

POSITION DESCRIPTION	
Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement  <b>Classification: Clerical Scale S4</b> -steps 1-6 by automatic annual increment -steps 7-9 merit
Position Title:	Booking Administrator for Women's Health Outpatients
Directorate:	Medicine, Women's and Children's health
Location:	Dunedin
Responsible to:	Women's and Children's Outpatient Coordinator
Responsible for:	No direct reports
Delegations:	Nil
Tenure:	24 hours per week (ability to flex up)
Position Purpose:	The key purpose of the role is to effectively contribute to the smooth running of the Women's and Children's Health outpatient service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.  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 and the theatre management system (IPM) and Health connect South.
Date:	June 2020

## 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

<b>FUNCTIONAL RELATIONSHIPS</b>	
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.	
<b>WITHIN SOUTHERN DHB</b>	<b>EXTERNAL TO SOUTHERN DHB</b>
<ul style="list-style-type: none"> <li>▪ All clinicians in Women's and Children's health</li> </ul>	<ul style="list-style-type: none"> <li>▪ General Practices in primary health</li> </ul>
<ul style="list-style-type: none"> <li>▪ Managers across the organisation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Patients and whanau</li> </ul>
<ul style="list-style-type: none"> <li>▪ Southern District Health Board Staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visitors</li> </ul>
<ul style="list-style-type: none"> <li>▪ Administrators across the district</li> </ul>	<ul style="list-style-type: none"> <li>▪ Other stakeholders</li> </ul>

### KEY RESULT AREAS

The position of Booking Administrator for Women's and Children's Health Outpatients encompasses the following major functions or key result areas:

- Provide high quality administrative support to the Women's/children's health Outpatient service, ensuring efficient and effective service delivery
- Demonstrates excellent customer service skills, by listening and interact with courteous polite and responsive manner while adhering to relevant established protocols
- All elective Service Performance Indicators (ESPI) are adhered to within Ministry of Health timeframes, and escalation process is followed to coordinator/Service manager
- Attention to detail and accuracy for booking of clinics, amendments, rescheduling, cancellations and no show appointments
- Liaise with all of the Medical Staff within the Women's health service to organise and book clinics appropriately
- Be flexible with changing booking environment, and proactive with potential challenges, ensuring escalation process followed
- Identify areas of improvement, and able to articulate these through identified processes of team quality meetings
- Participate actively in the Outpatients team meetings
- Excellent communication skills with patients, ensuring that parents/whanau are informed of processes
- Flexible with training requirements, and supporting of other administrative roles
- Ability and willingness to provide annual leave/sick leave cover for administration colleagues within the Women's and Children's health service as and when required, directed by Service manager/ Coordinator
- Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically
- Excellent communication with all staff to streamline patient journey through outpatient process
- Maintain a detailed desk file for role

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>	
<p>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.</p>	<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>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, including annual leave and sick leave cover for administrative colleagues when required.</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>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<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**

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Minimum level 2 NCEA.</li> <li>▪ At least 2 years clerical administration experience.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Booking administrator experience</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <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>▪ Sets high standards of performance</li> <li>▪ Ability to work well in a team and foster good interpersonal relationship.</li> <li>▪ Willing to support and assist other staff as required.</li> <li>▪ Respect the privacy of individuals when dealing with personal information.</li> <li>▪ Attention to detail a priority</li> <li>▪ Ability to demonstrate strong personal initiative</li> <li>▪ To be able to type from a dictation system</li> </ul>	<ul style="list-style-type: none"> <li>▪ health knowledge</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>▪ Excellent 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>
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**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

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Date