

| POSITION DESCRIPTION | |
|----------------------------|---|
| Employment Agreement type: | PSA South Island Administrative MECA/NZNO CEA |
| Job classification: | S4 Auto steps 1-6 by automatic increment. Step 7-9 Merit |
| Position Title: | Secretary |
| Directorate and Service: | Mental Health Addictions and Intellectual Disability |
| Location: | Central Lake Community Mental Health Team – Queenstown based |
| Responsible to: | Clinical Manager |
| Responsible for: | none |
| Delegations: | NIL |
| Tenure/hours: | 40 hours (1.0 FTE) |
| Position Purpose: | 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. |
| Date: | 1 October 2018 |

| Our Vision | | | |
|---|---|--|--|
| Better Health, Better Lives, Whanau Ora | | | |
| <p>We work in partnership with people and communities to achieve their optimum health and wellbeing</p> <p>We seek excellence through a culture of learning, enquiry, service and caring</p> | | | |
| Our shared values and behaviours | | | |
| Kind <i>Manaakitanga</i> | Open <i>Pono</i> | Positive <i>Whaiwhakaaro</i> | Community <i>Whanaungatanga</i> |
| <p>Looking after our people:</p> <p>We respect and support each other. Our hospitality and kindness foster better care.</p> | <p>Being sincere:</p> <p>We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p> | <p>Best action:</p> <p>We are thoughtful, bring a positive attitude and are always looking to do things better.</p> | <p>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 | | | |
| <p>To improve, promote and protect the health of our population</p> <p>Promote the integration of health services across primary and secondary care services</p> <p>Seek the optimum arrangement for the most effective and efficient delivery of health services</p> <p>Promote effective care or support for those in need of personal health or disability support services</p> <p>Promote the inclusion and participation in society and the independence of people with disabilities</p> <p>Reduce health disparities by improving health outcomes for Maori and other population groups</p> <p>Foster community participation in health improvement and in planning for the provision of and changes to the provision of services</p> <p>Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility</p> | | | |

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

WITHIN SOUTHERN DHB

- Southern DHB staff and managers at all levels of the organisation

EXTERNAL TO SOUTHERN DHB

- Patients, visitors, whanau, stakeholders

KEY RESULT AREAS

This position encompasses the following major functions or key result areas:

- Providing a high quality, responsive administrative support to the Directorate/Service to its leaders and service users.
- Providing an exceptional customer service at all times.
- Acting as an ambassador for the Southern DHB by upholding our values and behaviours.
- Working as an integral member of a multi-disciplinary team to ensure the successful delivery of services.

The requirements in the above Key Result Areas are broadly identified below:

| YOU ARE ACCOUNTABLE FOR | YOU ARE SUCCESSFUL WHEN |
|---|---|
| Living our values | |
| Acting as an ambassador for our organisation, you model our agreed values, providing both our internal and external customers with exceptional service and care at all times. | <ul style="list-style-type: none">▪ You are kind: You put people at the centre of their care, are attentive, helpful and caring. You treat people with respect and protect people's dignity and privacy.▪ You are open and sincere: You listen and hear with understanding and empathy. You keep people informed, so they know what is happening. You speak up if you have a concern and accept feedback graciously.▪ You are positive, friendly and approachable and are always looking to improve. You aim for excellence, high quality and the best outcomes in everything you do. You are appreciative and encouraging.▪ You are an active part of our community: You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting. |
| Administrative/Service Support | |
| Providing a high quality, confidential and responsive administrative support service to the | <ul style="list-style-type: none">• Documentation produced meets agreed timelines, is accurate and of high quality. |

| YOU ARE ACCOUNTABLE FOR | YOU ARE SUCCESSFUL WHEN |
|---|---|
| <i>Directorate/service and its leaders.</i> | <ul style="list-style-type: none"> Your work is prioritised appropriately in order to meet agreed timelines or renegotiated accordingly. Effective, accessible electronic and paper filing systems and procedures are maintained, enabling quick access to information. You maintain an up to date desk file which enables relief staff to pick up your duties without disruption to the workflow. |
| Identifying and recommending opportunities to improve existing work processes systems and practice. | <ul style="list-style-type: none"> You suggest new ideas and make refinements to systems, processes and work practices within your own role which improve service organisation and delivery. |
| Customer Service | |
| Acting as an ambassador for the Southern DHB, going above and beyond to provide both internal and external customers with exceptional service at all times. | <ul style="list-style-type: none"> You are regarded as approachable, interested and friendly. You stop to listen, learn and understand when assisting service users. Service users recognise/acknowledge that they have received the level of support and service they seek. Problems and complaints are acknowledged, solutions identified and promptly acted upon. You safeguard the confidential nature of patient and staff personal information at all times. |
| Team work | |
| Working together to get the job done. | <ul style="list-style-type: none"> You actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. You willingly share your knowledge and experience. Communication is open, honest, appropriate and considerate. You demonstrate positivity and respect, and support and care for your colleagues. You demonstrate initiative and commitment to team objectives, actively participating in group activities. You are open and receptive to change. |
| Other Duties | |
| Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. | <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 Southern DHB processes |

| YOU ARE ACCOUNTABLE FOR | YOU ARE SUCCESSFUL WHEN |
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| | <p>and reflects best practice.</p> <ul style="list-style-type: none"> Research undertaken is robust and well considered. |
| Professional Development – self | |
| Identifying areas for personal and professional development. | <ul style="list-style-type: none"> You work with your manager to set and review annual performance objectives which you then achieve. Training and development goals are identified and met. You actively seek feedback and can 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 SDHB's Health, Safety and Wellbeing policies, procedures and systems. | <ul style="list-style-type: none"> You understand and consistently meet your obligations under SDHB'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 performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

PERSON SPECIFICATION

This section is designed to capture the expertise required for a person to be fully competent in the role. (This does not necessarily reflect what the current position holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or position specific competencies.

| | ESSENTIAL | DESIRABLE |
|---|---|---|
| Education and Qualifications | <ul style="list-style-type: none"> ▪ Holds a minimum of level 2 NCEA or equivalent. | <ul style="list-style-type: none"> ▪ At least two years administration/clerical experience gained within the service sector. ▪ May be working towards an office management or equivalent qualification. |
| Knowledge, Skills and Experience | <ul style="list-style-type: none"> ▪ A high degree of competence in Microsoft Office programmes including Word, Excel, Outlook and Power point. ▪ Evidence of good literacy and numeracy skills. ▪ A high standard of interpersonal communication skills, both written and oral. | <ul style="list-style-type: none"> ▪ Transcription skills /competent typist |
| Personal Qualities | <ul style="list-style-type: none"> ▪ Works well within a team environment and able to foster good interpersonal relationships with people at all levels of the organisation. ▪ Is dependable, honest and ethical; shows a high level of personal judgment. ▪ Acts with discretion, sensitivity and integrity at all times. ▪ Is adaptable and flexible – open to change (positive or negative) ▪ Is focused on providing exceptional levels of customer service. ▪ Is independent – able to prioritise work effectively, develops one's own ways of doing things; able to guide oneself with little or no supervision. ▪ Maintains an exceptionally high level of confidentiality. | |

ORGANISATIONAL AND ROLE SPECIFIC COMPETENCIES

The following organisational and Role specific 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 both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity 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. |
| Organising | Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner. |
| Personal Learning: | Picks up the need to change personal, interpersonal behaviour quickly; watches others for their reactions to his/her attempts to influence and perform; and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly |

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

Manager

Date