

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement S4
Position Title:	Interpreter Coordinator
Service & Directorate:	Patient Enquiries, Consumer Experience
Location:	Dunedin/Invercargill
Reports to:	Patient Enquiries Team Leader
Number of direct reports:	Nil
Date:	January 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 this role is to effectively contribute to the smooth running of the Southern DHB Interpreter 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>The focus of the role will be largely on building relationships with Southern DHB staff and external agencies, along with ongoing maintenance of the service and coordinating daily practice.</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	
Planning	Accurately scopes out the length and difficulty of tasks and projects; sets realistic objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance and evaluates results
Priority Setting	Able to prioritise to meet tight deadlines. Spends his/her time and the time of others on what is important, quickly zeros in on the critical few and puts the trivial many aside,
Interpersonal Savvy	Relates well to all kinds of people, up, down and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • All DHB staff 	<ul style="list-style-type: none"> • Other external interpreters eg. DCC, Ezi Speak, Interpreting NZ
<ul style="list-style-type: none"> • Interpreters 	<ul style="list-style-type: none"> • Wellsouth PHO - Health Navigators PHO
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Health sector NGOs
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • New Zealand Red Cross
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Local GPs

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"> NCEA or equivalent 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> Administration experience in a professional, customer-facing office environment Experience in a range of office systems and procedures including Microsoft suite 	<ul style="list-style-type: none"> Working in an environment where confidentiality and discretion is paramount
Knowledge and Skills	<ul style="list-style-type: none"> High standard of interpersonal communication skills, both verbal and written Good English literacy and numeracy skills Excellent computer skills 	<ul style="list-style-type: none"> Multilingualism is not required for the position however experience working with culturally diverse groups would be an advantage
Personal Qualities	<ul style="list-style-type: none"> Ability to understand and follow written or verbal instructions and pick up new tasks Has high personal standards of accountability and delivery High level of presentation Ability to work as part of a team supporting colleagues as well as individually Ability to build and maintain good professional relationships with a range of stakeholders Respectful of others' privacy and right to confidentiality when dealing with personal information. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Individual & 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 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 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 standard Routine of service is uninterrupted

Service Support	
Provide high quality administrative support to the SDHB Interpreter service, ensuring efficient and effective service delivery	
<p>Provide timely and accurate confidential admin support to enable the efficient functioning of the service including but not limited to:</p> <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 continuous improvement duties • Demonstrate attention to detail and accuracy • Demonstrate a willingness to adapt to the changing needs of the service • Evaluates situation and 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 protocols. 	<ul style="list-style-type: none"> • All duties performed to a high standard • Prompt response to requests • Efficient transactional processing • Adherence to work practice in line with organisational and finance policies • Accurate high quality documentation produced in a timely manner • Prioritised work to ensure efficient service delivery • Recognition that everyone is entitled to consideration and respectful care without prejudice.
Establishment and Maintenance of Interpreter Service	
<ul style="list-style-type: none"> • In conjunction with the Patient Enquiries Manager, further enhance the SDHB interpreter service • Establish relationships with broader sector stakeholders • Engage with sector and managers to overcome barriers to interpreter use • Coordinate requests for interpreter services • Work with Patient Enquiries to ensure quality related issues are responded to quickly and effectively • Processing of all invoicing • Effective training and monitoring of Interpreters 	<ul style="list-style-type: none"> • Develop the interpreter pool of staff ensuring a sufficient number of interpreters to achieve service coverage • Comprehensive sector utilisation of interpreters • Strategies in place to overcome any barriers to success • Prioritisation of all daily tasks and duties in a timely manner • All training is performed consistently, and regularly to a high standard
Quality & Performance	
<ul style="list-style-type: none"> • Maintain professional and organisational quality standards • Ensure delivered work is planned, delivered and implemented consistently against quality standards • Continuously identify improvement opportunities to perform job in most effective manner • Investigate opportunities to achieve goals in a more efficient way. 	<ul style="list-style-type: none"> • Performance is in alignment with HR quality audit standards, organisational requirements and professional standards.
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>	<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.

Living Southern DHB Values	
Proactively demonstrating Southern DHB values in all aspects of the role.	<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	
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 Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<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	
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:

.....
Employee

.....
Date

.....
Manager

.....
Date