

Position Description

Employment Agreement:	PSA National Health Administration Workers Collective Agreement
Position Title:	Administration Officer
Service & Directorate:	Medical Assessment Unit
Location:	Dunedin
Reports to:	Charge Nurse Manager
DHB Delegation Level:	N/A
Number of direct reports:	None
Date:	26/02/2025

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>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: 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 us and to exhibit a sense of social and environmental responsibility.

PURPOSE OF ROLE

The key purpose of the role of Administration Officer is to effectively contribute to the smooth running of the unit by providing routine administrative support and taskings OR active day-to-day administrative coordination across a range of functions to the Medical Assessment Unit in a timely and efficient manner.

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. Measures performance against goals. Evaluates results.
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 at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
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.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
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 his/her 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 Southern	External to Southern
<ul style="list-style-type: none"> Other Southern Staff Managers at all levels of the organisation 	<ul style="list-style-type: none"> Patients, Families/whanau Visitors Stakeholders

PERSON SPECIFICATIONS		
Specification	Essential	Desirable
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Minimum level NCEA 2. 	
Experience	<ul style="list-style-type: none"> At least 2 years Administration experience. Customer service experience 	<ul style="list-style-type: none"> Health sector experience.
Knowledge and Skills	<ul style="list-style-type: none"> High standard of interpersonal communication skills, including written and verbal Evidence of good literacy and numeracy skills Knowledge and use of Microsoft Office Suite. 	<ul style="list-style-type: none"> Knowledge of health sector.
Personal Qualities	<ul style="list-style-type: none"> 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 relationships Willing to support and assist other staff as required Respect the privacy of individuals when dealing with personal information Strong attention to detail Ability to demonstrate strong personal initiative. 	

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

KEY ACCOUNTABILITIES	EXAMPLE OF SUCCESSFUL DELIVERY OF DUTIES AND RESPONSIBILITIES
Service Support	
<p>Provide high quality administrative support to all staff within the Medical Assessment Unit (MAU) by clinical staff as needed and the Charge Nurse Manager by:</p> <ul style="list-style-type: none"> Greeting patients and visitors on entry to MAU, confirming/updating details and processing their arrival in real time Processing admissions to, transfers and discharges from the Medical Assessment Unit: receiving admissions triage information from Change Nurse Manager or Nurse in Charge and entering it into the hospital systems including data entry of patient and diagnostic information into patient management systems and compiling patient charts to ensure they are available for use by clinical staff. Providing a documentation link between MAU and the Hospital to Home Service. Upon commencement of the Hospital to home service be the first point of contact for patients requesting assistance from the service – facilitate admission by compiling appropriate patient information in order to allow triage by relevant clinician. Processing documentation for short stay admissions, including entering contacts into PAS 	<ul style="list-style-type: none"> People entering MAU feel welcome. All relevant documentation accompanies the patient on their entry into and out of the Medical Assessment Unit. Admissions, transfers and discharges information is up to date in hospital systems Data and documentation relevant to the service is accurate and up to date and can be accessed quickly from electronic and paper filing systems. Incoming phone calls and emails are answered, and enquiries actioned; phone/email messages are cleared and acted on within agreed timeframes. Patient information for triage provided to relevant clinician within expected timeframes. Short stay admission information is accurate and up to date and available to clinicians at time of patient stay. Clinical notes are labelled before transfer to clinical coders.

<p>(Patient Administration system) and completing documentation required by clinicians for stay.</p> <ul style="list-style-type: none"> Label clinical notes and scan 'Shared Goals of Care' into the patient records as part of the discharge process and transfer notes to the Clinical Coders for coding. Respond to requests for information (phone, email and in person) from colleagues and patients. Screen calls to the Medical Assessment Unit in order to aid clinical staff in time of high workload. Mail room duties as rostered. Participate in team meetings and discussions. Take and distribute minutes for clinical meetings. Update One Staff as requested to accurately record changes in staffing and/or shift changes. Manage own workflow to enable effective service delivery (Keeping up to date with organisation, team, and system changes and updates, adjusting workflow as required) Review and update, set up and maintain effective electronic and paper filing systems to store data and process documentation required by the service. Order stationery, supplies and equipment, including requesting quotes as needed. Process invoices for equipment rented by the service with CNM or Nurse in Charge approval. 	<ul style="list-style-type: none"> Shared goals of care are uploaded to patient record prior to discharge. Phone calls into MAU are referred to the appropriate people at appropriate times. Incoming mail is collected, sorted, and distributed and outgoing mail is delivered to mailroom daily. Meeting minutes are accurately prepared and distributed to meeting participants in a timely manner. Own work and patient enquiries are prioritised according to agreed priority matrices. Requested supplies, stationery and equipment are ordered in a timely manner, with regular consumables monitored and ordered prior to exhaustion. Quotes for orders are sourced as required. Invoices for rental equipment are paid within expected timeframes.
<p>Other duties</p>	
<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience Acting as a role model for Southern's organisational values. 	<ul style="list-style-type: none"> Requests for assistance in own and other areas are responded to positively, demonstrating adaptability and willingness You conduct yourself in the workplace in ways that demonstrate the organisations values.
<p>Professional Development – Self</p>	
<ul style="list-style-type: none"> Identifying areas for personal and professional development and undertake agreed training/professional development activities. 	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager Performance objectives reviewed annually with your manager.
<p>Health, Safety and Wellbeing</p>	
<ul style="list-style-type: none"> Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern's Health, Safety and Wellbeing policies, procedures and systems. 	<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>Treaty of Waitangi</p>	
<ul style="list-style-type: none"> 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"> Partnership – 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. Participation – 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

	<p>work hard to remove barriers of access to health and education.</p> <ul style="list-style-type: none"> • Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
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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 Name

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Date

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Manager Name

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Date