

Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	Telephonist
Service & Directorate:	Telephone Services, Information Systems, Corporate
Location:	Main Switchboard
Reports to:	Senior Telephonist
DHB Delegation Level:	N/A
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>
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
Answering internal and external calls. Carrying out emergency procedures as set out in Emergency Manual, monitoring alarms and any other duties associated with the Switchboard. Some data entry. Shift work covering annual leave and sick leave.

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.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> All Staff 	<ul style="list-style-type: none"> The Public

PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
Education and experience	<ul style="list-style-type: none"> Minimum of 3 years secondary education 	<ul style="list-style-type: none"> Other administrative or customer service qualification
Knowledge and Skills	<ul style="list-style-type: none"> Basic computer knowledge e.g. Data Entry, Microsoft Word and Outlook (email) 	
Personal Qualities	<ul style="list-style-type: none"> Excellent interpersonal communication skills, including written and verbal Excellent customer skills Professional telephone manner. Flexibility and motivation. A good listener able to be calm 	

KEY RESULT AREAS:

Key Accountabilities:	Example of Measures/Performance Indicators
<ul style="list-style-type: none"> • Answer all calls in an efficient manner. • Check all daily notes in Diary. • Update all rosters as requested. • Notify Senior Telephonist or Team Leader of any faults. • All phone faults to be documented in book. • Carry out all emergency procedures as set down in the Emergency Procedure Book. • Clerical duties associated with Department. • Cover annual leave and sick leave. 	<ul style="list-style-type: none"> • Call Statistics • PABX Reports • Public Feedback <p>Performance Indicators</p> <ul style="list-style-type: none"> • Customer satisfaction • Staff satisfaction
Quality and Performance	
<ul style="list-style-type: none"> • Maintain professional and organisational quality standards. • Ensure delivered work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in most effective manner. • Investigate opportunities to achieve goals in a more efficient way. 	<ul style="list-style-type: none"> • Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.
Health, Safety and Wellbeing	
<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	
<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