

# 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 2021

**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>Administrator</b> (90% or more of the role is focused on transcription duties)   |   |
| <b>Reports to:</b>                             | Team Leader   |   |
| <b>Key Relationships:</b>                      | <b>Internal:</b> <ul style="list-style-type: none"><li>• Team Leader/administrative team members</li><li>• Service Manager</li><li>• Clinicians</li><li>• Wards and other staff</li></ul>   | <b>External:</b> <ul style="list-style-type: none"><li>• Patients and their families</li><li>• General practitioners</li><li>• Other public and private health sector health agencies</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 the Canterbury District.  |   |
| <b>Organisational Values &amp; Philosophy:</b> | 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: <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>                           | The key purpose of the role is to work to carry out Transcription duties to CDHB standards and targets, with guidance from the Team Leader, Service Manager and Clinical Director/Triaging Clinician.<br><br>Other duties may include arriving and departing patients attending an appointment and/or the tasks associated with booking of appointments to ensure patients receives treatment within CDHB and MoH guidelines. |   |
| <b>Complexity:</b>                             | Most challenging duties typically undertaken, or most complex problems solved: <ul style="list-style-type: none"><li>• Multiple competing sensory demands when transcribing</li><li>• Concentration required when checking information and when answering queries from staff, public, patients; may be required to switch tasks to prioritise urgent activities</li><li>• managing daily, weekly workload.</li></ul>          |   |

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

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

#### **Transcription duties:**

- Dictated letters are completed within set timeframes (usually 3-5 days)
- 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 services and sites across CDHB.
- Good public relations and communication skills are always practised.

#### **Front of house duties:**

- 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.

### **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).
- All data is entered into the patient management system accurately and in a timely manner.
- All urgent referrals are allocated to the earliest possible clinic.
- 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.
- Clinical opinion is obtained regarding any re-categorisation queries from General Practitioners or other referral sources.
- Vacant appointment spaces are filled to ensure an efficient flow of patients through all clinics.
- Cancellations are kept to a minimum by liaising with medical staff over conference and other leave commitments.
- Patient documents/results are available before the clinic commences.
- Post-clinic tasks are followed up and completed including coding and follow up/discharge of non-attenders (DNA).
- Interpreter service is arranged as required.

|  |
|--|
| <b>3. Coding and data entry of relevant patient information is completed</b>   |
| <ul style="list-style-type: none"> <li>• All CDHB coding and patient management systems updated for accurate reporting and service planning.</li> </ul>  |
| <b>4. Undertake other duties and projects as reasonably directed by the Team Leader from time to time</b>  |
| <ul style="list-style-type: none"> <li>• Assistance with the overall service/cluster provision as workload determines.</li> <li>• Additional duties are carried out in the best interest of the service/cluster and in a competent and efficient manner.</li> <li>• Front of house duties undertaken as directed by the Team Leader (including managing the arrival and departure of patients).</li> </ul>   |
| <b>5. Communication</b>  |
| <ul style="list-style-type: none"> <li>• Positive and professional behaviours in all relationships</li> <li>• Communication is clear, open, accurate and responsible</li> <li>• Confidentiality is maintained</li> <li>• Proactively seeks feedback</li> <li>• Minutes that are recorded and circulated are read and actioned appropriately</li> <li>• Contribute to a supportive environment to create a high functioning service</li> </ul>  |
| <b>6. Quality</b>  |
| <ul style="list-style-type: none"> <li>• A quality service is provided by taking an active role in quality activities and identifying areas of improvement</li> <li>• Be familiar with and apply the appropriate organisational and divisional policies and procedures</li> </ul>  |
| <b>7. Health and Safety</b>  |
| <p>Maintain a high quality, safe and secure work environment by following relevant Canterbury DHB and divisional policies, protocols and standards.</p> <p>All Canterbury DHB safe work procedures and instructions are observed</p> <ul style="list-style-type: none"> <li>• Own safety and that of others is ensured</li> <li>• All hazards or potential hazards are immediately reported</li> <li>• Protective equipment is used when appropriate and protective clothing is worn when required</li> <li>• Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed</li> <li>• Workplace hazards and employee's health is monitored</li> <li>• All accidents or incidents are promptly reported to your manager</li> <li>• The Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work, is activated when required</li> <li>• Advice is sought from your manager if you are unsure of any work practice.</li> </ul> |

## **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.**