

## Position Description

Employment Agreement:	NZNO Administrative Collective Employment Agreement
Position Title:	<b>ED Administrator</b>
Service & Directorate:	Medical Directorate
Location:	Dunedin/Southland
Reports to:	Charge Nurse Manager, Emergency Department
Number of direct reports:	Nil
Date:	June 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>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> 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
The key purpose of the role is to effectively contribute to the smooth running of the Emergency Department 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	
<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.
<b>Managing Diversity</b>	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	
<b>Planning</b>	Accurately scopes out length and difficulty of tasks and projects. Set 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.
<b>Interpersonal Savvy</b>	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.
<b>Priority Setting</b>	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"> <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>Nurse Unit Manager</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>ED Clerical Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>GP's</li> </ul>
	<ul style="list-style-type: none"> <li>Other Hospitals</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) / Experience</b>	<ul style="list-style-type: none"> <li>At least two years relevant health/administrative experience or other relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>Has qualifications</li> <li>Experience with a patient management database.</li> <li>Pitman's or equivalent typing qualification.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Can undertake limited creative, planning or design functions and apply skills to a varied range of different tasks.</li> <li>Able to undertake some tasks with some complexity and knowledge equivalent to trade certificate e.g. Pitman's.</li> <li>Has knowledge of the work area processes and an understanding of how they interact with other related areas and processes to be able to perform tasks or assignments.</li> <li>Can perform a range of administrative support tasks which may include word processing, setting up meetings, independently respond to enquiries, operate a computerised switchboard, arrange and schedule appointments, have knowledge of medical terminology.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Can work with general supervision and may consult on more complex tasks for approval. Can work independently.</li> <li>Can exercise judgement on work methods and task sequence within specified timelines.</li> <li>Ability to understand and follow written or verbal instructions.</li> <li>Sets high standards of performance.</li> <li>Ability to work well within 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> </ul>	

## KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Service Support</b> Provide high quality administrative support to the Emergency service, ensuring efficient and effective service delivery. Undertake duties 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"> <li>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to;</li> <li>Set-up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</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> </ul>

<ul style="list-style-type: none"> <li>Identify potential improvement to systems and processes to ensure the continuous improvement of administrative duties.</li> <li>Demonstrate a willingness to adapt to changing needs of the service.</li> <li>Evaluates situations and identifies existing or potential problems and opportunities.</li> <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> </ul>	<ul style="list-style-type: none"> <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> <li>Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> </ul>
<b>Individual and Team Performance</b> 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 high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically.	
<ul style="list-style-type: none"> <li>Participate as a team member to ensure the best outcome for the organisation.</li> <li>Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members.</li> <li>Work to ensure cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share.</li> <li>Prioritise own workload and manage own time effectively.</li> <li>Information is communicated in a courteous and sensitive manner.</li> <li>When workload allows, proactively assist other staff.</li> <li>Provide leave cover as required.</li> <li>Be able to work efficiently and effectively unsupervised.</li> <li>Promote and adhere to the philosophy of the Southern Way principles.</li> </ul>	<ul style="list-style-type: none"> <li>Active participation in the team.</li> <li>Collegial support and strong working relationships evident with other team members.</li> <li>Demonstrate a pleasant, accepting and helpful attitude.</li> <li>All duties performed to a high level standard.</li> <li>The routine of the service is uninterrupted.</li> </ul>
<b>Personal Development</b>	
<ul style="list-style-type: none"> <li>Undertake an annual performance review</li> <li>Set and document prospective goals and objectives</li> <li>Maintain and improve work related knowledge and skills.</li> </ul>	<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>Treaty of Waitangi</b>	
<ul style="list-style-type: none"> <li>The Southern District Health Board is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>	<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</li> </ul>

	<p>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.</p> <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>
<b>Health and Safety</b>	
<ul style="list-style-type: none"> <li>• Foster and support commitment to achieving the highest level of health and safety, including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff, and working safely at all times.</li> </ul>	<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> </ul> <p>Effort is made to strive for best practice in Health and Safety at all times.</p>
<b>Quality and Performance</b>	
<ul style="list-style-type: none"> <li>• Maintain professional and organisational quality standards.</li> <li>• Ensure delivered work is planned, delivered and implemented consistently against quality standards.</li> <li>• Continuously identify improvement opportunities to perform the job in the most effective manner.</li> <li>• Investigate opportunities to achieve goals in a more efficient way.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance is in alignment with HR quality audit standards, organisational requirements and professional standards.</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> <li>• Act as a role model for the Southern DHB Organisational Values.</li> </ul>	<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>	
<ul style="list-style-type: none"> <li>• Proactively demonstrating Southern DHB values in all aspects of the role.</li> </ul>	<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>

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