

November 2021

**The West Coast 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:** | Administrator – Mental Health & Addictions Service - Central | |
| **Reports to:** | Clinical Manager Mental Health Services Central | |
| **Key Relationships:** | Internal:   * Clinical Manager * Psychiatrists (including locums) * Clinical Nurse Managers / Team Leaders * MHS clinicians & case managers * Pukenga Tiaki * Administration Staff across West Coast DHB * Information Systems Group (ISG) * Operations Manager * Medical records * Other DHB staff | External:   * Patients * Families/Whanau & members of the public * Other Public & Private Healthcare Providers * Government Agencies e.g. MOH, WINZ, ACC, MSD, Oranga Tamariki, Police * Greymouth District Court, lawyers, District Inspector * Non-Government Organisations * Other agencies archive NZ |
| **Role Purpose:** | The role is responsible for providing administration support to the Mental Health & Addictions Service (MH&AS) of the Central locality, including welcoming patients and visitors in a professional and friendly manner. The administrator ensures that the services provided to both users and staff meet the need for confidentiality, sensitivity, quality and efficiency.  Whilst the role is based in the Central locality (i.e. Greymouth), it should be noted that some of the clinical specialties it supports operate across the Coast.  Key team deliverables are in conjunction with peers:   * Core Secretarial duties for Central CMH teams * Reception duties for Grey CMH * Medical typing- reports, clinical notes, GP letters Secretarial support for medical staff * Management of incoming and outgoing correspondence for the service * Accurate input of PRIMHD Data Entry * Maintaining the clinical record system for Mental Health and Addiction Services, including file tracking system * Processing requests for information under the Health & Information Privacy Code 2020 | |
| **Complexity:** | Most challenging duties typically undertaken or most complex problems solved:   * Balancing the expectations and varying priorities of staff, patients and visitors * Attending to multiple demands within short timeframes * Maintaining a professional approach when dealing with conflict or poor behaviours, and escalating to clinical staff and/or management if necessary * Assisting with fulfilling audit requirements and gathering evidence * Appropriately assessing and responding to emergency situations | |

