

Position Description

Employment Agreement:	PSA/DHB South Island Administrative Collective Agreement
Position Title:	Administration Officer - Outpatients
Service & Directorate:	Operations
Location:	Dunedin
Reports to:	Charge Nurse Manager, Outpatients
Number of direct reports:	Nil
Date:	June 2020

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
<p>The key purpose of the role is to effectively contribute to the smooth running of the Outpatients service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.</p> <p>To ensure that The Patient journey through the outpatient service is as stress free as possible for the patient, it is achieved in a timely and accurate manner utilising the patient management system iPM</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	
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	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
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.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Southern DHB 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"> • 	<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. 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> At least 2 years clerical administration experience 	<ul style="list-style-type: none"> Administrative experience within the Health Sector
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 (e-mail). Ability to understand and follow written or verbal instructions. 	<ul style="list-style-type: none">
Personal Qualities	<ul style="list-style-type: none"> 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. Attention to detail a priority Ability to demonstrate strong personal initiative 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support Provide high quality, timely and accurate confidential administrative support to the Outpatients service, ensuring efficient and effective service delivery	
<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 identifies 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.

Referrals	
<ul style="list-style-type: none"> • To provide an efficient referral loading service for the speciality • Ensure the triaging of all referrals to the departments are completed in a timely manner • Declined referrals notification sent to GPs as per process and in a timely manner 	<ul style="list-style-type: none"> • Computerise details and description of referrals into the patient management system. Ensuring data collection is accurate, and processes are followed as required. (see Midas document 5885) • All referrals to be loaded into system within 24hours of date stamp • Appropriate triage forms (grading form) are attached to the referral with accurate patient details entered onto the form and sent to the triaging clinician for grading. (paper referrals) • Electronic referrals review daily (minimum) and load into patient management system then register in HCS. (desk file with instructions) this sends them to the triaging clinician • If a triaged referral returns declined close the referral in iPM and send appropriate rejection of referral letter to GP and patient advising them of decline.
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. • 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. • The routine of the service is uninterrupted. • Work in conjunction with other staff in the department to provide a quality service.(inclusive of housekeeping duties) • Maintain a current up to date desk file so relief staff can carry out all duties of the position if required.
Reception	
<ul style="list-style-type: none"> • Provide excellent customer service using SDHB values to provide Reception duties 	<ul style="list-style-type: none"> • Using a courteous and sensitive manner greet patients as they present to reception desk • Ascertain the details required by MOH and up date the Dunedin patient management system • Print new labels as required • Direct patients to area they are to go to if not the 4th Floor OP area • Assist with queries. •

Clinic Notes (patient Health Record) Prep	
<ul style="list-style-type: none"> Ensure the patient journey is smooth by making sure the Health record is prepared in a timely and accurate manner for designated clinics 	<ul style="list-style-type: none"> Ensure that each patient health record is prepared for the clinic appointment with Green sheet (progress notes) and appropriate number of labels. If paper referral or discharge summary or Operation note ensure that it is placed in the notes with the other information. Request any missing Records and have the information required for the appointment available with the notes.
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 the Southern DHB 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 SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Living Southern DHB Values	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> Demonstrates behaviours that we want to see from each other, at our best. Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<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	
<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"> You understand and consistently meet your obligations under Southern DHB’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	
<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

	<p>hard to remove barriers of access to health and education.</p> <ul style="list-style-type: none"> • <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.
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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.

For job evaluation purposes:

1. Number of direct reports? Nil
2. Southern DHB Delegation of authority (level 1 – 5) : Nil Level (As per the current Southern DHB Delegation of Authority Policy)

Staff Authority

Authority to engage, promote, discipline and dismiss staff

- No authority:
- Authority to engage, promote, discipline/dismiss direct reports with consultation of manager?
- Ultimate authority, engage, promote, discipline and dismiss staff at any level below his/her own?

Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern DHB Nil

- Limited:
- Long term \$1.5 to \$3 million
- Long term in excess \$3 to \$7.5 million

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

Example: the end result -policy framework are defined but independent thought is necessary to co-ordinate conflicting demand and to optimise efficiency, or while end result defined means of achieving end result is unspecified No individual policy

Freedom To Act

Guidelines available to assist job holder to make decisions e.g. policy documents, standard procedures. This factor assesses the extent to which the role is supervised and/or monitored as well as the amount of guidance available

Example: determines own strategies, little guidance – minimal guidance, large degree of independence – close supervision

Financial Responsibilities

- Controls a budget Y/N
- Maximum that may be spent without reference to manager _____
- Jobholder can spend unbudgeted capital Y/N. Amount _____
- Jobholder is responsible for committing the organisation to long-term contracts Y/N
- Jobholder signs correspondence for Company Y/N

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