

## Position Description

Employment Agreement:	DHB's/PSA South Island Administrative Employees MECA, or Southern DHB/NZNO Southland Administrative Employees CEA
Position Title:	<b>Service Administrator</b>
Service & Directorate:	Medicine Services Dunedin
Location:	Dunedin
Reports to:	Service Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	April 2021

### 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 us and to exhibit a sense of social and environmental responsibility

## PURPOSE OF ROLE

The key purpose of the role of Service Administrator 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.

## 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 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.
<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 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.
<b>Organisational Agility</b>	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
<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>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
<b>Decision Quality</b>	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

### KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"><li>Southern District Health Board wide staff</li></ul>	<ul style="list-style-type: none"><li>Patients, families/whanau</li></ul>
<ul style="list-style-type: none"><li>Managers at all levels within Southern District Health Board</li></ul>	<ul style="list-style-type: none"><li>Visitors</li></ul>
<ul style="list-style-type: none"><li>Other departments: Human Resource Group, Finance, Supply, Building &amp; Property, Patient Affairs, Transport</li></ul>	<ul style="list-style-type: none"><li>Stakeholders</li></ul>
<ul style="list-style-type: none"><li>Service Manager and Service Leaders</li></ul>	<ul style="list-style-type: none"><li>Southern DHB preferred travel provider</li></ul>
	<ul style="list-style-type: none"><li>Professional colleges and registration bodies</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 3 NCEA.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 1-2 years administrative experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience within the health sector.</li> <li>Senior administrative level experience</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent knowledge of administration policies, systems and procedures.</li> <li>High degree of knowledge and use of Microsoft Office Suite including advanced knowledge of word-processing, spreadsheet, email, calendar, graphics, presentation packages.</li> <li>Touch Typist.</li> <li>Able to edit written document, correcting grammatical mistakes and logic.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of health sector.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment and personal accountability.</li> <li>Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation.</li> <li>Ability to effectively communicate verbally and in writing with a variety of people.</li> <li>A natural, open manner and level of self-confidence, which helps generate trust and good working relationships.</li> <li>Acts with discretion, sensitivity and integrity at all times.</li> <li>Maintains an exceptionally high level of confidentiality.</li> <li>Is adaptable and flexible – open to change (positive or negative).</li> <li>Ability to work both independently and within a team with minimal supervision.</li> <li>Able to set work priorities and meet deadlines.</li> <li>Skill and ability to ascertain the actions required for issues that arise based on experience and knowledge of relationships between stakeholders and internal staff members.</li> <li>Ability to carry out administrative tasks and follow written instructions to a high standard.</li> <li>Evaluates situations and identifies existing problems or opportunities.</li> <li>Proactively seeks solutions to problems.</li> </ul>	

**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p><b>Service Manager Support</b> Provide high quality secretarial, reception and administrative support to the Service Manager and Service Leadership Team.</p>	
<ul style="list-style-type: none"> <li>• Provide timely and accurate confidential secretarial support for the Service Manager, including word processing, spread-sheeting, faxing, mail, photocopying and any other document processing duties as may be necessary to support the efficient functioning of the Service Manager’s office.</li> <li>• Respond to and compose letters, emails and memoranda when required.</li> <li>• Manage the Service Manager’s diary and daily commitments, proactively ensuring most effective and efficient use of time and resource.</li> <li>• Develop presentation materials using appropriate design packages as required.</li> <li>• Collate papers for meetings, prepare and circulate for meetings, prepare and circulate agendas, notify attendees, book venues and take, circulate and follow up minutes and action points as required. Organise speakers and presentation materials.</li> <li>• Action all complaints/queries as per the Complaints Policy and SDHB processes to ensure that all complaints/queries are responded to within the required timeframes</li> <li>• Provide a reception service, take messages, answer queries and redirect queries as appropriate, screen telephone calls and visitors, open and distribute mail, and attend to visitors as required.</li> <li>• Ensure all task requests assigned to the Service Manager’s direct reports are completed on time.</li> <li>• Assist with the processing of complaints and incidents, and development of reports and business plans.</li> <li>• Assist with the process of staff recruitment by setting up interviews, venue, co-ordinating interview panel and collating necessary documentation.</li> <li>• Staff performance appraisals organised as required.</li> <li>• Assist with clinical rostering when applicable.</li> <li>• Assist with the orientation process of new permanent Senior Medical Officers and Locums as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Prompt response to requests for document processing duties.</li> <li>• Enquiries are handled efficiently, promptly and appropriately.</li> <li>• Diaries accurate and up to date, travel arrangements made, meetings organised and attendees informed.</li> <li>• Accurate records of meetings circulated and actioned/ filed appropriately.</li> <li>• Full confidentiality of documentation and information relating to all business, patient and staff interactions maintained.</li> <li>• Incoming phone calls and visitors are given exceptional customer service.</li> <li>• Prioritise work to ensure efficient service delivery.</li> <li>• Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> <li>• Interview process is timely and seamless for both the prospective new employee to the service and interview panel.</li> <li>• All complaints/queries are responded to within a timely manner</li> </ul>
<p><b>Administrative Support</b> Ensuring an efficient and effective administrative support function, including establishment and maintenance of effective information and data processing, filing, retrieval, and management systems.</p>	
<ul style="list-style-type: none"> <li>• Set up and maintain effective electronic and paper filing systems and procedures relevant to the Service Manager’s office and develop new systems as required, enabling quick access to information.</li> <li>• Compile statistics and information as required.</li> <li>• Undertake one-off projects and compile and process data for the Service Manager as required.</li> </ul>	<ul style="list-style-type: none"> <li>• All files and records are accurate and up-to-date.</li> <li>• Databases contain accurate and up-to-date information.</li> <li>• Regular reporting deadlines achieved.</li> <li>• All systems and procedures operated in such a manner as to meet appropriate standards.</li> <li>• All key deadlines achieved.</li> </ul>

<ul style="list-style-type: none"> <li>• Co-ordinate and participate in the production of monthly and ad hoc reports and answer related queries as requested.</li> <li>• Order stationery, stores and equipment as necessary.</li> <li>• Book travel and accommodation using the Southern DHB preferred provider as per the Southern DHB's Travel Policy and guidelines.</li> <li>• Update electronic timesheets (One-Staff) in preparation for Management Authorisation.</li> <li>• Maintain confidentiality of documentation and information.</li> <li>• Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services.</li> <li>• Document and maintain all procedures within deskfile.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation and contribution to successful operation of Service Manager's team.</li> <li>• Personal learning and development opportunities identified and acted on.</li> <li>• Current desk files maintained.</li> </ul>
<b>Team Support</b>	
<ul style="list-style-type: none"> <li>• Actively participate in the development of the Service's administration team and its work processes, systems and operations.</li> <li>• Provide positive support to Management Assistants and other colleagues to ensure delivery of team goals.</li> <li>• Seek to increase contribution of the Service's administration team and support an environment of continuous improvement.</li> </ul>	<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 share responsibility for delivery of high quality administrative support, contributing to team resilience by sharing knowledge and experience with Management Assistants.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</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>	<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> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development and undertake agreed training/professional development activities</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>Living Southern DHB Values</b>	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> <li>• Demonstrates behaviours that we want to see from each other, at our best.</li> <li>• Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.</li> <li>• Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.</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</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> </ul>

Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <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>Treaty of Waitangi</b>	
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"> <li><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.</li> <li><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.</li> <li><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.</li> </ul>

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