

Position Description	
Employment Agreement:	Individual Employment Agreement
Position Title:	Patient Enquiries Team Leader
Service & Directorate:	Consumer Experience Service/Quality & Clinical Governance Solutions
Location:	Dunedin/Invercargill
Reports to:	Operations Manager – Patient Flow
Number of direct reports:	10
Date:	December 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>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> 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

Lead the Patient Enquiries service to provide confidential advice, support and information on health service related matters acting as a point of contact for patients' families/whānau and carers.

To lead the Interpreter coordinators team, to support access to interpreters across the district

Area/Role specific requirements:

- Coordinate and facilitate appropriate information release to patients, ACC, police and external agencies within the Privacy Code and other relevant legislation.

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.
Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.

Management Competencies

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.
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 in honest analysis. Looks beyond the obvious and doesn't stop at the first answers.
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 workflow; 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.
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/other organisation; provides individuals information so that they can make accurate decisions; is timely with information.

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none">• All Southern DHB staff	<ul style="list-style-type: none">• Patients, families, whānau
<ul style="list-style-type: none">• Managers at all levels of the organisation	<ul style="list-style-type: none">• Visitors

• Security staff

• Interpreters

Employee's initials: Sandy Suganth

• Orderlies	• Funeral directors, coroners
• St. Johns volunteer staff	• Health & Welfare Agencies such as ACC or WINZ
• Chaplaincy Service	•
• Corporate Solicitor	
• Management Assistants	

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"> • Certificate in Business Administration level 4 or equivalent 	<ul style="list-style-type: none"> • Diploma or degree in related field
Experience	<ul style="list-style-type: none"> • Experience in Customer service environment • 3-5 years management experience • Experience in working in a multicultural work environment 	<ul style="list-style-type: none"> • Experience in Health sector • Knowledge of the hospital environment • Change management experience
Knowledge and Skills	<ul style="list-style-type: none"> • Experience in managing resources to include people and finance • Clear communicator with good listening skills • Ability to plan work well and keep excellent records • Ability to motivate staff to deliver and meet organisational goals 	<ul style="list-style-type: none"> • Developing and implementing of systems and process • Proven experience in budgeting and staffing management • Ability to “work smarter” by being innovative and proactive • Accepts responsibility for actions and the ability to learn.
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. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Maintains an exceptionally high level of confidentiality. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Planning and Budgeting	
<ul style="list-style-type: none"> • Participate in the development and implementation of the annual plan for the Patient Enquiries service, meeting targets and proactively identifying and resolving issues that arise. • Manage the Patient Enquiries team. • Manage recruitment and training expenditure within budget. 	<ul style="list-style-type: none"> • Budget remains within a positive variance. • Reception desk shifts are covered between 0800hrs and 1800hrs Monday to Friday and between 0930hours and 1800hrs weekends and public holidays.

<ul style="list-style-type: none"> Identify and implement innovative ways of addressing identified obstacles to achieving targets and budgets 	
Leadership	
<ul style="list-style-type: none"> Ensure achievement of planned results by setting performance objectives and developing, coaching, mentoring and managing performances of the staff in the Patient Enquiries service. Develop and maintain effective relationships with internal and external stakeholders and agencies, ensuring that the interests of the Southern DHB are well represented at all times. In partnership with the Feedback Facilitator scope opportunities for central point of entry for complaints and infrastructure requirements 	<ul style="list-style-type: none"> All service staff have clear understanding and expectations regarding performance, duties and responsibilities.
Patient Enquiries	
<ul style="list-style-type: none"> Ensure all day to day management and administration requirements are undertaken in a timely and effective manner. Liaise as required with management and HR to ensure staff issues and enquires are identified and addressed in a timely manner. Participate in complaints/performance issues resolution when required. Control, monitor and participate in (as needed) project activities, ensuring completion of planned activities and projects on time and within budget. Deal with requests for information from patients, the police and other agencies. Provide an Interpreter service during normal office hours. Ensure all policies and procedures are being followed. Any other tasks considered necessary by management for the efficient functioning of the Patient Enquiries office 	<ul style="list-style-type: none"> Operational management tasks are handled efficiently, timely and delivers on budget. Confidentiality is maintained. The information requested is made available in a timely manner. Information is released within the law and information regarding the Code of Rights. Maintain knowledge of the Code of Health and Disability Services Consumers' Rights, the Health Information Privacy Code and other legislation covering the release of information. Interpreter services are arranged as required during office hours and communication systems are in place to facilitate after hours engagements. Complaints, compliments and queries are dealt with in accordance with Southern DHB policy and in such a way that potential risk to the organisation is minimized. Enquiries services are available to the public during office hours.
Service Delivery and Standards	
<ul style="list-style-type: none"> Ensure the consistent achievement of agreed service level standards. 	<ul style="list-style-type: none"> Consistently meets agreed service standards.
Reporting	
<ul style="list-style-type: none"> Develop, implement and report on KPIs for the Patient Enquiries function. 	<ul style="list-style-type: none"> Regular reporting is accurate and timely. Key stakeholders are informed, and the service's progress is promulgated.
Quality and Performance	
<ul style="list-style-type: none"> Maintain professional and organisational standards. Ensure delivered work is planned, delivered, and implemented consistently against standards. 	<ul style="list-style-type: none"> Performance is in alignment with HR standards and organisational requirements.

<ul style="list-style-type: none"> Continuously identify improvement opportunities to perform job in most effective manner. 	
<p>Living Southern DHB Values</p>	
<p>Proactively demonstrating Southern DHB 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. Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
<p>Professional Development – self</p>	
<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 annual with your manager. You actively seek feedback and accept constructive criticism.
<p>Health, Safety and Wellbeing</p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’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 DHB’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.
<p>Te Tiriti o Waitangi</p>	
<p>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.</p>	<ul style="list-style-type: none"> <i>Tino rangatiratanga</i> - Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. <i>Equity</i> - Being committed to achieving equitable health outcomes for Māori. <i>Active protection</i> - 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. <i>Options</i> - 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. <i>Partnership</i> - 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.

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:

Employee

Date

Manager

Date