**KEY ACCOUNTABILITIES:**

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| **The Secretary is responsible for:** | **The Secretary will be successful when:** |
| 1. **Confidentiality**

Ensure compliance with all the requirements of Canterbury District Health Board and the Privacy Act regarding confidentiality. | * All enquiries treated in total confidence.
* All material handled in strictest confidence.
* Positive feedback is received from staff, management or general public.
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| 1. **Customer Service**
 | * All consumers and their families who visit the service will be greeted warmly and given appropriate information as requested.
* All telephone calls are answered in a courteous and efficient manner.
* Messages are taken and given to correct recipient with the minimum of delay.
* Phones are diverted during breaks when away from the office.
* Positive feedback received from consumers and their families, staff, management or general public.
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| 1. **Administration Tasks**

Secretarial and administration duties completed with accuracy and in a timely manner. | * Information with patient management system is accurate and up to date.
* Preparation of referral and admission files and completion of discharge action on same.
* Clozapine scripts.
* Reassigning of cases for doctors and case managers.
* Blocking doctors’ diaries, booking meetings, etc.
* East typing.
* Dietician typing.
* Clozapine typing
* Deal with mail – Inwards and outwards.
* Preparation and filing to the DAMHS Office of all Mental Health Act papers in a timely and accurate manner.
* Typing for MDT form digital dictation or notes when required.
* All documentation to be typed in an accurate and timely manner with an error rate of less than 5%.
* Other administrative and miscellaneous duties related to the Service as may be required from time to time.
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| 1. **Quality**

Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement. | * Take an active role in quality activities.
* Identify areas for improvement.
* Apply the appropriate divisional policies and procedures.
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| 1. **Health and Safety**

Maintaining a high quality, safe and secure work environment by following relevant Canterbury DHB and divisional policies, protocols and standards. | * Unit meets the annual audit requirements set by the Canterbury District Health Board’s Health and Safety Council.
* Ensure you own safety and that of others.
* Report any hazards or potential hazard immediately.
* Make unsafe work situations safe or, if they cannot, inform your manager.
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June 2017

**The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi**

**and the overarching objectives of the New Zealand health and disability strategies.**

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| **Position Title:** | Secretary, [unit] |
| **Reports to:** | Clinical Manager |
| **Key Relationships** | **Internal:*** Administration staff
* Clinical team
* Other mental health units
* Other CDHB areas
 | **External:*** Service Users and their Families
* GPs
* Referrers
* NGO providers and other organisations
* General public
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| **Organisational Vision:** | The Canterbury District Health Board’s vision is to promote, enhance and facilitate the health and well being of the people of the Canterbury District. |
| **Organisational Values and Philosophy:** | The Canterbury DHB is committed to being an excellent and caring funder/provider of health and hospital services. Integral to the achieving our vision, goals and objectives of the DHB are the values of the organisation:* Care and respect for others
* Integrity in all we do
* Responsibility for outcomes
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| **Role Purpose:** | The ‘Secretary’ is responsibility for supporting the unit’s multi-disciplinary team to provide quality patient care and the efficient utilisation of resources.The key deliverables are:* Customer service and confidentiality
* Accurate and timely clerical support
* Administration are accurately completed
* Maintenance of team electronic roster (Microster)
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| **Complexity:** | Most challenging duties typically undertaken or most complex problems solved:* Prioritising work flow in high demand areas
* Responding empathetically to distressed or disturbed mental health service users, and their families
* Time management – preparation of ‘urgent; reports balance with ‘must complete’ tasks.
* Co-operate with the monitoring of workplace hazards and employees health.
* Ensure that all accidents or incidents are promptly reported to your manager.
* Seek advice from your manager if you are unsure of any work practice.
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*The intent of this position description is to provide a representative summary of the major duties and responsibilities reformed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.*

**PERSON SPECIFICATION:**

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| **Personal Attributes** |
| **Dimension** | **Description** |
| **Excellent communication skills** | * A genuine empathy with Service users and the public.
* Ability to answer telephones with courtesy.
* Maturity and ability to maintain confidentiality.
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| **Confidentiality** | * Maturity and ability to maintain confidentiality.
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| **Team work** | * Ability to work as part of a team.
* Ability to continue with positive team spirit under pressure.
* Ability to accept new responsibilities.
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| **Can-do attitude** | * Ability to handle changing pressures and high workload.
* Ability to use initiative wisely.
* Ability to work with minimal supervision.
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| **Qualifications and Experience** *(indicate years of experience required and level of learning)* |
| **Essential*** Ability to maintain confidentiality.
* Demonstrated previous secretarial experience.
* Knowledge/understanding of Microsoft Office applications.
* Excellent word processing skills.
* Minimum typing speed of 60 wpm.
 | **Desirable*** Knowledge of the Healthlinks database, SAP.
* PowerPoint and Outlook scheduler.
* Knowledge of medical terminology.
* A basic knowledge of spreadsheets.
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| **Key Behaviours** |
| * Ability to “work together” in a truthful and helpful manner.
* Ability to “work smarter” by being innovative and proactive.
* Accepts responsibility for actions.
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