

## Position Description

Employment Agreement:	PSA/DHB South Island Admin Collective Agreement
Position Title:	Booking Administrator, ENT Inpatients (MOT)
Service & Directorate:	ENT Outpatients Surgical Services & Radiology Directorate
Location:	Dunedin
Reports to:	Senior Administrator ENT/Ophthalmology MOT
Number of direct reports:	Nil
Date:	July 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>
<p><b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>

### 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 the role is to effectively contribute to the smooth running of the ENT Surgical Booking Service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation. The booking clerk will be responsible for co-ordinated running of the surgical bookings in ENT with oversight from the Senior ENT/Ophthalmology booking clerk.</p> <p>The booking clerk will be a point of contact for management and associated teams to provide optimal service. The ENT booking clerk will be responsible for the training and support of any support staff.</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	
<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.
Role Specific Competencies	
<b>Planning</b>	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.
<b>Interpersonal Savvy</b>	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.
<b>Priority Setting</b>	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.
<b>Service/Role Specific</b>	Oversee the ophthalmology booking service as clinically recommended within appropriate timeframes and as per Ministry of Health key performance indicators. Ensure accurate preparation of these bookings as directed by the Unit Manager. Ensure all clerical work is accurate and patients are informed of changes to clinic appointments and surgical bookings in a timely manner. Provide weekly reporting to the Senior Administrator ENT/Ophthalmology on booking status and Ministry of Health Elective compliance.

KEY RELATIONSHIPS	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
<ul style="list-style-type: none"> <li>Southern DHB staff</li> <li>Managers at all levels of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Patients and whanau</li> <li>Visitors</li> <li>Stakeholders</li> </ul>

## PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE

<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• Minimum level 3 NCEA.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to learn new systems and programmes.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least 2 years clerical administration experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Health industry experience.</li> </ul>
<b>Knowledge and Skills</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> </ul>	<ul style="list-style-type: none"> <li>• Previous work experience of working with health related systems.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <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 relationships.</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> </ul>	

**KEY RESULT AREAS:**

<b>Key Accountabilities:</b>	<b>Example of successful delivery of duties and responsibilities</b>
<p><b>Service support</b> Provide high quality administrative support to the Outpatients service, ensuring efficient and effective service delivery Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager.</p>	
<p>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</li> <li>• Keeping an up to date desk file.</li> <li>• Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties.</li> <li>• Demonstrate attention to detail and accuracy.</li> <li>• Demonstrate a willingness to adapt to changing needs of the service.</li> <li>• Evaluates situations and identifies existing or potential problems and opportunities.</li> <li>• Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a</li> </ul>	<ul style="list-style-type: none"> <li>• All duties performed to a high standard.</li> <li>• Prompt response to requests.</li> <li>• Enquiries are handled efficiently, promptly and appropriately.</li> <li>• Efficient transactional processing.</li> <li>• Adherence to work practice in line with organisational and finance policies.</li> <li>• Accurate high quality documentation produced in a timely manner.</li> <li>• Incoming phone calls and visitors are given exceptional customer service.</li> <li>• Prioritise work to ensure efficient service delivery.</li> <li>• Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> </ul>

<p>courteous, polite and responsive manner while adhering to relevant established protocols.</p> <ul style="list-style-type: none"> <li>• Provide administration support to medical staff.</li> <li>• Booking clinics with attention to detail and accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>• Create a strong working relationship with staff members which enhances and supports the wider department.</li> <li>• Mechanisms are in place to ensure quality feedback is given.</li> <li>• Contribute effectively to departmental meetings</li> <li>• Process medical staff's correspondence in a timely manner</li> </ul>
<b>Waitlists</b>	
<p>Provide an efficient waitlist loading service for the specialty</p>	<ul style="list-style-type: none"> <li>• All waitlists to be loaded into IPM in a timely manner</li> <li>• All acceptance letters are to be sent simultaneously to waitlist loading</li> <li>• All waitlists are to be filed in date order/urgency order in correct consultant/specialty folder</li> </ul>
<b>Booking of Surgery</b>	
<p>Provide an efficient booking service for the ENT service</p>	<ul style="list-style-type: none"> <li>• Leave planners are checked and blocked out in the diary in advance</li> <li>• Lists are identified to the Administration Supervisor that cannot be filled for any given reason</li> <li>• Patients are to be booked on a longest waited method unless directed by the consultant</li> <li>• Open theatre slots are identified and attempts made to fill them</li> <li>• Late notice booking are to be contacted by phone</li> <li>• Reschedule lists to accommodate urgent patients at short notice</li> </ul>
<b>ESPI5's</b>	
<p>Maintain oversight of ESPI5's list</p>	<ul style="list-style-type: none"> <li>• Identify any potential breaches</li> <li>• Ensure list is accurate and patients are removed if they are unable to have surgery/are planned</li> <li>• Report any risks to service around failure to reach ESPI targets</li> </ul>
<b>Surgery Schedules</b>	
<p>Maintain accurate surgical calendars for the year</p>	<ul style="list-style-type: none"> <li>• Ensure lists are blocked off if a consultant is on leave and Service Manager has been notified if unable to fill</li> </ul>

Individual and Team Performance	
<ul style="list-style-type: none"> <li>• Participate in and contribute to the functioning of the team.</li> <li>• Establish and maintain an effective working relationship with staff.</li> <li>• Assist other staff when required, and provide relief cover to team members on leave as directed by the manager.</li> <li>• Maintain a current desk file.</li> <li>• Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate as a team member to ensure the best outcome for the organisation.</li> <li>• Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members.</li> <li>• Work to ensure a cohesive, positive and highly motivated team environment, with responsibilities for effective skills transfer and knowledge share.</li> <li>• Prioritise own workload and manage own time effectively, ensuring the routine of the service is uninterrupted.</li> <li>• Information is communicated in a courteous and sensitive manner.</li> <li>• When workload allows, proactively assist other staff.</li> <li>• Provide leave cover as required.</li> <li>• Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow.</li> <li>• Be able to work efficiently and effectively unsupervised.</li> <li>• Promote and adhere to the philosophy of the Southern Way principles.</li> </ul>
Personal Development	
<ul style="list-style-type: none"> <li>• Undertake an annual performance appraisal.</li> <li>• Set and document prospective goals and objectives.</li> <li>• Maintain and improve work related knowledge and skills.</li> </ul>	
Treaty of Waitangi	
<ul style="list-style-type: none"> <li>• The Southern District Health Board is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi- Partnership, Participation &amp; Protection.</li> </ul>	<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>
Health and Safety	
<ul style="list-style-type: none"> <li>• Foster and support commitment to achieving the highest level of health and safety, including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff, and working safely at all times.</li> </ul>	
Quality and Performance	

<ul style="list-style-type: none"> <li>• Maintain professional and organisational quality standards.</li> <li>• Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</li> <li>• Continuously identify improvement opportunities to perform job in the more effective manner.</li> <li>• Investigate opportunities to achieve goals in a more efficient way.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</li> </ul>	<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 SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
<b>Living Southern DHB Values</b>	
<ul style="list-style-type: none"> <li>• Act as a role model for the Southern DHB Organisational Values</li> <li>• Proactively demonstrating Southern DHB values in all aspects of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates behaviours that we want to see from each other, at our best.</li> <li>• Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.</li> <li>• Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.</li> </ul>

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