

Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	Administration Officer
Service & Directorate:	Child Development Service- Women’s and Children’s Health
Location:	Dunedin
Reports to:	Unit Manager – Child Development Service
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	May 2024

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 service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation. This includes: booking appointments, reception, support of multidisciplinary team within the service, and typing if required

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	Managing diversity for all kinds and classes of people equitable: 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 for all.
Role Specific Competencies	
Process Management	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.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Managing and Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
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 the problems and roadblocks. Measures performance against goals. Evaluates results.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Southern DHB 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
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • General Practitioners
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ministry of Education
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Te Mahau Staff

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 	<ul style="list-style-type: none"> Willingness to learn new systems and programs
Experience	<ul style="list-style-type: none"> At least 2 years clerical administration experience 	<ul style="list-style-type: none"> experience within the health sector
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"> Knowledge of the health sector
Personal Qualities <i>dnkmda0</i>	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal Proactively seeks solutions to problems Is dependable, honest and ethical; shows a high level of personal judgement Ability to understand and follow written or verbal instructions Sets high standards of performance Able to effectively manage workload with minimal supervision Ability to use discretion to meet customer needs Ability to problem solve within acceptable parameters A mature, adaptable and flexible approach to work is necessary to smoothly adjust to fluctuating workloads which necessitate A courteous, pleasant and helpful manner The successful applicant should be capable of a high level of activity, personal motivation and have strong organization skills Evidence of good numeracy and literacy skills 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 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support	
<p>Provide high quality administrative support 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>Booking/Scheduling</p>	<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: • Ensure the electronic room schedule is used in conjunction with other systems • Set up and maintain effective electronic and paper filing systems and procedures relevant to child Development service enabling quick access to information • All patients and referrers are communicated with regarding the status of their referrals in a timely manner • Patients are informed of delays in wait times or details of appointments in a courteous and timely manner • Use systems to accurately and effectively book clinics • Administration support for multi-disciplinary team meetings is coordinated and communicated clearly to the wider team, as per requirements • Clinical queries are referred to an appropriate person within the Children’s Health team. • 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. • 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 • Liaise with Women’s and Children’s clinicians (and external agencies) to organise and book the clinics appropriately • Filing system/database is kept up to date and accurately maintained referrals are attended in a timely manner • Patients informed of any delays and wait times
<p>Reporting</p>	<ul style="list-style-type: none"> • Manage waitlists and ensure all timeframes and targets are met • Contribution to producing accurate reports within required timeframes • Contribute to data reviews/reports for clinical

<p>Reception</p>	<p>investigation as required</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. Respond promptly and politely to telephone queries. • Deals effectively with all enquiries to calls and and answer or relay messages as required • Ensure notes and paperwork are prepared ahead of clinics as per the requirements • Ensure all patients details and contacts are updated on arrival and subsequently update the patient management system • Ensure the generic admin inbox is managed by responding to emails in a timely manner • Order stationary and supplies as required utilizing the (FPIM) Oracle ordering system and other systems as available
<p>Administration Duties</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. • Keep an up to date desk file • 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. • Evaluate situations and identify existing or potential problems and opportunities. • Undertake duties associated with the position, as required to maintain an efficient service, including up-skilling as required/directed by the Clinical Co-ordinator/Service Manager.
<p>Individual and Team performance</p>	<ul style="list-style-type: none"> • Participate in and contribute to the functioning of the administration team and the wider service to ensure the best outcome for the organization and the patients. • Actively engage with and support colleagues

	<p>taking personal responsibility for ensuring effective working relationships with all team members.</p> <ul style="list-style-type: none"> • Work to ensure a cohesive team environment, with responsibility for effective skills transfer and knowledge share. • Participate as a team member to ensure the best outcome for the organisation. • Prioritise own workload and manage own time effectively • Information is communicated in a courteous and sensitive manner. • When workload allows, proactively assist other staff. • Assist with duties from the wider service other than that assigned, in line with service priorities. • Provide leave cover as required. • Be able to work efficiently and effectively unsupervised. • Keep and up-to-date desk file to enable relief staff to pick up duties without disruption to the workflow. • Maintain a high standard of integrity and work ethic including the utilisation of health NZ equipment and consumables economically. • Active participation in the team. • Collegial support and strong working relationships evident with other team members. Demonstrate a pleasant • Collegial support and strong working relationships evident with other team members. • Demonstrate a pleasant and accepting helpful attitude • All duties performed to a high level. • 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 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 produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the Health New Zealand 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 organization 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