

Position Description

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| Employment Agreement: | DHB's/PSA South Island Administrative Employees MECA |
| Position Title: | Call Centre Administration Officer (COVID-19 Planning and Support) |
| Service & Directorate: | Chief Operations Officer |
| Location: | Dunedin |
| Reports to: | Service Improvement Manager |
| DHB Delegation Level: | N/A |
| Number of direct reports: | 0 |
| Date: | February 2022 |

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> |
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| <i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care. | <i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated. | <i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better. | <i>As family:</i> 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

The key purpose of the role of Programme Support Administrator is to be the point of contact for queries from internal and external customers relating to Covid-19 in our hospitals. The main duties of this role shall include:

- Managing the COVID Help information inbox.
- Responding to requests from staff for information around work place processes related to COVID
- Responding to general queries from the public around COVID related operations in our hospitals.
- Responding to complaints from the COVID Help email inbox and escalating where appropriate.

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

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| 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

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| Process Management | Good at figuring out the processes necessary to get things done; knows how to organize 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. |
| Organisational Agility | Knowledgeable about how organizations 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 organizations. |
| Problem Solving | 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. |
| Decision Quality | 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. |
| Informing | 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 organization; provides individuals information so that they can make accurate decisions; is timely with information. |

| KEY RELATIONSHIPS | |
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| Within Southern DHB | External to Southern DHB |
| <ul style="list-style-type: none"> • Southern District Health Board wide staff | <ul style="list-style-type: none"> • Ministry of Health |
| <ul style="list-style-type: none"> • Service Improvement Manager | <ul style="list-style-type: none"> • Patients, families/whanau |
| <ul style="list-style-type: none"> • EOC Team | <ul style="list-style-type: none"> • WellSouth |
| <ul style="list-style-type: none"> • Covid Workforce | <ul style="list-style-type: none"> • |
| <ul style="list-style-type: none"> • Duty Managers | <ul style="list-style-type: none"> • |
| <ul style="list-style-type: none"> • Human relations | <ul style="list-style-type: none"> • |

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

| | ESSENTIAL | DESIRABLE |
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| Education and Qualifications (or equivalent level of learning) | <ul style="list-style-type: none"> • Certificate Level 3 • NCEA Level 3 | |
| Experience | <ul style="list-style-type: none"> • At least 2 years administrative experience | |
| Knowledge and Skills | <ul style="list-style-type: none"> • Excellent customer service skills • High level written and verbal communication skills • At least Intermediate use of Microsoft Office suite including advanced knowledge of word-processing, spreadsheet, email, calendar, graphics, presentation packages. • Excellent booking administration skills | <ul style="list-style-type: none"> • Knowledge of health sector. |
| Personal Qualities | <ul style="list-style-type: none"> • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with internal and external stakeholders • Ability to effectively communicate verbally and in writing with a variety of people. • A natural, open manner and level of self-confidence, which helps generate trust and good working relationships. • Acts with discretion, sensitivity and integrity at all times. • Maintains an exceptionally high level of confidentiality. • Is adaptable and flexible – open to change (positive or negative). • Ability to work both independently and within a team with minimal supervision. • Able to set work priorities and meet deadlines. • 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. • Ability to carry out administrative tasks and follow written instructions to a high standard. • Evaluates situations and identifies existing problems or opportunities. | |

KEY RESULT AREAS:

| Key Accountabilities: | Example of successful delivery of duties and responsibilities |
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| <p>Covid Support enquires point of contact Provide high quality secretarial, reception and administrative management of the Covid Help Inbox and telephone enquires</p> | |
| <ul style="list-style-type: none"> • Provide timely and accurate response to any internal or external queries to the Covid Help inbox. This may include: <ul style="list-style-type: none"> • responding to requests from staff and the public for information about changes to usual procedures eg visiting hours/getting into the hospital • responding to queries from staff regarding a COVID related concern for themselves • responding to queries from staff regarding a COVID related concern for a patient or a visitor • responding to requests from staff about sourcing supplies in a COVID environment eg PPE, PCR testing, RAT testing kits • responding to queries from the public regarding a COVID related concern for someone who is meant to be attending an appointment or being admitted • Responding to complaints and escalating where appropriate | <ul style="list-style-type: none"> • Enquiries are handled efficiently, promptly and appropriately. • Full confidentiality of documentation and information relating to all business, patient and staff interactions maintained. • Prioritise work to ensure efficient workforce support • Recognise that everyone is entitled to consideration and respectful care without prejudice. • All queries are responded to within a timely manner |
| <p>Team Support</p> | |
| <ul style="list-style-type: none"> • Actively participate in the development of the Programme’s administration team. • Provide positive support to other colleagues to ensure delivery of team goals. • Seek to increase contribution of the Programme’s administration team and support an environment of continuous improvement. | <ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You share responsibility for delivery of high-quality administrative support, contributing to team resilience by sharing knowledge and experience with other administration assistants. • You produce work that complies with SDHB processes and reflects best practice. |
| <p>Other Duties</p> | |
| <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. |
| <p>Health, Safety and Wellbeing</p> | |
| <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 | |
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| <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 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:

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Employee

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Date

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Manager

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Date