

Position Description

Employment Agreement:	DHB/PSA South Island Clerical/Administration Collective Agreement
Position Title:	Medical Secretary and Booking Clerk
Service & Directorate:	Surgical Services Administration, Medical Directorate
Location:	Southland
Reports to:	Administration Manager, Southland
Number of direct reports:	Nil
Date:	May 2021
Job Band:	Profile 5B

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
<p>‘Medical Secretary’ – means an employee who primarily provides medical secretarial/transcription services and administrative support for medical specialist(s).</p> <p>The key purpose of the role 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.</p>

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.
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.

KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> • Other Southern Staff 	<ul style="list-style-type: none"> • Private Hospitals
<ul style="list-style-type: none"> • Medical Staff 	<ul style="list-style-type: none"> • Patients
<ul style="list-style-type: none"> • Managers 	
<ul style="list-style-type: none"> • Nursing staff 	

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 4 years clerical administration 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
<p>Service Support Provide high quality administrative support to the surgery service, ensuring efficient and effective service delivery.</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"> • Set-up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information. • Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties. • Demonstrate attention to detail and accuracy. • Demonstrate a willingness to adapt to changing needs of the service. • Evaluates situations and identifies existing or potential problems and opportunities. • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols. 	<ul style="list-style-type: none"> • All duties performed to a high standard. • Prompt response to requests. • Enquires are handled efficiently, promptly and appropriately. • Efficient transactional processing. • Adherence to work practice in line with organisational and finance policies. • Accurate high-quality documentation produced in a timely manner. • 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
<p>Ministry of Health Targets</p>	
<ul style="list-style-type: none"> • Understand and supports the meeting of Ministry of Health Targets of Elective Services, Patient Flow Indicators (ESPIs), Faster Cancer Targets. 	<ul style="list-style-type: none"> • Ensure long wait patients are clearly identified and are allocated a timely date for surgery in a logical and correct sequence.
<p>ACC</p>	
<ul style="list-style-type: none"> • Ensures funding is captured by assisting with completion of relevant paperwork prior to surgery. • Patients are identified to maximise revenue. • Complete ARTP. 	<ul style="list-style-type: none"> • ACC requirements are met. • Patient goes forward for surgery with ACC funding secured.
<p>Wait list for Treatment</p>	
<ul style="list-style-type: none"> • Enter wait list forms on iPM. 	<ul style="list-style-type: none"> • All booking forms are entered onto iPM with priority and authorisation fields completed within 5 working days in line with current resource. Notify line manager if unable to meet target. • Work with Consultants to ensure patients are treated within clinical timeframe.
<p>Theatre Operating Lists</p>	
<ul style="list-style-type: none"> • Providing relevant information available from clinicians. • Phone patients to advise admission date. • Alternatively send admission papers to admission office to contact patients with relevant information, to ensure seamless pathway. 	<ul style="list-style-type: none"> • Admissions office receive patient information to contact patients. • Preadmission process is identified for each patient. • Theatre lists are entered on HAS no later than 2 weeks prior to day of operation wherever possible. Notify line manager if issues comprise this time frame.

<ul style="list-style-type: none"> • Ensure operating lists are compiled and entered in a timely way ensuring theatre efficiency is maintained and all theatre is well utilised. • Patients have had all preoperative tests completed prior to surgery. 	<ul style="list-style-type: none"> • Theatre lists include all information required for the procedure/operation e.g. tissue expander. • Long wait patients are identified on theatre list.
Coordinate patient investigations where relevant	
<ul style="list-style-type: none"> • Ensure all patient investigations/pre-requisites completed pre-operatively e.g. breast surgery. • Admissions to day unit scheduled. 	<ul style="list-style-type: none"> • Radiology appointments etc. completed in appropriate sequence. • EEG, EMG, radiology appointments organised.
Outlying/Rural clinics	
<ul style="list-style-type: none"> • Review draft rural clinic roster for year. • Leave planning incorporated into roster. • Identify rural clinical well in advance to ensure additional requirements met e.g. travel. • Patients are seen in priority triage order. 	<ul style="list-style-type: none"> • Travel bookings for medical staff are made and confirmed. • Registrar available for Dunstan clinic. • Rescheduling of clinics kept to a minimum. • No long wait patients.
Students	
<ul style="list-style-type: none"> • Orientate and support medical students for case loading. 	<ul style="list-style-type: none"> • Students receive appropriate patient allocation.
Research/Clinical trails	
<ul style="list-style-type: none"> • Aware of current research projects and ensure correct patient pathway followed. 	<ul style="list-style-type: none"> • Appropriate staff notified of patients who are enrolled.
Participate in coordination of team activity	
<ul style="list-style-type: none"> • Assist with development and implementation of team plan for year. 	<ul style="list-style-type: none"> • Team activities are well planned with no gaps.
Clinical Typing	
<ul style="list-style-type: none"> • Complete typing of clinic letters within 5 working days in line with available resource. • Complete typing of operation notes within 3 working days in line with available resource. 	<ul style="list-style-type: none"> • Operation notes are typed/scanned and uploaded into iSoft. • Notify/seek assistance when timeframes unable to be met.
Individual and team performance	
<ul style="list-style-type: none"> • 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. • Participate as a team member to ensure the best outcome for the organisation. 	<ul style="list-style-type: none"> • Active participation in the team. • Collegial support and strong working relationships evident with other team members. • Demonstrate a pleasant, accepting and helpful attitude. • All duties performed to a high-level standard. • The routine of the service is uninterrupted.

<ul style="list-style-type: none"> • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. • Work to ensure a cohesive, positive and highly motivated team environment, with responsibility for effective skills transfer and knowledge share. • Prioritise own workload and manage own time effectively. • Information is communicated in a courteous and sensitive manner. • When workload allows, proactively assist other staff. • Provide leave cover as required. • Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow. • Be able to work efficiently and effectively unsupervised. • Promote and adhere to the philosophy of the Southern Way principles. 	
Other Duties	
<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"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with the organisations processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the organisations values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<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.
Health, Safety and Wellbeing	
<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"> • You understand and consistently meet your obligations under the organisations 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-

	<p>economic conditions that face our people and work hard to remove barriers of access to health and education.</p> <ul style="list-style-type: none"> • <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.
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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