.</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to learn new systems and programmes</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years clerical administration experience</li> </ul>	<ul style="list-style-type: none"> <li>Health industry experience</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>High standard of interpersonal communication skills, including written and verbal.</li> <li>Knowledge of office systems and procedures.</li> <li>Evidence of good literacy and numeracy skills.</li> <li>Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail)</li> </ul>	<ul style="list-style-type: none"> <li>Previous work experience of working with health related systems</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Ability to understand and follow written or verbal instructions.</li> <li>Sets high standards of performance</li> <li>Ability to work well in a team and foster good interpersonal relationships.</li> <li>Willing to support and assist other staff as required.</li> <li>Respect the privacy of individuals when dealing with personal information.</li> <li>Attention to detail a priority</li> <li>Ability to demonstrate strong personal initiative</li> </ul>	

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p><b>Service support</b></p> <p>Provide high quality administrative support to the Outpatients 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.</p>	
<p>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to:</p> <ul style="list-style-type: none"> <li>Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</li> <li>Keeping an up to date desk file</li> <li>Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties.</li> <li>Demonstrate attention to detail and accuracy.</li> <li>Demonstrate a willingness to adapt to changing needs of the service.</li> <li>Evaluates situations and</li> </ul>	<ul style="list-style-type: none"> <li>All duties performed to a high standard.</li> <li>Prompt response to requests.</li> <li>Enquiries are handled efficiently, promptly and appropriately.</li> <li>Efficient transactional processing.</li> <li>Adherence to work practice in line with organisational and finance policies.</li> <li>Accurate high quality documentation produced in a timely manner.</li> <li>Incoming phone calls and visitors are given exceptional customer service.</li> <li>Prioritise work to ensure efficient service delivery.</li> </ul>

<p>identifies existing or potential problems and opportunities.</p> <ul style="list-style-type: none"> <li>• Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.</li> <li>• Provide administration support to medical staff</li> <li>• Booking clinics with attention to detail and accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> <li>• Process medical staff's correspondence in a timely manner</li> <li>• Ensure the leave planner is checked in a timely manner and clinics are blocked off.</li> <li>• Cancel/reschedule clinics at short notice</li> <li>• Booking locum clinics</li> </ul>
<b>Referrals and Wait lists</b>	
<ul style="list-style-type: none"> <li>• Amendments to waitlists as required</li> </ul>	<ul style="list-style-type: none"> <li>• Suspension of waitlists at patient request or DNA</li> <li>• Referrals outcome if they come through secondary triaging</li> </ul>
<b>New Patient Appointments (New assessment appointments and FSA's) [Description where applicable]</b>	
<ul style="list-style-type: none"> <li>• All patients receive FSA appointments within grading times with no patient to wait longer than for 4 months for New patient appointment (FSA)</li> <li>• All patients receive assessment appointments within a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment associated tests to be booked as indicated on triage form per service (e.g. fields, photography, orthoptist, laser, avastins prior to appointment)</li> <li>• MOH waiting time rules are adhered to</li> <li>• MOH immigration data is accurate and attended to</li> </ul>
<b>Clinic Preparation [Description where applicable]</b>	
<ul style="list-style-type: none"> <li>• Facilitate access to clinic notes for Medical, Nursing and Allied Health staff</li> </ul>	<ul style="list-style-type: none"> <li>• Pre clinic notes preparation completed in a timely manner at least one day prior to the clinic being held with accurate information available for the clinician and his/her team (this includes collecting of Trolleys of notes from the records dept)</li> <li>• All notes are pulled prior to a patient arriving in the department.</li> </ul>
<b>Reception [Description where applicable]</b>	
<ul style="list-style-type: none"> <li>• Day of clinic reception duties are completed in a friendly professional timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• All reception duties are completed so the patients are checked-in in real time</li> <li>• All patient details are confirmed, any changes entered into patient management system and new labels printed (ensure these go into the patient file)</li> <li>• All patients are outcomed by the end of the day.</li> </ul>
<b>Follow ups [Description where applicable]</b>	
<ul style="list-style-type: none"> <li>• Patients are informed of clinic appointment in a timely manner</li> <li>• Calling patients for short notice clinics</li> <li>• Blocking off clinics as per the leave planner</li> <li>• Clinic appointment outcomes are attended to the following work day</li> </ul>	<ul style="list-style-type: none"> <li>• Appointments to be made within the time frames requested</li> <li>• Planned appointment are entered with the correct follow up time</li> <li>• Appointment letters are posted to patient on day of making appointment, if it is short notice IE within 7 working days a phone call to patient is made advising them of the appointment date time and venue.</li> <li>• No messages on phones or emails are missed in response to text reminders</li> <li>• Ensure all clinics are full the day before the clinic.</li> <li>• Post ups are booked within the given time frame</li> </ul>

	<ul style="list-style-type: none"> <li>• Acuity tool is used to fill appointment slots after live appointments have been booked at the highest acuity first.</li> <li>• Request notes from Crown prior to patient appointment</li> <li>• Ensure interpreters are booked prior to appointment</li> <li>• Ensure the generic email address is kept cleared and text responses are actioned.</li> </ul>
<b>Other Duties</b>	
<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> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
<b>Living Southern DHB Values</b>	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> <li>• Demonstrates behaviours that we want to see from each other, at our best.</li> <li>• Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.</li> <li>• Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>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.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<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"> <li>• <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.</li> <li>• <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.</li> </ul>

	<ul style="list-style-type: none"> <li>• <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.</li> </ul>
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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