

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Administrator / Reception – Population Health – Sexual Health		
Reports to	Unit Manager		
Location	Wakari Hospital		
Department	Population Health Service		
Direct Reports	n/a	Total FTE .5	Fixed term until 28 February 2024
Budget Size	Opex		Capex
Delegated Authority	Nil		Finance Nil
Date	September 2024		
Job band (indicative)	4		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart and spirit	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Identifying, supporting and establishing leaders at all levels to serve, guide and inspire	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team of teams working together, providing each other with a sense of belonging	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānau, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace, support and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- Effectively contribute to the smooth running of the Population Health Service and in particular the assigned modality by providing efficient and timely administrative support functions that is responsible and flexible to the changing needs of the service/organisation.
- Ensure that accurate and timely data is recorded and that gaps within the provision of childhood and adult immunisation and/or screening programmes are identified.
- Ensure the patient journey through the Health Service is as stress free as possible for the patient and whanau, it is achieved in a timely and accurate manner utilising Te Whatu Ora patient management systems.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
<p>Service Support Contribute to an efficient and accurate national immunisation and/or screening service that relies on data integrity and is customer focused</p> <p>Promote national immunisation and/or screening services with clients</p>	<ul style="list-style-type: none"> • Systems, processes and customer service follow best practice (organisational and national) • Clients (or parents/caregivers) have the information that they need to allow them to make decisions about engaging in Population health programmes • Databases and electronic filing systems are used and maintained with the best possible information, information is checked with internal and external stakeholders (e.g. GPs and pre-schools, schools etc) • Relevant information packs are put together in sufficient numbers and have the most up to date information in them • Appropriate venues (or home visits) are organised and appointments booked with registered staff in a way that accommodates the needs of clients and assists in gaining equitable access to the national programmes • Systems capture the focus population at the right time (early registration in programmes are maximised, recalls are completed etc) • Regular reports are created from information in the database (e.g. VHT planning and management reports)

	<ul style="list-style-type: none"> • Attention to detail is demonstrated in work, errors are identified and corrected • Security and/or privacy breaches are appropriately and promptly addressed • Workloads are planned and prioritised appropriately to meet service needs and work is completed largely without supervision, initiative is demonstrated when task related problem solving is needed • Communication with external and internal stakeholders is maintained so there is data accuracy, information is reconcilable and service goals achieved • Phone calls are made to Primary Care Services to support vaccinations and the access to them for overdue and/or vulnerable clients • Potential improvements to systems and processes are identified and discussed with line manager to ensure continuous improvement of administrative duties (e.g. create, assess and improve digital forms and documents) • Be familiar with the Medsac website and the administration guidelines for SAATS administration cover. • A current desk file is maintained
	<ul style="list-style-type: none"> • Clinical queries are dealt with effectively or referred to appropriate person within the service • Advice, information or guidance is provided to others around appointments, clinics or database information • Consent and personal information details have been checked, updated and recorded • Bookings for clients are created and appointments confirmed via telephone, letter, email or text and appointment reminders are sent, appointment gaps are filled
	<ul style="list-style-type: none"> • Maintenance may be required of advising/removing or changing appointments within the hospital system as advised by Administration Manager • The need for additional clinics is monitored and the Population Health Manager / Nurse Practitioner are kept up to date • Clients receive access to interpreters as required • Test results are received and recorded as required • All relevant documentation and data has been received, audited and recorded
	<ul style="list-style-type: none"> • Typing duties including dictation, copy typing and uploading documents into appropriate place in hospital system is completed
	<ul style="list-style-type: none"> • Telephone queries are responded to promptly and are dealt with effectively, messages are relayed as required
	<ul style="list-style-type: none"> • New staff are welcomed, trained and supported with their learning of best practice systems, processes and customer service and have access to all systems required for the role • Nurses are supported in their understanding and use of administration processes • Assistance is given to other team members for various administrative tasks such as photocopying or typing as advised

	<ul style="list-style-type: none"> • Prepare and tidy clinic spaces at the end of each day replacing linen, soap etc as needed.
	<ul style="list-style-type: none"> • Stationary and other goods (office equipment) are ordered and organised as required through current hospital system
	<ul style="list-style-type: none"> • Room bookings, zoom meetings and teams meetings between staff or with outside agencies are organised, if required, as directed by the Population Health Unit Manager, including the organisation of transport

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity (service goals/patient equity) • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides collegial support that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Support and contribute to the Business Unit culture development in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and contribute to a culture where individuals at all levels bring their ideas on how to ‘do it better’ • Models flexibility – tries new approaches, learns quickly, adapts fast • A desire for personal improvement is demonstrated • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working collaboratively with colleagues to achieve goals across services. Supports colleagues to do the same

	<ul style="list-style-type: none"> • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and contributes to the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Champion and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility for appropriate risk reporting, supporting management and there are mitigation activities • Complies with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and whanau • Primary Health Care Providers and staff including General Practices, Well Child Tamariki Ora Providers, Maori & Pacific Health Providers, Lead Maternity Carers • Community organisations such as schools • Visitors • Stakeholders 	<ul style="list-style-type: none"> • Population Health Service team • All staff within Te Whatu Ora • Managers at all levels of the organisation

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action
- Minimum Level 3 NCEA or equivalency
- At least 2 years administration experience
- Excellent computer skills, including knowledge of Microsoft Word, Excel and Outlook (email)
- High standard of communication skills (written and verbal)
- Ability to prioritise work, meet deadlines and take responsibility for work.
- Excellent time management skills
- Ability to understand and follow written and verbal instructions
- Work completed accurately and to a high standard
- Willing to support and assist other staff as required and work within a team environment

Desired:

- Willingness to learn new systems and programs
- Knowledge of health sector
- Experience with TEAMS and Office 365

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing
- Work to your best ability and play your part in the team's role in achieving the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Act with sensitivity and discretion at all times
- Maintain an exceptionally high level of Confidentiality
- Take pride in your workplace environment maintaining a tidy, welcoming work space.
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Desired:

- Focused on providing exceptional levels of customer service
- Logical and proactive in managing risk and resolving problems

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date