

## Position Description

Employment Agreement:	PSA South Island Administration Employers Collective Agreement
Position Title:	<b>Administration Officer</b>
Service & Directorate:	Mental Health Addition and Intellectual Disability Directorate Specialist Mental Health Youth Forensic Service
Location:	Dunedin
Reports to:	Unit Manager
Number of direct reports:	nil
Date:	August 2023

### 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>
<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 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.

<b>PURPOSE OF ROLE</b>
As an administrator you'll be responsible for ensuring the service runs efficiently and be responsive to the changing needs of the department and the organisation. As well as coordinating and implementing timely office procedures you will multitask daily and be the front line person for youth and family attending outpatient appointments in the department.

## 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>Word processing</b>	Is able to create spreadsheets, use a Dictaphone for typing RMO and SMO assessments, letters and data entry requirements for staff.
<b>Office equipment</b>	Is able to use tools to prepare reports and maintain and manage an appropriate filing system and patient's comprehensive files. Maintains staff leave requests, sick leave inputting into the one staff and T&A system. Is able to use and maintain office equipment.
<b>Reception</b>	Is able to multitask by fielding phone calls, receiving and directing youth, families and other visitors.
<b>Interpersonal</b>	Is able to use positive communication when interacting and listening to all members of staff. Can problem solve administration issues and implement quality initiatives for staff, being dependable and a team player always. Can anticipate administration needs in the department,

KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> <li>• All clinical staff, in the department- YSS, Youth Forensic</li> </ul>	<ul style="list-style-type: none"> <li>• Youth consumers and their Families</li> </ul>
<ul style="list-style-type: none"> <li>• Child and Family Mental Health service staff across the Southern district</li> </ul>	<ul style="list-style-type: none"> <li>• All community agencies- NGO's working with youth</li> </ul>
<ul style="list-style-type: none"> <li>• Youth Forensic Service Unit Manager and managers at all levels of Te Whatu Ora Southern</li> </ul>	<ul style="list-style-type: none"> <li>• Education Services &amp; Schools</li> </ul>
<ul style="list-style-type: none"> <li>• All MHAID administration staff and clinical staff</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry of Social Development- Oranga Tamariki</li> </ul>
<ul style="list-style-type: none"> <li>• All Southern Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry of Justice- Community Probation, Courts</li> </ul>
<ul style="list-style-type: none"> <li>• Administration team of both YSS and CAFMHS</li> </ul>	<ul style="list-style-type: none"> <li>• Police</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>Level 2 NCEA or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>2 years clerical administration experience gained within the sector</li> <li>Working towards an office management or equivalent qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Desk top publishing</li> <li>Document management</li> <li>Microsoft Office programmes</li> <li>Maintaining office records</li> <li>Spreadsheets</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the organisations systems and processes</li> <li>Typing from dictation</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Adept in technology</li> <li>Maintain office equipment</li> <li>Communication skill both verbal and written</li> <li>Interpersonal skill</li> <li>Attention to detail</li> <li>Organisational skill</li> <li>Plan and schedule requests for staff</li> <li>Can develop new office procedural systems</li> <li>Problem solving skill</li> <li>Time management skill</li> </ul>	<ul style="list-style-type: none"> <li>Flexibility to work demand</li> <li>Maintains focus</li> <li>Anticipates need</li> <li>Resourceful</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Values Youth and family and puts them at ease</li> <li>Self-motivated</li> <li>Nurtures all relationships in a professional manner</li> <li>Fosters strong interpersonal relationships with all staff</li> <li>Can prioritise work demand</li> <li>Acts with discretion, sensitivity and integrity always</li> <li>Dependable showing a high level of personal judgement</li> </ul>	

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Administration Service support</b>	
Provide administration support to Youth Forensic Service to meet the requirements of the service.	
<ul style="list-style-type: none"> <li>Provide assistance to the staff for court reports if requested</li> <li>Have a working relationship with Invercargill services</li> <li>Liaise with court administrators and request information as necessary</li> <li>Assist with completion of 333 reports and billing requirements as necessary</li> </ul>	<ul style="list-style-type: none"> <li>Files are up to date- Referrals ,clients information readily accessible, Discharge data accurate each month</li> <li>All data up to date and accurate for ministry requirements and Manager reports</li> <li>Requests are prompt and handled efficiently</li> <li>Typing completed promptly</li> </ul>