**KEY ACCOUNTABILITIES:**

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| **The Administrator / Receptionist role is responsible for:** | |
| 1. **Honouring Cultural Diversity** | * Demonstrates commitment to Treaty of Waitangi principles when working with tangata whaiora and whanau. * Consistently demonstrates awareness and sensitivity of cultural differences when working with patients and their families/whanau, and when working with clinical and non-clinical colleagues across the WCDHB. * Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues. |
| 1. **Front of House Managing the point of entry and patient management** | * Tasks to be performed in-line with relevant policies and procedures * Visitors and service users/patients are to be greeted in a professional and friendly manner in person and/or on the phone. * A high standard of customer service is expected to be maintained. * All queries are to be addressed in a polite and prompt manner, escalated when appropriate. * Patients to be informed of MHS policies and processes. * Alert clinical staff immediately if patients or whanau appear very unwell or upset. * Work with the team to ensure relevant standards are achieved. * Deal with patient complaints in a sensitive manner, directing these to the appropriate service or personnel. |
| 1. **Mental Health Act & DAMHS Administrator support** | * Work with DAMHS, DAMHS Administrator and/or clinical colleagues to understand and support the process :   + Maintain current and accurate records as required legislatively for the Mental Health Act.   + Ensure clinical and judicial reviews are completed as required.   + Liaise with the District Inspector, Lawyers and CDHB DAMHS office as necessary.   + Support Director of Area Mental Health Services (DAMHS) with administrative tasks related to their role.   + Maintain data base for Duly Authorised Officer and revalidation support   + Support annual audit processes related to the Legal requirements |
| 1. **Administration and Managing Records** | * Accurate data entry as required, including opening and closing referrals on the relevant patient management systems. * Clinical typing of letters and/or reports within specified timeframes. * Setting up of clinics – including booking clinic rooms, the appointments and supporting clinical staff. * Perform all administrative tasks in-line with policies and processes outlined in MHS documents * Patient files are maintained in line with agreed standards and made available to clinicians as required. * Patient notes are filed in a secure and timely way. * Provide assistance with correspondence, photocopying, scanning, laminating, binding and mail. * Archive documentation as appropriate. * Maintain and support the service administration interface with MHS colleagues in other localities. * Liaise with the ISG Department to promote prompt problem solving with phone system and computers to ensure minimal disruption to the service. * Ensure that any paper based records are accurate, complete and readily accessible to authorised users. * Electronic patient records are updated when required e.g. managing electronic referrals received via HCS. * Processing requests for information via agreed processes and timeframes. |
| **5. Data Entry/PRIMHD** | * Provide leave cover/back up for IPU Admin tasks such as   + Maintain records of patient admission, discharges, leave maintenance and transfers   + Enter Seclusion/Restraint/Use of force events into the electronic register and maintain a paper based register   + Enter Ward attendances in iPM   + Enter MH referrals as required   + Maintain a spreadsheet of planned/crisis respite admissions and discharges   + Ensure all IPU Doctor contacts with patients are recorded accurately and in a timely manner |
| **6. Providing access to goods, equipment and services** | * Work alongside other administrative colleagues to ensure:   + Ordering of general supplies (e.g. stationery and kitchen products) in iPROC / Oracle.   + Working with Orbit to book staff travel and/or emergency patient accommodation.   + Any equipment is issued and returned in a timely manner.   + Lodging BEIMS requests for Facilities services (e.g. repairs and maintenance). |
| 1. **General** | * Patient confidentiality is respected and maintained at all times. Any information or document with a patient’s name or readily identifiable information, must be kept confidential and not be able to be seen by members of the public or other visitors. * Personal and professional boundaries are maintained. * Commitment to ongoing self-development. * Mandatory training is completed within timeframes. * Undertake any other responsibilities or duties that may reasonably be required. * Assist manager to arrange cover for any planned period of absence. |
| 1. **Health and Safety** | * Maintain a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards. * Keep yourself safe, advising OSH representative of any hazards. * Responsibility is taken for own health and safety to ensure that no action or inaction will cause harm to self or any other person. * Compliance with the WCDHB’s Health and Safety policy and procedures, and participation in plan development and Health and Safety Training as appropriate. * Health and safety issues are brought to the attention of the Health and Safety representative. * Health and safety incidents are documented on Safety 1st. * Ensure MHS compliance with its obligations to safe and efficient fire evacuations. * Assist with the coordination of emergency and contingency planning, and monitor the resources and materials required in an emergency. |
| 1. **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. |

**PERSON SPECIFICATION:**

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| **Qualifications & Experience** *(indicate years of experience required and level of learning)* | |
| **Essential**   1. Excellent customer 2. A positive attitude with well-developed interpersonal skills - people focused and empathetic 3. Able to maintain confidentiality and use discretion 4. Minimum of one to two years office experience in similar role 5. Able to work unsupervised and prioritise workloads 6. Intermediate to advanced user in Microsoft suite (e.g. Word, Outlook, Excel) 7. High level of written and verbal communication skills 8. Ability to achieve accuracy and maintain attention to detail 9. Willingness to learn and embrace new technology/systems 10. Possess a high level of initiative and accountability 11. Works collaboratively within team environment 12. Ability to work with a cross section of the community 13. Excellent organisational, time management and problem-solving skills 14. Cultural sensitivity, with an understanding of the principles and articles if the Treaty of Waitangi. | **Desirable**   * Broad administrative experience in a health-related field * Knowledge of medical terminology * Familiarity with the public hospital system (including patient management systems) * Awareness and acceptance of people of differing cultural backgrounds * Ability to flex up and provide additional staff cover * Understanding the Privacy Act * Dictaphone typing experience * Previous experience with Dictaphone typing utilising Winscribe and Med Doc’s * Previous minute taking experience |

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.

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| *Signed on behalf of West Coast District Health Board* |  | *I accept the terms and conditions as outlined in this Position Description* |
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| ***Name:***  ***Position:***  **West Coast District Health Board** |  | ***Name:***  Receptionist/Administration  **West Coast District Health Board** |