

Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Booking Administrator – Radiology
Service & Directorate:	Surgical Services and Radiology
Location:	Dunedin
Reports to:	Administration Team Leader
Date:	June 2019

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

The key purpose of the role is to effectively contribute to the smooth running of the Radiology Department by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation. The primary function of the administrative support provided by this role to Radiology Department is that of booking patients into X-Ray appointments, following all classifications and guidelines as instructed.

To ensure the patient journey through the Radiology service is as stress free as possible for the patient, it is achieved in a timely and accurate manner utilising the Radiology and Hospital patient management systems.

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 length and difficulty of tasks and projects; sets 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 against goals; evaluates results.
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 defuse even high-tension situations comfortably.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none">• Radiology Clerical Staff	<ul style="list-style-type: none">• Patients and Whanau
<ul style="list-style-type: none">• Radiology MITs	<ul style="list-style-type: none">• Visitors
<ul style="list-style-type: none">• Outpatient Clinics	<ul style="list-style-type: none">• Stakeholders
<ul style="list-style-type: none">• Urgent Doctors and GPs	<ul style="list-style-type: none">• Other external providers.
<ul style="list-style-type: none">•	<ul style="list-style-type: none">•
<ul style="list-style-type: none">•	<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
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Minimum Level 3 NCEA or equivalency 	<ul style="list-style-type: none"> • Willingness to learn new systems and programmes
Knowledge, skills and experience	<ul style="list-style-type: none"> • Excellent computer skills; proven experience in use of Microsoft Word, Excel, Outlook with the ability to learn other job specific programmes. • Able to effectively manage workload with minimal supervision. • Ability to work independently and as part of a team. • High standard of verbal communication skills. • A mature, adaptable and flexible approach to work is necessary to smoothly adjust to fluctuating workloads which necessitate frequent prioritising of work. • A courteous, pleasant and helpful manner. • The successful applicant should be capable of a high level of activity, personal motivation and have strong organisation skills. • Evidence of good numeracy and literacy skills. • Attention to detail a priority. • At least 3 years administration experience. 	<ul style="list-style-type: none"> • Ideally some experience within the health sector
Personal Qualities	<ul style="list-style-type: none"> • Works well within a team environment and is able to foster good interpersonal relationships with a willingness to support and assist other staff as required. • Good interpersonal skills including ability to work effectively with people at all levels of the organisation. • Is dependable, honest and ethical; shows a high level of personal judgment and commitment illustrated by regularly attending and handling various pressures. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change • Is focused on providing exceptional levels of customer service. • Is independent – able to prioritise work effectively, develops one’s own ways of doing things; able to guide oneself with little or no supervision. • Maintains an exceptionally high level of confidentiality. 	

KEY RESULT AREAS:

You are Accountable for	You are Successful When
Living Our Values	
<ul style="list-style-type: none"> 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"> You are kind: 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 You are open and sincere: 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. You are positive, 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. You are an active part of our community: You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting.
Service Support	
<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. Keep an up to date desk file Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties. Demonstrate a willingness to adapt to changing needs of the service Evaluate situations 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 established protocols. Undertake duties associated with the position, as required to maintain an efficient service, including up-skilling as required/directed by the Team Leader. All tasks are completed within set time frames. Tasks are effectively managed to completion. 	<ul style="list-style-type: none"> All duties performed to a high standard Prompt response to requests. Enquiries are handled efficiently, promptly and appropriately. Efficient transactional processing. Adherence to work practice in line with organisation policies. Accurate high quality documentation produced in a timely manner. Incoming phone calls and visitors are given exceptional customer service. Work is prioritised to ensure efficient service delivery. Recognise that everyone is entitled to consideration and respectful care without prejudice. All health information queries are dealt with in a sensitive, courteous and prompt manner. Looks for opportunities to improve processes and uses logic analysis to review information and present sound recommendations
Outpatient and GP Booking of X-rays	
<ul style="list-style-type: none"> Faxed forms are collected and loaded into RIS in a timely manner. Electronic Referrals from outpatient clinics are printed and processed. Outsourcing of referrals where requested or appropriate. Phone enquiries and bookings. 	<ul style="list-style-type: none"> The correct data is entered into the Radiology Information System (RIS) and an appropriate appointment is made. Follow protocols and procedures and books as appropriate, in particular urgent X-Rays. Patients are communicated with, through a number of communication channels available (i.e. phone, mail, text). Patients are called in for short notice appointments or cancellations.

