

Last reviewed 24/01/2020

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.

<b>Position Title:</b>	<b>Administrative Team Leader, Sexual Health Centre</b>	
<b>Reports to:</b>	Charge Nurse Manager	
<b>Leads:</b>	Sexual Health Centre Administrative Team i.e. 2 part time Receptionists, 1 Medical Secretary	
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"><li>• Charge Nurse Manager</li><li>• Clinical Director</li><li>• Sexual Health Administrative team</li><li>• Service Manager</li><li>• Sexual Health Centre staff</li><li>• Other CDHB services/departments</li></ul>	<b>External:</b> <ul style="list-style-type: none"><li>• Patients/visitors and their family/carers</li><li>• Family Planning</li><li>• General Practitioners</li><li>• Non-government organisations</li><li>• National Cervical Smear programme</li></ul>
<b>Organisational Vision:</b>	The Canterbury District Health Board's vision is to promote, enhance and facilitate the health and wellbeing of the people of Canterbury.	
<b>Organisational Values &amp; Philosophy:</b>	The Canterbury DHB is committed to be 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 organization: <ul style="list-style-type: none"><li>• Care &amp; respect for others</li><li>• Integrity in all we do</li><li>• Responsibility for outcomes</li></ul>	
<b>Role Purpose:</b>	Develop and coordinate the provision of effective and efficient reception services for the Sexual Health Centre.	
<b>Complexity:</b>	Most challenging duties typically undertaken, or most complex problems solved: <ul style="list-style-type: none"><li>• Leadership of the Sexual Health Centre administrative team - ensuring that direction and objectives are clearly understood by all reception team members</li><li>• Prioritisation, equitable allocation and completion of administrative/reception services work to required standards and within agreed timeframes</li><li>• Development of the Sexual Health Centre administrative team ensuring they have the skills, knowledge and resources to carry out required tasks</li><li>• Contribute to the review, development and implementation of best practice administrative processes across the service cluster/ Christchurch combined campus.</li></ul>	

The Administrative Team Leader is responsible for:	The Administrative Team Leader will be successful when:
<p><b>1. Leadership of the Sexual Health Centre administrative team</b></p>	<ul style="list-style-type: none"> <li>• Patient confidentiality and privacy is always maintained .</li> <li>• Sensitive information is handled in a professional manner.</li> </ul> <p><b>Leadership:</b></p> <ul style="list-style-type: none"> <li>• The Sexual Health Centre administrative team are engaged and kept informed of changes and developments through effective communication strategies.</li> <li>• Leadership and support to the Sexual Health Centre administrative team ensures delivery a high level of effectiveness, efficiency and customer service.</li> <li>• Morale of the administrative team is maintained at a high level.</li> <li>• Issues/complaints around non-performing team members are addressed and suitable strategies to improve work standard are put in place. This may include liaising with the clinical managers and/or HR.</li> <li>• Administrative costs are kept within budget (external ordering authority up to \$200).</li> <li>• Administrative team annual leave is well managed – and kept below maximum (240 hours).</li> <li>• Understand Microster to provide understanding of variances administrative team members may encounter in their pay</li> </ul> <p><b>Team development:</b></p> <ul style="list-style-type: none"> <li>• Administrative team members are fully trained and are constantly encouraged to work towards enhancing their skills.</li> <li>• Regular performance reviews (at least annually) are undertaken for the reception services team.</li> <li>• Position descriptions are reviewed/updated as part of the annual performance reviews.</li> <li>• A Development plan is in place for each administrator.</li> </ul> <p><b>Process improvement:</b></p> <ul style="list-style-type: none"> <li>• There is constant striving to improve Sexual Health Centre reception/administrative processes and systems.</li> <li>• Relationships are built to enable mobilisation of support from the wider organisation as required</li> <li>• Represent the Sexual health administrative team at Planning and Quality meetings</li> </ul>
<p><b>2. Prioritisation, equitable allocation and completion of reception services work to required standards and within agreed timeframes</b></p>	<p><b>Clinic support:</b></p> <ul style="list-style-type: none"> <li>• Accurate clinic lists are available for clinicians at the start of each day.</li> <li>• Do not attends and cancellations are highlighted to clinicians.</li> <li>• All Referral letters are replied to within 4 weeks.</li> <li>• Recall lists are completed ensuring that all patients who are on <i>recall</i> are sent an appointment for follow-up or clinician alerted.</li> <li>• All patient information is checked prior to the patient being seen.</li> </ul>