<ul style="list-style-type: none"> <li>• Maintain electronic and paper filing systems and procedures</li> <li>• Collate information and input into the relevant Data systems</li> <li>• Typing as requested by staff-meetings, triage and MDT process</li> <li>• Timely ordering of office supplies. System set up to ensure regular ordering is in place</li> <li>• Maintain office equipment- Fax, photocopier</li> <li>• Maintain office records and ensure security of information</li> <li>• Document management and support for staff in specific roles</li> <li>• Setting up of new systems and spreadsheets</li> <li>• Uploading, monitoring, correcting HCS errors</li> <li>• Referrals processed and discharges completed promptly for triage and to support the choice and partnership model</li> </ul>	<ul style="list-style-type: none"> <li>• Typing information sent to staff in a timely manner for internal services and external agencies</li> <li>• Accurate high quality typing completed</li> <li>• Office supplies are always available for staff</li> <li>• Office equipment is functioning. No delays in transferring or receiving information from services</li> <li>• Client information is safe and secure at all times</li> <li>• Staff can complete set work efficiently and effectively with robust systems in place</li> <li>• Information can be reviewed quickly. Staff have access to information relevant to improving systems and reviewing patient flow</li> <li>• Data integrity robust</li> <li>• External and internal services have prompt access to clinical information</li> </ul>
<p><b>Oracle</b> Staff have all necessary requested supplies, without delay</p>	
<ul style="list-style-type: none"> <li>• Psychology tests ordered regularly. System in place to ensure no waiting for testing supplies</li> <li>• Medical equipment ordered</li> <li>• Standard Stationery ordering in place. Regularly Checked</li> <li>• Staff room and cleaning supplies available</li> <li>• Rural team requirements as necessary upon request of the unit manager</li> <li>• Ordering transport and arranging accommodation for medical staff, others working out of the district</li> <li>• Setting up Court ordering and costings</li> <li>• Timely ordering and system for restricted Script pads from the Ministry of Health</li> <li>• Ordering consumer packs supplies</li> </ul>	<ul style="list-style-type: none"> <li>• All staff have suitable equipment and supplies available at all times to continue their roles and responsibilities.</li> </ul>
<p><b>Reception</b> Reception Duties undertaken to meet the needs of youth, family and staff</p>	
<ul style="list-style-type: none"> <li>• Answer phone calls</li> <li>• Follow the procedure in place for managing phone calls into the service</li> <li>• Redirect enquires, take relevant information as needed. All clinical issues are directed to the clinician of the day to manage or the case manager</li> <li>• Clear messages on the answer machine. Advise relevant staff of related messages</li> <li>• Contact Youth and or Family when clinicians are unwell to cancel or reschedule appointments</li> <li>• Assist the young person with the demographic information if requested</li> <li>• Welcome youth and family who arrive for appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Communication across the team is managed and passed on in a timely, respectful manner</li> <li>• Urgent information is dealt with as a priority</li> <li>• Staff communication in reception is at a high standard for all staff, all Te Whatu Ora, Southern services and external agencies</li> <li>• Youth and Family feel welcomed and know their privacy is well managed</li> <li>• Youth and family feel comfortable and at ease</li> <li>• Documentation in any form is processed promptly</li> </ul>

<ul style="list-style-type: none"> <li>• Maintain clear communication so staff can carry out all the duties of their position</li> <li>• Be familiar with the YFT administrators safety protocol and implement as needed</li> <li>• Display a calm confident manner at all times</li> <li>• Internal and external mail flow daily</li> </ul>	
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**Team support**  
All staff are able to complete set tasks within their roles and responsibilities

<ul style="list-style-type: none"> <li>• Actively support and monitor previous and new systems to enable staff to be effective in their day to day work</li> <li>• Provide relief cover to the CAFMHS &amp; YSS team if requested by the unit manager</li> <li>• Maintain a current desk file</li> <li>• Consider any relevant courses you would like to attend and discuss with the unit manager</li> <li>• Support and manage jointly with the part time administrator work flow demand. Ensure identified tasks for both positions is jointly agreed with a smooth operation of the department’s administration processes. Communicate effectively to ensure tasks are completed within reasonable time frames</li> <li>• Assist in the orientation of new staff</li> <li>• Follow up on agenda times relating to administration</li> <li>• Maintenance requests via Biems for the building are completed in a timely manner</li> <li>• Liaise with the landlord as requested by the manager</li> <li>• Retain the key spreadsheet taking responsibility to ensure they are handed in when staff leave</li> <li>• Monitor the area at the end of your duty. Ensure areas are locked before leaving</li> <li>• Fire Warden duties if necessary</li> <li>• Maintain a safe secure filing room</li> <li>• Assist with audits, processing of referrals, appointments actualising initial appointments if requested</li> <li>• Maintain the first aid kit for the service</li> <li>• Arrange necessary transport for staff upon request</li> <li>• Rosters for the team are in place- as for example- Morning tea roster, Administration meeting timetable, Quality meeting, Christmas leaves spreadsheet, booking room roster, Managers personnel files if requested</li> <li>• Any other task requested by the unit manager</li> </ul>	<ul style="list-style-type: none"> <li>• The team is working together to get the job done</li> <li>• Commitment in the team</li> <li>• Ongoing effective working relationships</li> <li>• Recognise that everyone is given consideration and respectful care without prejudice</li> </ul>
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**Data entry**  
All relevant data entry has integrity and is promptly inputted into systems

<ul style="list-style-type: none"> <li>• Complete One staff entry’s in advance</li> <li>• The Time and attendance system is up to date on a daily basis. leave recorded</li> <li>• Retain the filing cabinet for staff</li> <li>• Keep the teams up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate high Quality information is recorded</li> <li>• Data information is accurate to meet requirements in KPI</li> </ul>
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<ul style="list-style-type: none"> <li>Record reviews and other relevant data</li> <li>Assist staff with audits if requested</li> <li>Assist staff with the reporting tab on IPM for transition plan completed at 3 months , yearly and upon discharge</li> <li>Complete the invoicing process that requires generation for payment</li> <li>Assist staff with HonoSca processes if requested</li> <li>Support any other IPM data entry if requested by the unit manager</li> </ul>	
<b>Other Duties</b>	
<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 Te Whatu Ora – Health New Zealand, Southern’s Organisational Values.</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 the organisations processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> <li>Live and support the organisations values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annually with your manager.</li> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora, Southern Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under the organisations 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>	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide Te Whatu Ora, Southern’s response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <li><i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.</li> <li><i>Equity</i>: Being committed to achieving equitable health outcomes for Māori.</li> <li><i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> </ul>	<ul style="list-style-type: none"> <li>You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025.</li> <li>You will contribute to responding to the organisations Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau.</li> <li>You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori.</li> <li>You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues.</li> </ul>

<ul style="list-style-type: none"> <li>• <i>Options:</i> Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</li> <li>• <i>Partnership:</i> Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients.</li> </ul>
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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