<ul style="list-style-type: none"> • Patient bookings are managed to best maximise the Radiology resources available. • All patients and referrers are communicated with regarding the status of their referrals in a timely manner. • Clinical queries are referred to an appropriate person within the Radiology Service. 	<ul style="list-style-type: none"> • Patients are phoned if they have not confirmed their appointment. • If details on the form do not match the RIS patient details then update the details on Patient Management System if required so it will flow into RIS. • Electronic referrals are scheduled as per instructions or into the next available slot. • The patient may live out of town and it may be easier for them to go to their local X-ray centre, eg Balclutha. The referral form is forwarded as per instructions to the appropriate centre. • When the advice is received regarding the appointment date and time of these outsourced referrals this is entered into RIS. • Phone bookings are made to patients so we can fill vacant slots. Patients are given appropriate directions over the phone. • The GP hotline is attended promptly and an immediate appointment is made as per the call. • The message phone is answered regularly and all messages completed appropriately. • Assist with booking interpreters when required for appointments. • Ensure patients who are required to be charged for X-Rays are invoiced and followed up appropriately and the appropriate information is given to patients regarding this, including non-residents. • Filing system / database is kept up to date and accurately maintained.
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Working in a Specialist Modality

<p>There is an opportunity to learn a specialist modality to cover staff leave and sickness.</p>	<ul style="list-style-type: none"> • You respond positively to requests to cover another area demonstrating adaptability and willingness. • You have the ability to learn quickly and retain information. • You are reliable and dependable and have an excellent work and attendance record. • You can follow protocols and procedures and schedule patient appointments appropriately. • You enjoy learning new things and like variety and change. • You produce work that complies with SDHB processes and reflects best practice. • Live and support the DHB values in everything you do.
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ACC Billing

<ul style="list-style-type: none"> • All Low Technical Imaging, ACC claims are checked on the ACC website to confirm that the claim is accepted, it is for the right body part and the correct patient. • ACC spreadsheets are compiled and handed to the Administration Team Leader for invoicing. • The ACC claims are processed promptly each month. 	<ul style="list-style-type: none"> • ACC claims are correctly checked against ACC website. • ACC spreadsheets have up-to-date data to enable the accurate invoicing of ACC. • ACC claims are kept up-to-date.
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General Administration Duties.	
<ul style="list-style-type: none"> Telephone calls into radiology are handled professionally 	<ul style="list-style-type: none"> Works with a pleasant phone manner and is able to deal with a diversity of callers and calls. Seeks help when necessary. Calls are responded to promptly with the appropriate transfer of all calls. Patient message enquiries are handled in a timely manner.
Reception Duties	
<ul style="list-style-type: none"> Reception is manned during the appropriate hours 	<ul style="list-style-type: none"> Has the ability to cover and run reception as required during the day. Patients, visitors and others are welcomed promptly and in a pleasant manner. Appropriate directions are given to patients so they can proceed to the correct service area. Patients who are “lost” are assisted and additional assistance is requested whenever required.
Other General Duties	
<ul style="list-style-type: none"> Office maintained Supplies maintained Photocopiers / printers restocked each night 	<ul style="list-style-type: none"> The office is ready and prepared each day so the work flow can proceed without disruption
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

	<p>enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</p> <ul style="list-style-type: none"> • <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.
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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.

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