

## Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	<b>Ward Administration Officer</b>
Service & Directorate:	Director of Nursing - Southland
Location:	Southland
Reports to:	Charge Nurse Manager
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	June 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

PURPOSE OF ROLE
The key purpose of the role is to effectively contribute to the smooth running of the ward 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	
<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>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; actively seeks to resolve problems; gets more out of fewer resources.
<b>Informing</b>	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.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work; able to work in a team and on their own; uses initiative and is self-motivated.

KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> <li>Southern staff</li> </ul>	<ul style="list-style-type: none"> <li>Patients and whanau</li> </ul>
<ul style="list-style-type: none"> <li>Managers at all levels of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Visitors</li> </ul>
	<ul style="list-style-type: none"> <li>Stakeholders such as Police, GPs and non-government agencies</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 2 NCEA</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 1 year clerical administration experience</li> </ul>	<ul style="list-style-type: none"> <li>Previous work in a healthcare facility</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <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 (email)</li> <li>High attention to detail</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>High standard of interpersonal communication skills, including written and verbal</li> <li>Ability to understand and follow written or verbal instructions</li> <li>Sets high standards of performance</li> <li>Ability to learn and retain new knowledge</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> </ul>	

## KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Service Support</b>	
<ul style="list-style-type: none"> <li>Provide high quality administrative and reception support ensuring efficient and effective service delivery</li> <li>Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager</li> <li>Be the first point of contact for visitors (internal and external) to the ward and handling all manner of enquires, including being a first point of contact for complaints</li> <li>Raising purchase orders for office equipment and clinical supplies, maintain ward stock levels and equipment coordination and inventory</li> <li>Overseeing the cleaning, maintenance and repairs of equipment</li> <li>Tracking and locating clinical records and data entry in patient management systems</li> <li>Admitting and discharging patients into hospital systems</li> <li>Ensuring patient referrals and clinic appointments have been made</li> </ul>	<ul style="list-style-type: none"> <li>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service</li> <li>Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information</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>Demonstrate an ability to change tasks quickly based on the need of the ward, returning to a previous task at a later time</li> <li>Evaluates situations</li> <li>Identify existing or potential problems and opportunities and resolving problems within procedures and practices</li> <li>Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a</li> </ul>

<ul style="list-style-type: none"> <li>Assisting staff working on the ward with queries and tasks</li> <li>Monitoring reports such as staff education</li> <li>Reporting any hazards and completing BEIMS for repairs</li> <li>Be well versed in all of Southern’s administration systems e.g. iPM, Pulse, FPIM, Health Connect South etc.</li> <li>Manage your own time and tasks efficiently</li> </ul>	<p>courteous, polite and responsive manner while adhering to relevant established protocols</p> <ul style="list-style-type: none"> <li>Prioritise workload to ensure urgent, time sensitive tasks are completed to a high standard</li> <li>Manage and ensure all deadlines are met, including following up registered staff to ensure efficient patient flow occurs</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>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"> <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>

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