

Position Description

Employment Agreement:	DHB's/PSA South Island Administrative Employees MECA, or Southern DHB/NZNO Southland Administrative Employees CEA
Position Title:	Administrator
Service & Directorate:	Strategy Primary and Community
Location:	Lakes District Hospital, Frankton
Reports to:	Service Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	March 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>
<p>Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.</p>	<p>Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p>Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p>As family: 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 us and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

The key purpose of the role of Administrator is to effectively contribute to the smooth running of the Service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation.

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 firsthand 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

Process Management	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.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none">Southern District Health Board wide staff	<ul style="list-style-type: none">Patients, families/whanau
<ul style="list-style-type: none">Managers at all levels within Te Whatu Ora Southern	<ul style="list-style-type: none">Visitors
<ul style="list-style-type: none">Other departments: Human Resource Group, Finance, Supply, Building & Property, Patient Affairs, Transport	<ul style="list-style-type: none">Stakeholders
<ul style="list-style-type: none">Service Manager and Service Leaders	<ul style="list-style-type: none">Southern DHB preferred travel provider
	<ul style="list-style-type: none">Professional colleges and registration bodies

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. 	
Experience	<ul style="list-style-type: none"> At least 1-2 years administrative experience 	<ul style="list-style-type: none"> Experience within the health sector. Senior administrative level experience
Knowledge and Skills	<ul style="list-style-type: none"> Excellent knowledge of administration policies, systems, and procedures. High degree of knowledge and use of Microsoft Office Suite including advanced knowledge of word-processing, spreadsheet, email, calendar, graphics, presentation packages. Touch Typist. Able to edit written document, correcting grammatical mistakes and logic. 	<ul style="list-style-type: none"> Knowledge of health sector.
Personal Qualities	<ul style="list-style-type: none"> Commitment and personal accountability. Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. Ability to effectively communicate verbally and in writing with a variety of people. A natural, open manner and level of self-confidence, which helps generate trust and good working relationships. Acts with discretion, sensitivity and integrity at all times. Maintains an exceptionally high level of confidentiality. Is adaptable and flexible – open to change (positive or negative). Ability to work both independently and within a team with minimal supervision. Able to set work priorities and meet deadlines. Skill and ability to ascertain the actions required for issues that arise based on experience and knowledge of relationships between stakeholders and internal staff members. Ability to carry out administrative tasks and follow written instructions to a high standard. Evaluates situations and identifies existing problems or opportunities. Proactively seeks solutions to problems. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support	
<ul style="list-style-type: none"> • Provide a reception service, take messages, answer queries and redirect queries as appropriate, screen telephone calls and visitors, open and distribute mail, and attend to visitors as required. • Provide administrative support for a wide range of services including main reception, Allied Health, Maternity and Radiology departments - referral forms, maternity booking forms, enter radiology referrals in Karisma • Support patients and the Lakes team with queries and problem solving as required • Respond to and compose letters, emails and memoranda when required. 	<ul style="list-style-type: none"> • Prompt response to requests for document processing duties. • Enquiries are handled efficiently, promptly and appropriately. • Full confidentiality of documentation and information relating to all business, patient and staff interactions maintained. • Incoming phone calls and visitors are given exceptional customer service. • Prioritise work to ensure efficient service delivery. • Recognise that everyone is entitled to consideration and respectful care without prejudice. • All complaints/queries are responded to within a timely manner

Administrative Support

Ensuring an efficient and effective administrative support function, including establishment and maintenance of effective information and data processing, filing, retrieval, and management systems.

- | | |
|--|--|
| <ul style="list-style-type: none">• Provide the administrative function for ED and the ward• Management of patient records with accuracy and in a timely manner• Processing of ACC forms• Management of payments for non-eligible patients• Admit to and discharge from ward and ED• Return/retrieve patient files from storage facility• Set up and maintain effective electronic and paper filing systems and procedures and develop new systems as required, enabling quick access to information.• Manage incoming and outgoing mail and courier• Order stationery, stores and equipment as necessary.• Maintain confidentiality of documentation and information.• Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services. | <ul style="list-style-type: none">• All files and records are accurate and up-to-date.• Databases contain accurate and up-to-date information.• All systems and procedures operated in such a manner as to meet appropriate standards.• All key deadlines achieved.• Active participation and contribution to successful operation of Service Manager's team.• Personal learning and development opportunities identified and acted on.• |
|--|--|

Team Support

- | | |
|---|---|
| <ul style="list-style-type: none">• Actively participate in the development of the Service's administration team and its work processes, systems and operations.• Seek to increase contribution of the Service's administration team and support an environment of continuous improvement. | <ul style="list-style-type: none">• Respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.• Share responsibility for delivery of high quality administrative support, contributing to team resilience by sharing knowledge and experience with Management Assistants.• You produce work that complies with processes and reflects best practice. |
|---|---|

Other Duties

- | | |
|--|---|
| Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. | <ul style="list-style-type: none">• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.• You produce work that complies with SDHB processes and reflects best practice.• Research undertaken is robust and well considered. |
|--|---|

Professional Development – self

- | | |
|---|---|
| Identifying areas for personal and professional development and undertake agreed training/professional development activities | <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. |
|---|---|

Living Southern DHB Values

<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<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.
<p>Health, Safety and Wellbeing</p>	
<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.
<p>Treaty of Waitangi</p>	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide the Southern DHB response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> • <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. • <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. • <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. • <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. <p><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.</p>	<ul style="list-style-type: none"> • 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. • You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. • You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. • 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. • 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.

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:

.....
Employee

.....
Date

.....
Manager

.....
Date