

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

October 2019

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.

Position Title:	Administrator	
Reports to:	Admin Team Leader / Clinical Manager, Child Development Service (CDS)	
Key Relationships:	Internal: <ul style="list-style-type: none"> ▪ Admin Team Leader ▪ Clinical Manager CDS ▪ CDS Therapists ▪ Secretary and Therapy Assistant CDS ▪ Paediatricians and other consultants ▪ Support Services – ISG, cleaners, Decision Support, Maintenance ▪ Health and Safety advisor ▪ Accounts Department ▪ Clinical Records Department ▪ Site Maintenance ▪ Students 	External: <ul style="list-style-type: none"> ▪ Children, parents, care givers and Whānau ▪ General Practitioners ▪ Enable New Zealand ▪ Other Early Intervention Providers ▪ Other public and private health sector health agencies ▪ Equipment providers ▪ Needs Assessment Service Lifelinks ▪ Explore Behaviour Support Service
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 & Philosophy:	<p>The Canterbury DHB is committed to being an excellent and caring funder / provider of health and hospital services. Integral to achieving our vision, goals and objectives of the DHB are the values of the organization:</p> <ul style="list-style-type: none"> ▪ Care & respect for others ▪ Integrity in all we do ▪ Responsibility for outcomes 	
Role Purpose:	<p>The key purpose of the role is to provide Clerical Support to the Clinical Manager and Therapists in the Child Development Service as well as other CDHB teams holding clinics at Montreal House.</p> <p>Work must meet CDHB standards (and Ministry of Health targets) for booking practices, with guidance from the Team Leader, Clinical Manager or Triaging Clinician.</p> <p>This includes the booking appointments, arriving and departing patients attending outpatient clinics held at Montreal House.</p> <ul style="list-style-type: none"> • Appointments are booked using South Island Patient Care System (SI PICS); patients arrived and departed; follow up bookings made as required. 	

	<ul style="list-style-type: none">• Word processing, spreadsheets, desktop publishing and databases are produced accurately and in a timely manner.• Documents are entered into Health Connect South (HCS) as required.• Filing is completed accurately and in a timely fashion.
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none">• The wide range of considerations when booking outpatient appointments e.g. planning, scheduling and communicating appointments to patients• Being mindful of patient needs and constraints to assist patient booking.• Managing daily, weekly workload.

The Administrator will be successful when:

1. Patient flow is streamlined

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

Front of house duties:

- Front of house duties undertaken as directed by the Team Leader /Clinical Manager.
- Patients and visitors to the department are greeted warmly and directed to the appropriate area.
- Patient booking system is checked for patient demographics and updated as appropriate.
- Patient confidentiality and privacy is maintained at all times.
- All information required by CDHB Management is collected as per agreed protocols and business rules.
- Telephone messages are forwarded as required.

2. Standardised booking processes are followed contributing to a high performing booking system

Outpatient Bookings

- Referral letters are managed as per CDHB Elective Services Guidelines (Orange Book V2).
- All data is entered into SI PICS accurately and in a timely manner.
- Appointments are made and appointment letters are sent in advance in accordance with the current policy.
- Patient appointments are monitored to keep within Departmental and MOH guidelines.
- New patient files are collated and filed.

3. Coding and data entry of relevant patient information is completed

- All CDHB coding and SI PICS system is updated for accurate reporting and service planning.

4. Effectively communicate with all internal and external clients

- 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, other hospitals and service providers.
- Good public relations and communication skills are practised at all times.
- Privacy is maintained at all times and people treated respectfully.

5. Works collaboratively with team members

- Gains an understanding of roles of team member's
- Gains an understanding of departmental protocols and systems.
- Works collaboratively with secretary, therapy assistant to provide continuity at reception
- Covers breaks on a daily basis

6. Provides cover for secretary when on leave

- Greets children and families at reception and responds to telephone enquiries
- Completes typing and saves documents in Health Connect South (HCS)
- Orders site maintenance requests as required.
- Oversees electronic car booking system as required.
- Takes minutes of team meetings as required.
- Monitors staff movements on in/ out board and responds when they are overdue according to protocols.

7. Undertake other duties and projects as reasonably directed by the Team Leader / Clinical Manager 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.

8. Communication

- Positive, respectful and professional behaviours in all relationships are role modelled
- Communication is clear, open, accurate and respectful.
- Confidentiality is maintained
- Communicates clearly and 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
- Attend and contribute to team meetings as required.

9. 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

10. 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 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 to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- 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 SI PICS an advantage)
- 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