

## Position Description

Employment Agreement:	PSA/DHB South Island Clerical/Admin Collective Agreement
Position Title:	<b>Administrator Referral Loading and Waitlisting</b>
Service & Directorate:	Surgical and Radiology Services
Location:	<b>Dunedin Hospital</b>
Reports to:	Charge Nurse Manager Outpatients and Ward 4b
DHB Delegation Level:	n/a
Number of direct reports:	none
Date:	July 2024

### 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

Provide timely and accurate administrative support to Outpatient Services (currently 4th Floor and Frederick Street). The appointee to this role will be expected to help facilitate the efficient functioning of the service by:

- Processing internal and external referrals to the specialities covered by the service
- Outcoming accepted and declined referrals, including waitlist data entry and production of patient correspondence
- Reception duties when required.

### Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets firsthand 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; recognise that everyone is entitled to consideration and respectful care without prejudice.
<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; does not misrepresent themselves 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>Role Specific Competencies</b>	
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
<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>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 workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration; can simplify complex processes; maximises outcomes from available resources.
<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 assignments. Anticipates and adjusts for problems and roadblocks. Measures performance against goals. Evaluates results.
<b>Priority Setting</b>	Spends their time and the time of others on what is 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.
<b>KEY RELATIONSHIPS</b>	
<b>Within Southern</b>	<b>External to Southern</b>
<ul style="list-style-type: none"> <li>Other 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>

### **PERSON SPECIFICATION**

The expertise required for a person to be fully competent in the role. Position specific competencies:

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<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>Excellent computer skills, including knowledge of Microsoft Word, Excel, and Outlook (e-mail).</li> <li>At least 2 years Clerical Administration experience</li> </ul>	
<b>Knowledge and Skills</b>	Knowledge of office systems and procedures Evidence of good literacy and numeracy skills	<ul style="list-style-type: none"> <li>Familiarity with Health terminology</li> </ul>

<b>Personal Qualities</b>	<p>Ability to understand and follow written and verbal instructions.</p> <p>Sets high standards of performance.</p> <p>Ability to work well in a team and foster good interpersonal relationships.</p> <p>Willing to support and assist other staff as required.</p> <p>Respect the privacy of individuals when dealing with personal information.</p> <p>Attention to detail a priority.</p> <p>Ability to demonstrate strong personal initiative.</p> <p>Willingness to improve processes and efficiency.</p>
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## KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>4<sup>th</sup> Floor and Frederick Street Outpatients Service support -</b>	
<p>Provide high quality administrative support to the Outpatients service, contributing to efficient and effective service delivery.</p> <ul style="list-style-type: none"> <li>• Respond to requests for information (phone, email and in person) from stakeholders, including colleagues and patients.</li> <li>• Data entry of patient and diagnostic information.</li> <li>• Daily mail room duties.</li> <li>• Participate in team meetings and discussions</li> <li>• Offer suggestions re service, system and workflow improvements when appropriate</li> <li>• Manage own workflow to enable effective service delivery (Keeping up to date with organisation, team, and system changes and updates, adjusting workflow as required)</li> <li>• Review and update, set up and maintain effective electronic and paper filing systems to store data and process documentation required by the service.</li> </ul>	<ul style="list-style-type: none"> <li>• Responses to enquiries are provided within service delivery time frames in a format appropriate to the enquiry and its priority (e.g. in person, by phone, by written communication).</li> <li>• Data, including patient and diagnostic information, is kept accurate and up to date in hospital systems.</li> <li>• Incoming phone calls are answered and enquiries actioned; phone messages are cleared and acted on within agreed timeframes.</li> <li>• Incoming written communications (including digital) are read and acted upon within agreed timeframes.</li> <li>• Incoming mail is collected, sorted, and distributed and outgoing mail is delivered to mailroom on a daily basis.</li> <li>• Data and documentation relevant to the service can be accessed quickly from electronic and paper filing systems.</li> <li>• Own work and patient enquiries are prioritised according to agreed priority matrices.</li> </ul>
<b>Referrals</b>	
<p>Internal and external referrals to the specialities covered by the service are processed and outcomed within agreed upon timeframes:</p> <ul style="list-style-type: none"> <li>• Receipt of referrals for the specialities that use the Outpatient Service via Southern electronic systems (ERMS, SIPICS, HCS) and mail.</li> <li>• Loading referrals into PAS accurately according to agreed processes.</li> <li>• Facilitate and monitor the triaging of referrals to departments to ensure they are completed in a timely manner.</li> <li>• Sourcing additional documentation from Southern electronic systems to complete patient referral for triage.</li> <li>• Process triaged referrals according to outcome.</li> </ul>	<ul style="list-style-type: none"> <li>• All referrals received in Outpatient Service are processed daily</li> <li>• Referral details and descriptions are accurate in patient management system</li> <li>• Patient information is up to date in PAS.</li> <li>• All referrals are loaded into relevant systems within service delivery time frame (currently &lt;1 working day of date stamp)</li> <li>• All required triage information is sourced and attached to the referral prior to triage (Electronic or Paper)</li> <li>• Referral and triage information is passed to specialties for triaging within agreed upon timeframes (Electronic or Paper)</li> <li>• All accepted referrals returned from triage are entered into PAS electronic system(s) within agreed upon timeframes</li> </ul>

<ul style="list-style-type: none"> <li>• Inform GPs of declined referral notifications within service delivery time frames by electronic means, mail or phone.</li> </ul>	<ul style="list-style-type: none"> <li>• Declined referrals are closed in electronic system(s) and documents generated and sent to GP and patient advising them of outcome of referral within service delivery timeframes</li> <li>• All paper documentation is sent for storage/digitization per agreed processes on completion of the referral process.</li> <li>• All triaged referrals are outcomed in electronic system(s).</li> </ul>
<b>Waiting Lists</b>	
<p>Process waitlist entries for accepted referrals.</p> <ul style="list-style-type: none"> <li>• Enter accepted referrals to appropriate waitlists in the PAS (SIPICS).</li> <li>• Print and send waitlist documentation to patients to meet MOH notification targets.</li> </ul>	<ul style="list-style-type: none"> <li>• All accepted referrals have up to date wait list entries.</li> <li>• Letters to patient and referral source are generated and sent within MOH target timeframes.</li> <li>• Waitlist data, including comments for booking administrators, is accurate, in the requested format, and has appropriate priority.</li> </ul>
<b>Reception duties</b>	
<p>Staffing Outpatient Service reception(s) when rostered, and to cover other staff breaks and leave:</p> <ul style="list-style-type: none"> <li>• Incoming visitors, including patients, are acknowledged and provided with exceptional customer service.</li> <li>• Greeting patients on entry to Outpatient Service, confirming/updating details and processing their arrival in real time</li> <li>• Preparation of day of clinic files including printing and attaching patient labels per clinic requirements</li> <li>• Enquiries via reception phone (including message banks) and email addresses are monitored, answered, and acted on in a timely manner.</li> </ul>	<p>All reception duties are completed, and patients are arrived in real time:</p> <ul style="list-style-type: none"> <li>• All patient arrivals are entered into the PAS and changed patient details updated.</li> <li>• Enquiries (both physical and by phone) are answered where possible or redirected as appropriate.</li> <li>• Patient details are up to date in the patient management system.</li> <li>• Patient files contain up to date information including patient labels.</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>• Requests for assistance in own and other areas are responded to positively, demonstrating adaptability and willingness.</li> <li>• You conduct yourself in the workplace in ways that demonstrate the organisations values.</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>

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"> <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>
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"> <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