**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. |
| 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. |
| 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. |
| 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. |
| 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. |

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 |
| **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 | |
| **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) | |
| **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. | |

*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. |
| **Confidentiality** | * Maturity and ability to maintain confidentiality. |
| **Team work** | * Ability to work as part of a team. * Ability to continue with positive team spirit under pressure. * Ability to accept new responsibilities. |
| **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. |