	<ul style="list-style-type: none"> <li>• Incoming MedTech results are correctly matched and the results process carried out.</li> <li>• Patient documents are filed accurately and can easily be retrieved.</li> </ul> <p><b>Reception services:</b></p> <ul style="list-style-type: none"> <li>• There is a smooth flow of patients through reception.</li> <li>• Adequate reception cover across Sexual Health Centre is consistently maintained.</li> <li>• Relieve in the absence of other reception services team members.</li> <li>• Face to face reception duties/telephone enquiries are managed appropriately and in a pleasant and customer focused manner.</li> <li>• Accurate telephone messages and contact numbers are taken and promptly passed to the appropriate team member.</li> <li>• Reception and waiting areas are kept tidy and professional</li> </ul> <p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Inwards correspondence is promptly distributed to relevant staff or opened and actioned if appropriate.</li> <li>• Faxes are transmitted promptly, and incoming faxes distributed as soon as possible to the intended recipient.</li> <li>• Information is collated for monthly statistical analysis, presented at monthly Sexual Health Centre clinic meetings – and is easily understood by attendees.</li> </ul> <p><b>Transcription services are delivered:</b></p> <ul style="list-style-type: none"> <li>• All clinic letters are transcribed within agreed timeframes</li> <li>• Letters are finalised and signed off by consultant</li> <li>• Other typing is completed as requested</li> </ul>
<p><b>3. To maintain own personal development and a high degree of personal competence in the position.</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate high level verbal/written communication skills</li> <li>• Demonstrate professional attitude and appearance</li> <li>• To foster good public relations with all health service employees and members of the public.</li> <li>• To value and practice the principles of the Treaty of Waitangi</li> <li>• Seek and attend learning opportunities appropriate for the position.</li> </ul>
<p><b>4. Other duties as directed by the Charge Nurse Manager</b></p>	<ul style="list-style-type: none"> <li>• All duties required to be performed in the best interests of CDHB are carried out in a competent and efficient manner and completed on time.</li> </ul>

**PERSON SPECIFICATION:**

<b>Qualifications &amp; Experience</b> <i>(indicate years of experience required and level of learning)</i>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in leading a team</li> <li>• Demonstrated strong customer focus and approachability that encourages communication and contributes to a positive team environment.</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Diploma in Business Administration Level 4</li> <li>• Project management qualification</li> <li>• Customer service certificate e.g. KiwiHost or similar</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrated ability to understand and clearly communicate information and ideas, both in writing and verbally.</li> <li>• Demonstrated experience in a role that required a high level of integrity and the application of confidentiality of information principles.</li> <li>• Demonstrates a high level of diplomacy and interpersonal skills – ability to facilitate sensitive issues when necessary.</li> <li>• Demonstrated success in leading and delivering improvement initiatives</li> <li>• Demonstrated ability to remain calm under pressure</li> <li>• Intermediate user of Microsoft Office suite e.g. Word, Excel and Outlook etc</li> <li>• Excellent organisational skills with the ability to prioritise</li> <li>• Accurate grammar and punctuation</li> <li>• An understanding of the needs to maintain confidentiality</li> <li>• Accepts responsibility for actions.</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of <b>Medtech32</b> system</li> <li>• Working knowledge of medical terminology</li> <li>• Previous experience using a patient management system</li> <li>• Previous experience in a similar health or allied field reception area</li> <li>• Previous experience with payroll applications (e.g. Microster)</li> <li>• Previous experience with supply/ordering applications (e.g. Oracle)</li> </ul>
--	--

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.