

Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	Administration Officer – Integrated Operations Centre
Service & Directorate:	Operations – Medicine, Women’s & Children Directorate
Location:	Dunedin
Reports to:	Operations Manager – Patient Flow
DHB Delegation Level:	n/a
Number of direct reports:	Nil
Date:	April 2025

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.

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.
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.

KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> Southern staff 	<ul style="list-style-type: none"> Regional IOC's
<ul style="list-style-type: none"> Managers at all levels of the organisation 	<ul style="list-style-type: none"> External health providers
	<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 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"> Knowledge of office systems and procedures. Evidence of good literacy and numeracy skills. Excellent computer skills, in particular advanced knowledge of Microsoft Word, Excel and Outlook (email). 	
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. 	

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 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. Prepare reports for meetings Provide administrative function for the booking of Patient Transport Ambulances (PTS) Oversee the monthly invoice schedule for Road ambulance costs 	<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 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. 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.

Services Support	
<ul style="list-style-type: none"> • Provide administrative support to coordinate meetings, and document notes and actions as appropriate • 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 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. • 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. • Enquires 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 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. • Handle all enquiries effectively in a helpful polite courteous manner. • Timely answers to enquiries are given. • Ensure timely and efficient completion of tasks. • Ensure records are available and updated appropriately.
Individual and team performance	
<ul style="list-style-type: none"> • Participate as a team member to ensure the best outcome for the organisation. • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. • 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 • Provide leave cover as required. • 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. 	<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.
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 Te Whatu Ora – Health New Zealand, Southern’s 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 Te Whatu Ora – Health New Zealand, Southern’s 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	
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	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the organisations 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	
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