

## Position Description

Employment Agreement:	PSA/DHB South Island Administrative MECA
Position Title:	<b>Booking Administrator</b>
Service & Directorate:	Surgical and Radiology Directorate
Location:	Dunedin Hospital
Reports to:	Team Leader, Clerical
Number of direct reports:	Nil
Date:	May 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>
<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

The key purpose of the role is to effectively contribute to the smooth running of the Radiology service and in particular the various modalities by providing efficient and timely administrative support functions that is responsive and flexible to the changing needs of the service / organisation.

To ensure the patient journey through the Radiology service is as stress free as possible for the patient, it is achieved in a timely and accurate manner utilising the Radiology and Hospital patient management systems.

## 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

<b>Customer Focus</b>	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
<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; doesn't misrepresent him/herself for personal gain.
<b>Managing Diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; supports equal and fair treatment and opportunity for all.
<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.

### Role Specific Competencies

<b>Quality Patient Centred Health System</b>	Excellent organisation skills so that work flows are managed well. Patients receive appropriate appointments in a timely manner according to the grades given. Wait lists are maintained and communicated
<b>Engaged and Capable Workforce</b>	Knows how to progress various procedures that require individual consultants. Has good communication skills both with internal radiology staff and other hospital staff to organise inpatient stays and patient preparation. Follows policies and procedures and understands the reasoning behind them. Provides the information that individuals require so patients are safely scheduled. Understands and practices the culture of SDHB. Listens to other team members and has an open style of communication. Is supportive of other team members.
<b>A Financially Sustainable Health System</b>	Has clear objectives and monitors work flow and workloads. Is aware of the demand and supply differential and monitors this regularly and communicates risks when required. Follows the processes of each modality so that everything is done consistently Designs feedback loops into processes and places steps to minimise risk.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
Radiology Consultants and Registrars	Patients and Whanau
Radiology Medical Imaging Technologists	Caregivers
Radiology Nursing Staff	Visitors
Radiology Management and Administration Staff	
Clinical Staff in other areas	
Nursing and Administration staff in other areas	

## PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
<b>Education and Qualification</b>	<ul style="list-style-type: none"> <li>Minimum Level 2 NCEA or equivalency</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to learn new systems and programmes</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>Excellent computer skills; proven experience in use of Microsoft Word, Excel, Outlook with the ability to learn other job specific programmes.</li> <li>Able to effectively manage workload with minimal supervision.</li> <li>Ability to work independently and as part of a team.</li> <li>High standard of verbal communication skills.</li> <li>A mature, adaptable and flexible approach to work is necessary to smoothly adjust to fluctuating workloads which necessitate frequent prioritising of work.</li> <li>A courteous, pleasant and helpful manner.</li> <li>The successful applicant should be capable of a high level of activity, personal motivation and have strong organisation skills.</li> <li>Evidence of good numeracy and literacy skills.</li> <li>Attention to detail a priority.</li> <li>At least 3 years administration experience.</li> </ul>	<ul style="list-style-type: none"> <li>This position would ideally suit a person who has worked within the Health Sector.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>.Works well within a team environment and is able to foster good interpersonal relationships with a willingness to support and assist other staff as required.</li> <li>Good interpersonal skills including ability to work effectively with people at all levels of the organisation.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Is dependable, honest and ethical; shows a high level of personal judgment and commitment illustrated by regularly attending and handling various pressures.</li> <li>• Acts with discretion, sensitivity and integrity at all times.</li> <li>• Is adaptable and flexible – open to change</li> <li>• Is focused on providing exceptional levels of customer service.</li> <li>• Is independent – able to prioritise work effectively, develops one’s own ways of doing things; able to guide oneself with little or no supervision.</li> <li>• Maintains an exceptionally high level of confidentiality.</li> </ul>
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**KEY RESULT AREAS:**

<b>You are Accountable for</b>	<b>You are Successful When</b>
<b>Living Our Values</b>	
<ul style="list-style-type: none"> <li>• Acting as an ambassador for our organisation, you model our agreed values, providing both our internal and external customers with exceptional service and care at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>You are kind:</b> You put people at the centre of their care, are attentive, helpful and caring. You treat people with respect and protect people’s dignity and privacy</li> <li>• <b>You are open and sincere:</b> You listen and hear with understanding and empathy. You keep people informed so they know what is happening. You speak up if you have a concern and accept feedback graciously.</li> <li>• <b>You are positive,</b> friendly and approachable and are always looking to improve. You aim for excellence, high quality and the best outcomes in everything you do. You are appreciative and encouraging.</li> <li>• <b>You are an active part of our community:</b> You are culturally sensitive, value people and build solid relationships. You are regarded as collaborative, trustworthy and trusting.</li> </ul>
<b>Service Support</b>	
<ul style="list-style-type: none"> <li>• Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information.</li> <li>• Keep an up to date desk file</li> <li>• Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties.</li> <li>• Demonstrate a willingness to adapt to changing needs of the service</li> <li>• Evaluate situations and identify existing or potential problems and opportunities.</li> <li>• Demonstrate excellent customer service skills by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.</li> <li>• Undertake duties associated with the position, as required to maintain an efficient service, including up-skilling as required/directed by the Team Leader.</li> <li>• All tasks are completed within set time frames.</li> <li>• Tasks are effectively managed to completion.</li> <li>• All duties performed to a high standard.</li> </ul>	<ul style="list-style-type: none"> <li>• All duties performed to a high standard</li> <li>• Prompt response to requests.</li> <li>• Enquiries are handled efficiently, promptly and appropriately.</li> <li>• Efficient transactional processing.</li> <li>• Adherence to work practice in line with organisation policies.</li> <li>• Accurate high quality documentation produced in a timely manner.</li> <li>• Incoming phone calls and visitors are given exceptional customer service.</li> <li>• Work is prioritised to ensure efficient service delivery.</li> <li>• Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> <li>• All health information queries are dealt with in a sensitive, courteous and prompt manner.</li> <li>• Looks for opportunities to improve processes and uses logic analysis to review information and present sound recommendations</li> </ul>

