

### Position Description V2

Employment Agreement:	DHBs/PSA South Island Administrative MECA – version 2
Position Title:	<b>Ward Manager Administration</b>
Service & Directorate:	Director of Nursing Southland
Location:	Invercargill
Reports to:	DON Southland Directorate, Surgical & Medical Charge Nurse Managers
DHB Delegation Level:	(Operationally)
Number of direct reports:	Nil
Date:	March 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>
<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

Your role will be to support the charge nurse manger with their admin roles, to enable them to provide nursing leadership to support staff and patient care. You will contribute to the smooth running of the ward by providing efficient and timely non-clinical administrative support 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 firsthand 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.

### Role Specific Competencies

<b>Process Management</b>	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 workflow; 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.
<b>Informing</b>	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.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

### KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"><li>Charge Nurse Managers and Associate CNM</li></ul>	<ul style="list-style-type: none"><li>Patients and whanau</li></ul>
<ul style="list-style-type: none"><li>Directors of Nursing, Nurse Managers, Nurse Educators, Coordinators</li></ul>	
<ul style="list-style-type: none"><li>Nursing and Health Care Assistant staff</li></ul>	
<ul style="list-style-type: none"><li>Ward Manager assistant colleagues</li></ul>	
<ul style="list-style-type: none"><li>Other staff and teams as relevant across SDHB</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)</b>	<ul style="list-style-type: none"> <li>Minimum level 2 NCEA (or equivalent)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years clerical administration experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in the hospital/ healthcare</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Evidence of good literacy and numeracy skills</li> <li>Competent in the use of Microsoft Word, Excel, Teams and Outlook (email)</li> <li>Ability to adhere to policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of common nursing/ healthcare terminology</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>High standard of interpersonal communication skills, including written and verbal</li> <li>Ability to understand and follow written or verbal instructions</li> <li>Sets high standards of performance whilst being flexible and responsive to change</li> <li>Ability to work well in a team and foster good interpersonal relationships</li> <li>Willing to support and assist other staff as required</li> <li>Ability to work with confidential and sensitive information and 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>	
<ul style="list-style-type: none"> <li>Provide high quality administrative support to the , ensuring efficient and effective service delivery</li> <li>Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager</li> </ul>	<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: <ul style="list-style-type: none"> <li>Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information. This will include data gathering and analysis for regular and ad hoc reporting requirements e.g. Trendcare reports, patient safety data, staffing data/FTE tables.</li> <li>Support the CNM in carrying out administration related to HR delegations. This will include administration relating to recruitment, appraisals, mandatory training and leave.</li> <li>Ensure Onestaff and Time &amp; Attendance are kept up to date for CNM authorisation, including any change to rosters.</li> <li>Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate attention to detail and accuracy</li> <li>• Demonstrate a willingness to adapt to changing needs of the service</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>
<b>Other Duties</b>	
<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"> <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>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<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>Health, Safety and Wellbeing</b>	
<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"> <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> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Te Tiriti o Waitangi</b>	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <li>• <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</li> <li>• <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori.</li> <li>• <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> <li>• <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and</li> </ul>	<ul style="list-style-type: none"> <li>• You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025.</li> <li>• You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau.</li> <li>• You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori.</li> <li>• You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues.</li> <li>• Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.</li> </ul>

<p>supports the expression of hauora Māori models of care.</p> <ul style="list-style-type: none"> <li>• <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>	
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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