

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Booking Administrator – Outpatients (Otago)
Service & Directorate:	Surgical and Radiology Services
Location:	Dunedin Hospital
Reports to:	Charge Nurse Manager, Outpatients & Ward 4B
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	November 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 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	
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.

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

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 clerical administration experience 	
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of office systems and procedures Evidence of good literacy and numeracy skills Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email) 	
Personal Qualities	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal. 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 relationships. Willing 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 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service support	
<p>Provide high quality administrative support to the Outpatients service, ensuring efficient and effective service delivery</p> <p>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"> 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 identifies existing or 	<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.

<p>potential problems and opportunities.</p> <ul style="list-style-type: none"> • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols. 	
Referrals	
<ul style="list-style-type: none"> • To provide an efficient referral loading service for the speciality • Ensure the triaging of all referrals to the departments are completed in a timely manner <p>Declined referrals notification sent to GPs as per process and in a timely manner</p>	<ul style="list-style-type: none"> • Computerise details and description of referrals into the patient management system. Ensuring data collection is accurate, and processes are followed as required. (see Midas document 5885) • All referrals to be loaded into system within 24hours of date stamp • Appropriate triage forms (grading form) are attached to the referral with accurate patient details entered onto the form. • Referral and triage sheet placed in specialties grading folder for triaging <p>If a triaged referral returns declined close the referral in iPM and send appropriate rejection of referral letter to GP and patient advising them of decline.</p>
Waiting lists	
	<ul style="list-style-type: none"> • All triaged referrals are updated in iPM with priority and authorisation fields completed • Enter required information into OPD waiting list and print letter to patient and referral source (MOH target notification to be completed within 10 working days) • File referral in appropriate folder for easy accessibility at time of booking appointment. <p>If associated tests scan and send to appropriate department</p>
New Patient Appointments (FSA)	
<ul style="list-style-type: none"> • All patients receive appointment within grading times with no patient to wait longer than for 4 months for New patient appointment (FSA) 	<p>All patients receive appointment within grading times with no patient to wait longer than for 4 months for New patient appointment (FSA)</p> <ul style="list-style-type: none"> • Appointment associated tests to be booked as indicated on triage form per service (e.g. Cardiology often require Echo cardiogram ETT and ECG, Respiratory patients may have chest x-ray etc prior to appointment) • MOH waiting time rules are adhered to • MOH immigration data is accurate and attended to

Clinic Preparation	
	<ul style="list-style-type: none"> 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) <p>Checking of patient test dates to ensure appointment can proceed.</p>
Reception	
<ul style="list-style-type: none"> Day of clinic reception duties are completed in a friendly professional timely manner 	<ul style="list-style-type: none"> As part of rostered schedule all reception duties are completed so the patients are checked-in in real time <p>All patient details are confirmed any changes entered into patient management system and new labels printed (ensure these go into the patient file)</p>
Follow ups	
<ul style="list-style-type: none"> Follow up appointments come from various sources including after clinic, post ward discharge etc Patients are informed of clinic appointment in timely manner 	<ul style="list-style-type: none"> Appointments to be made in within the time frames requested Planned appointment lists are kept up to date Appointment letters are posted to patient on day of making appointment, if it is short notice IE within 5 working days a phone call to patient is made advising them of the appointment date time and venue. No messages on phones or emails are missed in response to text reminders
Individual and team performance	
<p>Participate in and contribute to the functioning of the team.</p> <p>Establish and maintain an effective working relationship with other staff.</p> <p>Assist other staff when required, and provide relief cover to team members on leave as directed by the 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"> 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. Work in conjunction with other staff in the department to provide a quality service.(inclusive of housekeeping duties) Maintain a current up to date desk file so relief staff can carry out all duties of the position if required.
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> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You willingly cover for annual leave, and sick leave for administrative colleagues within the service as directed by your manager. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	

<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
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 Southern DHB'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.
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"> • <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