

## Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	Director of Area Mental Health Services (DAMHS) Administrator
Service & Directorate:	Mental Health, Addictions and Intellectual Disability Service
Location:	4th Floor Helensburgh House
Reports to:	Charge Nurse Manager Emergency Psychiatric Service
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	December 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><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**

The key purpose of the role is to effectively contribute to the smooth running of the DAMHS 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.
<b>Managing Diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.

**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.

**KEY RELATIONSHIPS**

<b>Within Te Whatu Ora Southern</b>	<b>External to Te Whatu Ora Southern</b>
<ul style="list-style-type: none"> <li>Te Whatu Ora 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</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 four years administrative experience</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> </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 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> </ul>	

## KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p><b>Service support</b></p> <p>Provide high quality administrative support to the Director of Area Mental Health Service, ensuring efficient and effective service delivery.</p> <p>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>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 courteous, polite and responsive manner while adhering to relevant established protocols.</li> </ul>	<ul style="list-style-type: none"> <li>All duties performed to a high standard.</li> <li>Prompt response to requests.</li> <li>Enquires 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>To fulfil the responsibilities of the DAMHS Coordinator</p>	<ul style="list-style-type: none"> <li>• To coordinate activities on behalf of the Director, Area Mental Health Services</li> <li>• Ensure a comprehensive list of current Mental Health Act (MHA) clients is regularly updated.</li> <li>• Processing of legal documentation for MHA clients is completed within strict timeframes, adhering to legislative requirements and distributed to appropriate services including District Inspector and Family Courts.</li> <li>• Inputting of Section details into IPM system.</li> <li>• Coordination of regular MHA reviews, ensuring documentation is readily available, appointments organised and staff aware.</li> <li>• Coordination of documentation for transfers of MHA clients between Southern District Health Boards and other areas.</li> <li>• To ensure completion of documentation, and up to date filing in the DAMHS file with copies sent to the Comp files for Mental Health Act related processes.</li> <li>• To review and report on the maintenance of documentation and activities relating to implementation of the MHA, including maintenance of immediately accessible and up to date records of clients under the MHA, and list of Special Patients.</li> <li>• Coordinate MHA hearings, liaising between Family Court staff, lawyers, and key workers, ensuring clients have appointments for such; and all documentation is collated and distributed between Court staff, venues sorted, District Inspectors and lawyers if appropriate.</li> <li>• Monitor, review and update MHA policies and procedures.</li> <li>• Coordinate Consent to Treatments and 2nd Opinions if required, also 2nd Opinion for ECT.</li> <li>• Maintain 2nd Opinion, Lawyer and District Inspectors lists</li> <li>• Notify Land Transport of Drivers Licence status</li> <li>• Maintain Special Patient Leave list</li> <li>• Arrange six month Special Patient Panel Reviews, including travel arrangements for panel member.</li> <li>• Coordinate Review Tribunal applications.</li> <li>• Facilitate JP's reimbursement for Section 9.</li> <li>• Maintain stats of family contacts at all Reviews.</li> <li>• Assist with all activities of the DAMHS as appropriate</li> <li>• Deal with any account payments and queries on behalf of Medical Director and DAMHS.</li> <li>• Process any Health Benefit Claims from local area GP's.</li> </ul>
<p>Attend Court hearings on Wednesday afternoons or when designated.</p>	<ul style="list-style-type: none"> <li>• Manage and facilitate the process of Court hearings and reviews occurring within the Service.</li> <li>• Manage the Videoconference facilities if required.</li> <li>• Liaise frequently with the Courts, lawyers and District Inspectors re the upcoming hearing list.</li> <li>• Report any security issues.</li> </ul>
<p>Attend the Bi-annual Judge / DAMHS meetings</p>	<ul style="list-style-type: none"> <li>• Address and attend to any issues during the meeting and following this.</li> <li>• Update the DAMHS on any training issues required.</li> </ul>

Maintain a professional liaison with Lawyers and District Inspectors.	<ul style="list-style-type: none"> <li>• Ensure Lawyers and the District Inspectors are updated and informed of any Change in Clients legal status.</li> </ul>
Support the role and responsibilities of Duly Authorised Officers (DAO) and Mental Health Staff.	<ul style="list-style-type: none"> <li>• Liaise on a regular basis to ensure standards of care and treatment for clients is well maintained, including legal processes.</li> <li>• Ensure the Duly Authorised Officer (DAO) completes the legal requirements of required documentation.</li> <li>• Assist in any enquires from staff to support clients being managed under their legal status.</li> <li>• Provide training sessions in conjunction with the DAMHS as requested. This may include DAO training days and any inservice requests from any Mental Health Service.</li> </ul>
Complete Mandatory Reports and Data.	<ul style="list-style-type: none"> <li>• Prepare the monthly statistics on the use of compulsion including family contact stats.</li> <li>• Every 3-month period ending, collate the monthly data and send to DAMHS.</li> </ul>
Victim Notification Register	<ul style="list-style-type: none"> <li>• Maintain the victim notification register. Notification is relayed as necessary.</li> </ul>
To provide support to external DAMHS services	<ul style="list-style-type: none"> <li>• To attend yearly (if able) the national body of DAMHS administrators to enhance knowledge, skills and competence.</li> <li>• To maintain an effective liaison with DAMHS administrators nationally.</li> </ul>

### Individual and team performance

Participate in and contribute to the functioning of the team.

Establish and maintain an effective working relationship with other staff.

Assist other staff when required, and provide relief cover to team members on leave as directed by the manager.

Maintain a current desk file.

Maintain a high standard of integrity and work ethic including the utilisation of DHB equipment and consumables economically.

<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 cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share.</li> <li>• Prioritise own workload and manage own time effectively.</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>• Be able to work efficiently and effectively unsupervised.</li> <li>• Promote and adhere to the philosophy of the Southern Way principles.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation in the team.</li> <li>• Collegial support and strong working relationships evident with other team members.</li> <li>• Demonstrate a pleasant, accepting and helpful attitude.</li> <li>• All duties performed to a high level standard.</li> <li>• The routine of the service is uninterrupted.</li> </ul>
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### Professional Development – self

<ul style="list-style-type: none"> <li>• Undertake an annual performance review</li> <li>• Set and document prospective goals and objectives</li> <li>• Maintain and improve work related knowledge and skills.</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's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Te Whatu Ora Southern's 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>Quality and Performance</b>	
<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 the job in the most 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>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