

Position Description	
Employment Agreement:	Public Service Association (PSA) National Health Administration Workers Collective Agreement
Position Title:	Feedback Administrator
Service & Directorate:	Consumer Experience Service/ Quality & Clinical Governance
Location:	Dunedin/Invercargill
Reports to:	Investigations Coordinator
Number of direct reports:	Nil
Date:	February 2024
Job Band	Profile 4A

Our Vision			
Better Health, Better Lives, Whānau Ora			
<p>We work in partnership with people and communities to achieve their optimum health and wellbeing</p> <p>We seek excellence through a culture of learning, enquiry, service and caring</p>			
Our Shared Values and Behaviours			
Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<p><i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.</p>	<p><i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.</p>	<p><i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.</p>	<p><i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.</p>
Our statutory purpose			
<p>To improve, promote and protect the health of our population</p> <p>Promote the integration of health services across primary and secondary care services</p> <p>Seek the optimum arrangement for the most effective and efficient delivery of health services</p> <p>Promote effective care or support for those in need of personal health or disability support services</p> <p>Promote the inclusion and participation in society and the independence of people with disabilities</p> <p>Reduce health disparities by improving health outcomes for Māori and other population groups</p> <p>Foster community participation in health improvement and in planning for the provision of and changes to the provision of services</p> <p>Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility</p>			

PURPOSE OF ROLE

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

This role, along with the Feedback Facilitator, will take an active role in the organisation's response to consumer feedback.

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

Consumer Focus	Is dedicated to meeting the expectations and requirements of internal and external consumers; gets firsthand consumer information and uses it for improvements in products and services; acts with consumers and whānau in mind; establishes and maintains effective relationships with consumers and whānau 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 themselves 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.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when they disagree.
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.
Priority Setting	Spends their 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

Within HNZ Southern	External to HNZ Southern
<ul style="list-style-type: none">Feedback Facilitator	<ul style="list-style-type: none">Patients and whānau
<ul style="list-style-type: none">Patient Enquiries Team	<ul style="list-style-type: none">Stakeholders
<ul style="list-style-type: none">Service Managers and Administrators	
<ul style="list-style-type: none">Management / Personal / Executive Assistants	
<ul style="list-style-type: none">Southern-wide 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 2 NCEA 	<ul style="list-style-type: none"> Knowledge of Healthcare environment
Experience	<ul style="list-style-type: none"> At least 2 years clerical administration experience Knowledge of office systems and procedures 	<ul style="list-style-type: none"> Knowledge of Healthcare environment
Knowledge and Skills	<ul style="list-style-type: none"> Evidence of good literacy and numeracy skills Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email). 	<ul style="list-style-type: none"> Knowledge of managing databases
Personal Qualities	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal Ability to understand and follow written or verbal instructions Sets high standards of performance Ability to work well in a team and foster good interpersonal relationship Willing to support and assist other staff as required. Respect the privacy of individuals when dealing with personal information 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support	
<ul style="list-style-type: none"> Provide high quality administrative support to the Consumer Experience Service Directorate ensuring efficient and effective consumer response to concerns and complaints raised. Work closely with the Feedback Facilitator to ensure effective consumer feedback responses that adhere to national and internal timelines. Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager. Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols & policy 	<p>Provide timely and accurate confidential administrative support to enable the efficient functioning of customer feedback, including but not limited to:</p> <ul style="list-style-type: none"> Maintain effective electronic and paper filing systems and procedures relevant to consumer feedback. Attention to detail and accuracy is demonstrated. Demonstrate a willingness to adapt to changing needs of the service. Consumer feedback is timely and well received by consumers.
Individual and Team Performance	
<ul style="list-style-type: none"> Participate in and contribute to the functioning of the team. 	<ul style="list-style-type: none"> Participate as a team member to ensure the best outcome for the organisation.

<ul style="list-style-type: none"> • 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 equipment and consumables economically. 	<ul style="list-style-type: none"> • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members • Prioritise own workload and manage own time effectively and efficiently. • Information is communicated in a courteous and sensitive manner • Keep an up to date desk file to enable relief staff to pick up duties without disruption to the workflow. •
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>	<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 Southern’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'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.

Te Tiriti o Waitangi

The principles of Te Tiriti, as articulated by the courts and the Waitangi Tribunal, underpin the Ministry's commitment to Te Tiriti. Tino rangatiratanga, Equity, Active protection, Options and Partnership will guide your interaction with others on a day to day basis.

- *Tino rangatiratanga* - Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.
- *Equity* - Being committed to achieving equitable health outcomes for Māori.
- *Active protection* - 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.
- *Options* - 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.
- *Partnership* - 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.

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