

| Position Description | |
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| Employment Agreement: | PSA/DHB South Island Clerical/Admin Collective Agreement |
| Position Title: | Ward Administration Officer |
| Service & Directorate: | Surgical Directorate |
| Location: | Dunedin |
| Reports to: | Charge Nurse Manager |
| Band | 3C |
| Date: | |

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> |
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| <p style="text-align: center;">Looking after our people:</p> <p>We respect and support each other. Our hospitality and kindness foster better care.</p> | <p style="text-align: center;">Being sincere:</p> <p>We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p> | <p style="text-align: center;">Best action:</p> <p>We are thoughtful, bring a positive attitude and are always looking to do things better.</p> | <p style="text-align: center;">As family:</p> <p>We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p> |

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 |
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| <p>Definition: “Clerical” – includes an employee substantially employed in roles such as Receptionist, Typist, Data Entry Operator, Librarian, administrator and Clerk</p> <p>The key purpose of the role is to effectively contribute to the smooth running of Ward 4B by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.</p> |

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 | |
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| 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 | Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and genders; supports equal and fair treatment and opportunity for all. |
| 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 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 | |
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| Within Southern | External to Southern |
| <ul style="list-style-type: none"> • Other Southern 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"> • Contractors |

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

| | ESSENTIAL | DESIRABLE |
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| Education and Qualifications (or equivalent level of learning) | <ul style="list-style-type: none"> • Minimum level 2 NCEA | |
| Experience | <ul style="list-style-type: none"> • At least 2 years clerical administration experience | |
| Knowledge and Skills | <ul style="list-style-type: none"> • High standard of interpersonal communication skills, including written and verbal • 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) | |
| Personal Qualities | <ul style="list-style-type: none"> • 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 relationship. • 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 |
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| <p>Service support Provide high quality administrative support to Ward 4B ensuring efficient and effective service delivery.</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 • 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 | <ul style="list-style-type: none"> • All duties performed to a high standard • Prompt response to requests • Enquiries are handled efficiently, promptly and appropriately • Efficient transactional processing • Adherence to work practice in line with organisational and finance policies • Accurate high quality documentation produced in a timely manner • Incoming phone calls, patients and visitors are given exceptional customer service • Prioritise work to ensure efficient service delivery • Recognise that everyone is entitled to consideration and respectful care without prejudice |

| Individual and team performance | |
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| Participate in and contribute to the functioning of the team | |
| <ul style="list-style-type: none"> Establish and maintain an effective working relationship with other staff Assist other staff when required Maintain a current desk file Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically Work to ensure a cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share Prioritise own workload and manage own time effectively Information is communicated in a courteous and sensitive manner · When workload allows, proactively assist other staff · Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow Be able to work efficiently and effectively unsupervised Promote and adhere to the philosophy of the Southern Way principles | <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 |
| Quality and Performance | |
| <ul style="list-style-type: none"> Maintain professional and organisational quality standards. Ensure delivered work is planned, delivered, and implemented consistently against quality standards. Continuously identify improvement opportunities to perform job in most effective manner. Investigate opportunities to achieve goals in a more efficient way. | <ul style="list-style-type: none"> Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards |
| 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. Act as a role model for Te Whatu Ora – Health New Zealand, Southern’s Organisational Values. | <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 the organisations processes and reflects best practice. Research undertaken is robust and well considered. Live and support the organisations values in everything you do. |
| Professional Development – self | |
| <ul style="list-style-type: none"> Identifying areas for personal and professional development. | <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 | |
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| <ul style="list-style-type: none"> Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora, Southern Health, Safety and Wellbeing policies, procedures and systems. | <ul style="list-style-type: none"> You understand and consistently meet your obligations under the organisations 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 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