<b>Modality Administration Duties</b>	
<ul style="list-style-type: none"> <li>• Ensure triaging and uploading of referrals into the Radiology Information System (RIS) is completed in a timely manner.</li> <li>• Patients are informed of appointments in a timely manner.</li> <li>• Demonstrate a specialist knowledge for processing and booking of referrals and the pre-requisites and co-requisites for them.</li> <li>• Demonstrate a knowledge of patient preparation requirements for imaging.</li> <li>• Patients bookings are managed to best maximise the radiology resources available</li> <li>• Maintains the waitlist keeping data integrity and advises patients and referrers of delays and what options are available.</li> <li>• All patients and referrers are communicated with regarding the status of their referrals in a timely manner.</li> <li>• Clinical queries are referred to an appropriate person within the Radiology service.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately track details of referrals into relevant computer systems radiology requests / RIS ensuring data collection is accurate, timely and processes are followed as required.</li> <li>• Follows protocols and procedures and books as appropriate</li> <li>• Obtains the services of other services / specialists as required eg GA patients, liaise with Day Surgery as appropriate.</li> <li>• Appointments are made within the timeframes requested and patients are communicated with, through a number of communication channels available (ie phone, mail, text). Patients are called in for short notice clinics or cancellations.</li> <li>• Planned appointments are made within the correct follow up time.</li> <li>• All patients arrive prepared for their appointments, eg blood tests results are current.</li> <li>• In line with modality process patients are requested to confirm their appointments. Patients are phoned if they have no confirmed their appointment.</li> <li>• Follows procedures and knows the Health and Disability Commission (HDC) requirements regarding delays of scans.</li> <li>• Filing system / database is kept up to date and accurately maintained.</li> <li>• Waitlist letters are sent to patients and referrers in a timely manner.</li> <li>• Assist with booking interpreters when required for appointments</li> <li>• Ensure patients who are required to be charged for scans and examinations are invoiced and followed up appropriately and the appropriate information is given to patients regarding this, including non-residents.</li> </ul>
<b>Data Entry</b>	
<ul style="list-style-type: none"> <li>• Information is accurately entered and within set timeframes</li> <li>• Clarify patient data using various hospital data systems to resolve any inconsistencies.</li> </ul>	<ul style="list-style-type: none"> <li>• All forms are accessible and available as required</li> <li>• All patient details are confirmed and any changes entered into the patient management system are done in a timely manner.</li> </ul>
<b>Individual and Team Performance</b>	
<ul style="list-style-type: none"> <li>• Participate in and contribute to the functioning of the Administration team as well as the modality team to ensure the best outcome for the organisation.</li> <li>• Actively engage with and support colleagues taking personal responsibility for ensuring effective working relationships with all team members.</li> <li>• Work to ensure a cohesive team environment, with a responsibility for effective skills transfer and knowledge share.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation in the team.</li> <li>• Collegial support and strong working relationships evident with other team members.</li> <li>• Demonstrate a pleasant and accepting helpful attitude.</li> <li>• All duties performed to a high level.</li> <li>• The routine of the service is uninterrupted.</li> </ul>

<ul style="list-style-type: none"> <li>• Prioritise own workload and manage own time effectively</li> <li>• Information is communicate in a courteous and sensitive manner.</li> <li>• When workload allows, proactively assist other staff. Assist with duties from other modalities in line with service priorities.</li> <li>• Provide leave covers as required.</li> <li>• Be able to work efficiently and effectively unsupervised.</li> <li>• Order stationery and equipment as required through the service.</li> <li>• Actively participate in cover of reception duties in the absence of the Receptionist in conjunction with your team members.</li> </ul>	<ul style="list-style-type: none"> <li>• Work in conjunction with other staff in the department to provide a quality service (inclusive of housekeeping duties)</li> <li>• Maintain a current up to date desk file so relief staff can carry out duties of the position if required.</li> </ul>
<b>Reporting</b>	
<ul style="list-style-type: none"> <li>• Contribution to producing accurate reports within required timeframes.</li> <li>• Contribute to data reviews / reports for administration or clinical investigation as required</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate reports are produced in a timely manner.</li> </ul>
<b>Quality and Performance</b>	
<ul style="list-style-type: none"> <li>• Maintain professional and organisation quality standards,</li> <li>• Ensure delivered work is planned, delivered, and implemented consistently against quality standards</li> <li>• Continuously identify improvement opportunities to perform tasks in a most effective manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance is in alignment with HR quality audit standards, organisational requirements and professional standards.</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 the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</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>
<b>Health, Safety and Wellbeing</b>	
<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"> <li>• You understand and consistently meet your obligations under Southern DHB’s 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**

<p>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.</p>	<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>
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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

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Date

.....  
Manager

.....  
Date