

Position Description

Employment Agreement:	DHB/PSA South Island Clerical/Administration Collective Agreement
Position Title:	Medical Secretary
Service & Directorate:	Gastroenterology Department, Medical Directorate
Location:	Dunedin
Reports to:	Charge Nurse Manager Gastroenterology
Number of direct reports:	Nil
Date:	June 2019

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 use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The key purpose of the role is to effectively contribute to the smooth running of the Gastroenterology service by providing an efficient and timely administrative support function that is responsive and flexible to the changing needs of the service/organisation. The primary function of the administrative support provided by this role to the Gastroenterology Department is that of Medical Secretary, providing secretarial support to the Consultants, Registrars and Nurse Specialists as well as the booking and managing of patients into clinics.</p> <p>Ensuring the patient journey through the gastroenterology service is as stress free as possible for the patient and efficient in time and resource for the department.</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	
Planning	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.
Interpersonal Savvy	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.
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 Te Whatu Ora Southern	External to Te Whatu Ora Southern
<ul style="list-style-type: none"> • Gastroenterology Clerical Team 	<ul style="list-style-type: none"> • Primary Care
<ul style="list-style-type: none"> • Gastroenterology Clinical Team 	<ul style="list-style-type: none"> • South Island Alliance
<ul style="list-style-type: none"> • National Bowel Screening Team 	<ul style="list-style-type: none"> • Ministry of Health
<ul style="list-style-type: none"> • Surgical Directorate 	
<ul style="list-style-type: none"> • Medical Directorate Management 	

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 3-5 years clerical administration experience 	<ul style="list-style-type: none"> Medical administration experience.
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of office systems and procedures. Evidence of good literacy and numeracy skills. Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (e-mail). 	<ul style="list-style-type: none"> Experience and understanding of Medical Terminology. Familiar with hospital electronic patient management systems.
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. Ability to work well in a team and foster good interpersonal relationship. Attention to detail and high standard of accuracy in work output 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Service Support Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the manager.	
<ul style="list-style-type: none"> Provide timely and accurate confidential administrative support to enable the efficient functioning of the service 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. Demonstrate ability to train or provide guidance to new employees in the workplace Evaluates situations and identifies existing or potential problems and opportunities. 	<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

<ul style="list-style-type: none"> • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols. 	
Secretarial	
<ul style="list-style-type: none"> • Provide a secretarial service to the Consultants, Registrars and Nurse Specialists • To act as point of contact for the team • To liaise with gastroenterology consultants to populate the on-call roster, taking into account planned leave and service delivery for Southland and Central Otago. • To manage patient admissions and procedure lists • Continuously consider process improvement and work towards meeting targets (set internally and externally) and turn-around times 	<ul style="list-style-type: none"> • Receive and log department mail, ensuring items are distributed to relevant clinicians on the same day. • Organise clinical meeting agendas, take the minutes and distribute to meeting attendees. • These meetings will include: Endoscopy Users • Group, Gastroenterology team meeting, IBD MDM, histopathology and polyp MDM. • Manage electronic records of minutes. • To provide a point of contact within the department to deal with all forms of enquiries. • To receive and screen phone calls from all areas of external and internal contacts and exercise judgement in dealing with enquiries and advise and process as necessary. • To manage and organise procedure lists, patient admissions, contacting patients directly when required. Entering patients onto iPM and Provation. • Receive referrals from different sources and distribute for actioning. • Process triaged referrals from consultants and specialist nurses to ensure patients are seen in prescribed times. • Provide assistance with clinical typing when workload indicates and efficiency is at risk. • Meet targets and time frames.
Clinic Preparation	
<ul style="list-style-type: none"> • Managing or assisting with FSA, follow up and procedural clinics set ups. 	<ul style="list-style-type: none"> • Booking Liver service clinics including outpatient and Fibrosan appointments. • Pre clinic preparation completed in a timely manner at least 2 days prior to the clinic date with correct paperwork and accurate information available to the clinician. • Checking appointments are correct on iPM and checking Provation data.

Follow Ups	
<ul style="list-style-type: none"> Clinics are treated off and follow ups are entered into iPM and paper notes are filed correctly. 	<ul style="list-style-type: none"> Clinics are treated off the same day or next business day. Provation reports are printed same day or next business day and sent within 2 days.
Reception	
<ul style="list-style-type: none"> Reception duties are completed in a friendly and professional manner. 	<ul style="list-style-type: none"> All reception duties are completed so patients are checked-in in real time. Patients are asked to wait in the correct waiting area and nursing staff are alerted to patient's arrival status. Visitors to the hospital with enquiries are given helpful information including directions to the area they are seeking.
Quality and Performance	
<ul style="list-style-type: none"> Maintain professional and organisational quality standards Ensure delivered work is planned, delivered, and implemented consistently against quality standards. Continuously identify improvement opportunities to perform job in most effective manner. Investigate opportunities to achieve goals in a more efficient way. 	<ul style="list-style-type: none"> Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards
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 SDHB processes and reflects best practice. Research undertaken is robust and well considered.
Professional Development – self	
<p>Identifying areas for personal and professional development and undertake agreed training/professional development activities</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.
Living Southern DHB Values	
<p>Proactively demonstrating Te Whatu Ora Southern 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.

	<ul style="list-style-type: none"> • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Health, Safety and Wellbeing	
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.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Te Whatu Ora Southern 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	
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.	<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-economic conditions that face our people and work hard to remove barriers of access to health and education. • <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.

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