

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Administration Officer – Dispatch/Enquiries/Projects			
Reports to	Team Leader Records and Information Service			
Location	Dunedin and Invercargill			
Department	Records & Information Service			
Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	October 2022			
Job band (indicative)	PSA Admin – 1B			

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 whānaunga, 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: effectively contribute to the smooth running of the Clinical Records service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Service Support	<ul style="list-style-type: none"> Provides high quality administrative support to the Clinical Records service, ensuring efficient and effective service delivery Undertakes duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager Sets up and maintains effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information Identifies potential improvements to systems and processes to ensure the continuous improvement of administrative duties Demonstrates attention to detail and accuracy Demonstrates a willingness to adapt to changing needs of the service Evaluates situations and identifies existing or potential problems and opportunities Demonstrates excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols
Patient Records	<ul style="list-style-type: none"> Be responsible for the retrieval, tracking, and dispatch of clinical records for all eligible requestors To be competent in the use of all Te Whatu Ora Southern computer systems relevant to the position Ensures all core business is completed within the designated daily timeframes To process all clinic requests for records To update the patient's demographic information To provide records required for audit within set guidelines Some minor release of information as outlined in Te Whatu Ora policies and procedures Ensures patient information is provided within the agreed set guidelines

	<ul style="list-style-type: none"> Ensures all clinics are prepared within designated timeframes Ensures audit requests are legitimate and records are delivered within designated timeframes
Individual and Team Performance	<ul style="list-style-type: none"> Assists other staff when required and provide relief cover to team members on leave as directed by the manager Maintains a current desk file Maintains a high standard of integrity and work ethic including the utilisation of Te Whatu Ora Southern equipment and consumables economically Actively engages with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members Works to ensure a cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share Prioritises own workload and manages own time effectively Information is communicated in a courteous and sensitive manner When workload allows, proactively assists other staff Keeps 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 duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience Responds positively to requests for assistance in own and other areas, demonstrating adaptability and willingness

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

About you – to succeed in this role

You will have

Essential:

- Minimum level 2 NCEA
- Experience in implementing Te Tiriti o Waitangi in action

Desired:

- At least 2 years administration experience
- Experience working in a Clinical Records Department

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
- High standard of interpersonal communication skills, including written and verbal
- Knowledge of office systems and procedures
- Demonstrate evidence of good literacy and numeracy skills
- Willing to support and assist other staff as required
- Respect the privacy of individuals when dealing with personal information
- Strong work ethic

Desired:

- Demonstrate a basic understanding of medical terminology
- Able to apply Privacy Act 2020 legislation
- 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