

## **POSITION DESCRIPTION**

March 2018

This Position Description is a guide and will vary from time to time and  
between services and/or units to meet changing service needs

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.

### **Organisational Vision**

The Canterbury District Health Board's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.

### **Organisational Values**

The Canterbury DHB is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the DHB are the values of the organisation:

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

### **POSITION TITLE:**

Administrator

### **REPORTS TO (Title):**

Service Manager - Paediatric Service

### **REPORTS ON A DAILY BASIS TO:**

Administration Team Leader - Paediatric Service

### **PRINCIPAL OBJECTIVE**

- To provide secretarial services and administrative support to assist the Paediatric Service in meeting the objectives and targets of the service.

### **FUNCTIONAL RELATIONSHIPS:**

#### **INTERNALLY:**

1	Team Leader / Administration Team members
2	Clinicians
3	Nurses
4	Service Manager
5	All CDHB staff

#### **EXTERNALLY:**

1	Patients and their families
2	General Practitioners and their staff
3	Staff from other District Health Boards and the Ministry of Health

## **The Administrator will be successful when:**

### **1. Effectively communicate with all internal and external clients**

- Dictated letters are completed within set timeframes
- Written work is presented and accurate.
- All letters and outgoing correspondence is processed and distributed within 24 hours of sign-off by clinicians
- All enquires and requests from DHB staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken.
- Effective working relationships are maintained with staff from other departments within Christchurch, Ashburton and Burwood hospitals.
- Good public relations and communication skills are practised at all times.

### **2. Patient flow is streamlined**

Time is managed well to support prioritisation and completion of competing demands.

- Patients and visitors to the department are greeted warmly and directed to the appropriate area.
- Patient management system is checked for patient demographics and updated as appropriate.
- All information required by CDHB Management is collected as per agreed protocols and business rules.
- Patients who are clearly unwell or infirm are referred immediately to nursing staff.

### **3. Undertake other duties and projects as reasonably directed by the Team Leader from time to time**

- Assistance with the overall service provision as workload determines.
- Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
- Front of house duties undertaken as directed by the Team Leader (including managing the arrival and departure of patients).

### **4. Communication**

- Positive and professional behaviours in all relationships
- Communication is clear, open, accurate and responsible
- Confidentiality is maintained
- Proactively seeks feedback
- Minutes that are recorded and circulated are read and actioned appropriately
- Contribute to a supportive environment in order to create a high functioning service

### **5. Quality**

- A quality service is provided by taking an active role in quality activities and identifying areas of improvement
- Be familiar with and apply the appropriate organisational and divisional policies and procedures

### **6. Health and Safety**

Maintain a high quality, safe and secure work environment by following relevant Canterbury DHB and divisional policies, protocols and standards.

All Canterbury DHB safe work procedures and instructions are observed

- Own safety and that of others is ensured
- All hazards or potential hazards are immediately reported
- Protective equipment is used when appropriate and protective clothing is worn when required

- Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed
- Workplace hazards and employees health is monitored
- All accidents or incidents are promptly reported to your manager
- The Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work, is activated when required
- Advice is sought from your manager if you are unsure of any work practice

#### **PERSON SPECIFICATION:**

- Be able to relate to patients and their families in a courteous and helpful manner.
- Be able to perform under periods of pressure.
- Ability to maintain confidentiality.
- Actively seeks feedback on opportunities to improve
- Be well groomed and appropriately dressed at all times.
- Ability to work together in a truthful and helpful manner.
- Ability to work smarter by being innovative and proactive.
- Accepts responsibility for actions.

#### **Qualifications & Experience**

##### **Essential:**

- Excellent keyboard skills (typing speed of 50-70 wpm)
- Excellent customer service skills – people focused
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem solving skills
- Ability to achieve accuracy and maintain attention to detail
- Ability to meet deadlines and work unsupervised
- A team player
- Intermediate user in the Microsoft suite of products e.g. Word, Outlook, Excel
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

##### **Desired:**

- Broad administrative experience in a health related field
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified