

## Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	<b>Supply Officer</b>
Directorate:	Procurement
Location:	Dunedin/Invercargill
Responsible to:	Supply Team Leader
Responsible for:	Nil
Delegations:	None
Tenure/hours:	40 hours per week
Position Purpose:	To maintain and provide an acceptable level of supply service which supports a high level of patient care across the Southern District Health Board.
Date:	February 2017

### Our Vision

Better Health, Better Lives, Whanau 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 Maori 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

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	EXTERNAL TO SOUTHERN DHB
<ul style="list-style-type: none"> <li>▪ All Southern DHB staff, in particular;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Patients and whanau</li> </ul>
<ul style="list-style-type: none"> <li>▪ Clinical area and support service staff who are the primary contacts for supply in their particular areas</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visitors</li> </ul>
<ul style="list-style-type: none"> <li>▪ Finance staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ DHB on site contractors</li> </ul>
<ul style="list-style-type: none"> <li>▪ Clinical Product Coordinators and Procurement staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Onelink warehousing and distribution staff</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Suppliers and service providers</li> </ul>

### KEY RESULT AREAS

The position of **Supply Officer** encompasses the following major functions or key result areas:

- To support and maintain the supply service across the organisation
- To liaise with departments to requisition and order catalogue and non-catalogue supplies and services
- To provide a comprehensive purchasing support function.
- To provide an effective delivery and receipting service for supplies, services and equipment.
- To complete duties of the Supply Officer in line with Southern DHB policy around purchasing and supply

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

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Living our values</b>	
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"> <li>▪ <b>You are kind:</b> 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.</li> <li>▪ <b>You are open and sincere:</b> 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.</li> <li>▪ <b>You are positive,</b> 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.</li> <li>▪ <b>You are an active part of our community:</b> You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting.</li> </ul>
<b>Service Support</b>	
Providing timely and accurate confidential administrative support to enable the efficient	<ul style="list-style-type: none"> <li>• All duties performed to a high standard.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<p>functioning of the service, including but not limited to:</p> <p>Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</p> <p>Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties.</p> <p>Demonstrate attention to detail and accuracy.</p> <p>Demonstrate a willingness to adapt to changing needs of the service.</p> <p>Evaluates situations and identifies existing or potential problems and opportunities.</p> <p>Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.</p>	<ul style="list-style-type: none"> <li>● Prompt response to requests.</li> <li>● Enquires are handled efficiently, promptly and appropriately.</li> <li>● Efficient transactional processing.</li> <li>● Adherence to work practice in line with organisational and finance policies.</li> <li>● Accurate high quality documentation produced in a timely manner.</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> </ul>
<b>Purchasing/Logistics</b>	
<p>Adherence to policy for requisitions/orders/delivery</p> <p>Approves requisitions</p> <p>Approve requisition and convert into orders</p> <p>Assists departments with non-catalogue requests &amp; orders</p> <p>Clarify orders with suppliers</p> <p>Deals with ETA's and backorders, liaises with departments</p> <p>Help function for users (catalogue, non-catalogue)</p> <p>Assessing risks for key clinical supplies including backorders, expiry dates etc</p> <p>Scans imprest stocks and daily/weekly stock replenishments / ordering</p> <p>IP training/assistance</p> <p>Maintain bar coding processes</p> <p>Credit and returns</p> <p>Rural hospital and NGO ordering / charging</p> <p>Acting as an agent for any other health provider queries relating to deliveries (satellite hospitals etc)</p> <p>Community supplies ordering and problem solving</p> <p>Liaison with finance for accounts payable queries / actions</p> <p>Accepting Onelink deliveries to dock or delivery point as directed</p>	<ul style="list-style-type: none"> <li>● You have a sound understanding of the Supply Standard Operating Procedures manual and are able to confidently advise other users.</li> <li>● Service Level Agreement responses from internal customers reflect that you are meeting their needs</li> <li>● Communication with staff and departments with ordering and status of orders</li> <li>● Service Level Agreement responses from internal customers reflect that you are meeting their needs</li> <li>● You have a sound understanding of the Supply Standard Operating Procedures manual and are able to confidently advise other users.</li> <li>● Confidently able to train and support other staff</li> <li>● Oracle invoice queries are resolved and cleared within the five working day allocated timeframe</li> <li>● Weekly audits are completed to the agreed schedule</li> <li>● Able to meet required to-hospital schedule</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<p>Checking off of orders (pre-receipted by Onelink) as directed</p> <p>Putting stock away in wards as directed</p> <p>Back up driver for the daily truck deliveries in Dunedin as appropriate</p>	
<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.</p>	<ul style="list-style-type: none"> <li>▪ You work with your manager to set and review annual performance objectives which you then achieve.</li> <li>▪ Training and development goals are identified and met.</li> <li>▪ You actively seek feedback and can accept constructive criticism.</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 SDHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>▪ You understand and consistently meet your obligations under SDHB’s Health and Safety policy/procedures.</li> <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>	
<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"> <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 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
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum level 2 NCEA.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Class two driving licence</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• At least 2 years clerical administration experience.</li> <li>• High standard of interpersonal communication skills, including written and verbal.</li> <li>• Knowledge of office systems and procedures.</li> <li>• Evidence of good literacy and numeracy skills.</li> <li>• Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail).</li> <li>• Ability to understand and follow written or verbal instructions.</li> <li>• Willing to support and assist other staff as required.</li> <li>• Respect the privacy of individuals when dealing with personal information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working with ordering/ supply systems</li> <li>▪ Experience in the health sector</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>▪ Works well within a team environment and able to foster good interpersonal relationships</li> <li>▪ Good interpersonal skills, including ability to work effectively with people at all levels of the organisation</li> <li>▪ Is dependable, honest and ethical; shows a high level of personal judgment.</li> <li>▪ Acts with discretion, sensitivity and integrity at all times.</li> <li>▪ Is adaptable and flexible – open to change (positive or negative)</li> <li>▪ Is focused on providing exceptional levels of customer service.</li> <li>▪ Is independent – able to prioritise work effectively, develops one’s own ways of doing things; able to guide oneself with little or no supervision.</li> <li>▪ Maintains an exceptionally high level of confidentiality.</li> </ul>	

## 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	
<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.
<b>Managing Diversity</b>	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	
<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>Organising</b>	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.
<b>Personal Learning:</b>	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

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Manager

.....  
Date