

## Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Administration Officer Cervical Screening NCSP Southern DHB
Directorate:	Strategy Primary and Community Directorate, Women's, Children's, Public Health and Support Services Directorate
Location:	Wakari
Responsible to:	Cervical Screening Programme Leader (Population Health Unit Manager)
Responsible for:	Cervical Screening Administration
Delegations:	nil
Tenure/hours:	Monday and Tuesday (16hrs) per week
Position Purpose:	The key purpose of the role is to effectively contribute to the smooth running of the Population Health Cervical Screening programme by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.
Date:	10 March 2022

### 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>▪ Population Health team</li> <li>▪ Colposcopy Services</li> <li>▪ Laboratory Services</li> <li>▪ Population Health Administrators</li> <li>▪ Other Southern DHB staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Participant and Whānau</li> <li>▪ General Practice</li> <li>▪ Community Providers</li> <li>▪ Screening support Services</li> <li>▪ MoH / NCSP</li> <li>▪ Other stakeholders</li> </ul>

### KEY RESULT AREAS

The Administration position encompasses the following major functions or key result areas:

- Ability to work well in a team and foster good interpersonal relationships
- Set personal high standards of performance
- Be customer focused
- Courteous telephone manner
- Respects the privacy of individuals especially related to personal information
- Ability to understand and follow written or verbal instructions
- Knowledge of office systems and procedures
- Understanding of information reconciliation
- Evidence of good literacy and numeracy skills
- High standard of interpersonal communication skills, including written and verbal
- Use initiative effectively to seek solutions
- Willing to support and assist other staff as required

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

<b>YOU ARE ACCOUNTABLE FOR</b>	<b>YOU ARE SUCCESSFUL WHEN</b>
<b>Living our values</b>	
Act as an ambassador for our organisation, you model our agreed values, provide our internal and external customers with exceptional service and care at all times.	<p><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.</p> <p><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.</p> <p><b>You are positive, friendly and approachable</b> 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.</p> <p><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.</p>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<p><b>Service support</b> Provide high quality administrative support to ensure efficient and effective service delivery</p>	<ul style="list-style-type: none"> <li>• Provide timely and accurate confidential administrative support. All duties are performed to a high standard. Work is prioritised.</li> <li>• Documentation is of a high standard and timely.</li> <li>• Implement proven administration processes and systems</li> <li>• Promote administrative systems and processes for continuous quality improvements. Organisational and NCSP policies/ standards are adhered to.</li> <li>• Demonstrate and maintain an accurate attention to detail.</li> <li>• Be adaptive to reflect service provision</li> <li>• Identify existing or potential problems and opportunities</li> <li>• Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner.</li> <li>• Enquires and transactions are handled efficiently. Interactions are respectful without prejudice</li> <li>• Customer service is exceptional across all interactions.</li> </ul>
<p>Work with staff to provide a quality service</p>	<ul style="list-style-type: none"> <li>• Seek assistance and supports others as required.</li> <li>• To be flexible, responsive and supportive to others.</li> <li>• Recognise own and professional boundaries.</li> </ul>
<p>Communicate across the service and address issues where necessary</p>	<ul style="list-style-type: none"> <li>• Communicate effectively and professionally with others.</li> <li>• Update systems as appropriate.</li> <li>• Support the team to perform efficiently and effectively.</li> </ul>
<p>Provide accurate and appropriate information</p>	<ul style="list-style-type: none"> <li>• Timely and accurate information updates to the Cervical Screening Register, and DHB patient management systems.</li> <li>• Data bases are accurately created and maintained.</li> <li>• Maintain participant demographic details specific to Gone No address (GNA)</li> <li>• Complete Work List Tasks to the required Standard</li> <li>• Maintain General Practice contacts list</li> <li>• Provide appropriate information to external stakeholders</li> </ul>
<p>Individual and team performance</p> <p>Participates and contributes to the functioning of the team</p> <p>Establish and maintain an effective working relationship with other staff</p> <p>Provide cover as negotiated by the Manager</p> <p>Maintain a current desk file</p> <p>Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically</p>	<ul style="list-style-type: none"> <li>• Team members are encouraged to support each other</li> <li>• Work to ensure a cohesive, positive and highly motivated team environment, with effective skills and knowledge transfer.</li> <li>• Prioritise own workload and manage own time effectively</li> <li>• Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships.</li> <li>• Ensure Service integrity is maintained by working together.</li> <li>• Participate as a team member to ensure the best outcome for participants, service and the organisation.</li> <li>• Information is communicated in a courteous, respectful and sensitive manner</li> <li>• When workload allows, proactively assist other staff. Attitude is pleasant, accepting and helpful</li> <li>• Provide leave cover as negotiated</li> <li>• Keep an up to date desk file to enable other staff to pick up duties without disruption to the workflow</li> <li>• Be able to work efficiently and effectively unsupervised.</li> <li>• Duties are performed to a high standard. Service routine is maintained.</li> <li>• Promote and adhere to the Southern DHB Values and Behaviours</li> </ul>
<p><b>Other Duties</b></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>	<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 Southern DHB processes and reflects best practice.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>• You work with your Manager to set and review annual performance objectives for you to achieve.</li> <li>• Training and development goals are identified and met.</li> <li>• You actively seek feedback and willingly accept constructive criticism.</li> <li>• Maintain and improve work related knowledge and skills</li> <li>• Establish a sound work life balance</li> </ul>
<b>Quality and Performance</b>	<ul style="list-style-type: none"> <li>• Maintain professional and organisational quality standards. Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.</li> <li>• Ensure work is planned, delivered, and implemented consistently against quality standards.</li> <li>• Continuously identify improvement opportunities to perform job in most effective manner.</li> <li>• Investigate opportunities to achieve goals in a more efficient way.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
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.	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB’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>	
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"> <li>▪ Partnership – 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>▪ Participation – 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>▪ Protection – 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 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>▪ At least 2 years clerical</li> </ul>

		administration experience
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>▪ Touch typist</li> <li>▪ Effective concise and timely meeting note taking</li> <li>▪ Knowledge of office systems and procedures</li> <li>▪ Ability to Implement and improve processes and systems</li> <li>▪ Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email).</li> <li>▪ Knowledge of or willingness to learn patient management systems, data systems, general office systems and procedures.</li> <li>▪ Ability to learn quickly and demonstrate efficient and accurate administration skills.</li> <li>▪ High standard of interpersonal communication skills, including written and verbal.</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>▪ Excellent organisation and time management skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Touch typing above 40 WPM</li> <li>▪ Data entry speed and accuracy</li> <li>▪ Willingness to learn new systems and programs</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>▪ Works well in an open office environment</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 emotional intelligence</li> <li>▪ Acts with discretion, sensitivity and integrity at all times.</li> <li>▪ Is non-judgemental and inclusive with a high standard of confidentiality.</li> <li>▪ Is adaptable and flexible – open to change.</li> <li>▪ Is focused on providing exceptional levels of customer service.</li> <li>▪ Is independent – able to prioritise work effectively, adhere to the NCSP Policies and Guidelines /Manuals</li> <li>▪ Maintains an exceptionally high level of confidentiality.</li> </ul>	

## ORGANISATIONAL AND ROLE SPECIFIC COMPETENCIES

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.
<b>ROLE SPECIFIC COMPETENCIES</b>	
<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

Southern DHB 90699 V1  
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