

Position Description

Employment Agreement:	Public Service Association (PSA) National Health Administration Workers Collective Agreement
Position Title:	Booking Administrator
Service & Directorate:	Diagnostic Testing Department
Location:	Invercargill
Reports to:	Team Leader, Diagnostic Testing & Service Manager Clinical Physiology, Respiratory & Neurology
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	March 2024
Job Band	PSA Admin – Profile 5B

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

The key purpose of the role is to effectively contribute to the smooth running of the Diagnostic Testing Department 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

Consumer Focus	Is dedicated to meeting the expectations and requirements of internal and external consumers; gets firsthand consumer information and uses it for improvements in products and services; acts with consumers and whanau in mind; establishes and maintains effective relationships with consumers and whanau 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 themselves 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.

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 their 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 HNZ Southern	External to HNZ Southern
<ul style="list-style-type: none">Southern-wide staff	<ul style="list-style-type: none">Patients and whanau
<ul style="list-style-type: none">Managers at all levels of the organisation	<ul style="list-style-type: none">Visitors
<ul style="list-style-type: none">	<ul style="list-style-type: none">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 3 NCEA or equivalent 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> At least 2 years clerical administration experience 	<ul style="list-style-type: none">
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) 	<ul style="list-style-type: none">
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	
<ul style="list-style-type: none"> Provide high quality administrative support to the Diagnostic Testing Department 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 	<ul style="list-style-type: none"> Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to: 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 identify 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
Manage Bookings	
Ensure Diagnostic Testing runs smoothly by having an optimised booking system that meets the needs of the service and patients	<ul style="list-style-type: none"> Responsible for ensuring all patients are booked within departmental timeframes Ensure all patients on planned appointment status are actualised and seen within expected timeframes Ensure all bookings are optimised for the patient and liaise with other departments to minimise disruption to patients Manages the bookings of the clinics at Lakes District Hospital to ensure all patients are reviewed within the planned timeframes Maintain departmental KPIs Run regular reports for planned appointments
Responsible for accurate data entry	<ul style="list-style-type: none"> Independently runs and performs audit of data as per departmental policies and procedures Generates and reports monthly data reports Ensures all equipment data for CPAP etc is up to date Update and maintain data on departmental databases
Responsible for accounts	<ul style="list-style-type: none"> Ensures all patients eligible for charging are billed appropriately Responsible for coding Oracle accounts appropriately
Secretarial support	<ul style="list-style-type: none"> Take minutes and generate agendas and reports for meetings as required Prepare reports as instructed by Manager Diagnostic Testing Diagnostic testing fortnightly meeting Southland Respiratory service monthly meeting
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.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager.

	<ul style="list-style-type: none"> • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Southern's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern'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	
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.	<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