

STATEMENT OF ACCOUNTABILITY

Administrator – Ashburton Health Services

TEAM	Administration – Ashburton Health Services
POSITION TITLE	Administrator
REPORTS to	Administration and Operations Manager

OUR CULTURE

At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

As a member of the Administration Services Team, this role has shared accountability for:

- **Providing** an excellent customer experience for patients, staff and visitors to the Canterbury and West Coast District Health Boards'
- **Supporting** scoping, discovery and alignment of work to the strategic priorities of Commercial Support.
- **Fostering** a collaborative culture and connectedness across the team, organisation and wider health system.
- **Communicating** widely to be transparent in what we do and build trust in the services we provide.
- **Growing** ourselves and our team; embracing all opportunities for everyone to have access to further training or education internally and with nationally recognised training organisations.
- **Ensuring** we provide services that consider everyone's Wellbeing, Health & Safety

This shared accountability will be exercised in support of the organisations commercial support strategy and operating model, whereby the commercial support team members lead the establishment, development and maintenance of the services that we provide

MY ROLE RESPONSIBILITY

The **Administrator – Ashburton Health Services** is responsible for:

- Ensuring administration duties are undertaken as directed and that patients and visitors are greeted warmly and directed to the appropriate location.
- Ensuring confidentiality and privacy are always maintained and information required by CDHB is collected as per agreed protocols and business rule

- Ensuring bookings are made in line with Orange book guidelines and established processes within the organisation, ensuring a strong partnership is maintained with speciality services within the CDHB
- Ensuring data is entered into the patient management system in a timely manner.
- Ensuring clinical opinion is obtained regarding any re-categorisation queries from GPs or other referral sources, and in the event of rescheduling patients.
- Ensuring vacant clinic spaces are filled to optimise clinic resources and efficient patient flow
- Ensuring processes and sound practice of post clinic tasks – outcoming DNAs etc
- Ensuring CNM Integration and Community has accurate information on waitlists, clinic capacity and any constraints occurring the planned clinic space.
- Ensuring administration support in the AAU is to a standard where you are a significant contributor to patient flow in this location.
- Managing several tasks simultaneously and dealing with various situations as they present, especially during busy periods.
- Attendance at relevant courses and programmes as approved by the Manager to ensure regular development and learning opportunities are utilised.
- Ensure excellent communication creates sound and positive relationships with all stakeholders internal and external
- A safe working environment is maintained at all times.
- Performing other duties as requested by the manager

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities:

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of the Te Tiriti o Waitangi and implements the DHB's vision of ensuring equitable outcomes for Maori.
- **Enhancing People Performance** - Improve performance and bring out the best in people; to deliver high quality results for patients.
- **Enhancing Team Performance** - Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
- **Achieving Through Others** - Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
- **Identifying and Developing Talent** - Encourage and support diversity and build the people capability required to deliver outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

Qualifications, experience, knowledge and skills:

Essential

- Excellent customer service skills
- Technically savvy – quick at picking up new systems and applications
- Competent user of the Microsoft suite
- 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
- High level of written and verbal communication skills

- Demonstrated perceptiveness and a proactive approach in an administrative role

Desirable

- Broad Administrative experience in a health-related field
- Knowledge of medical terminology

**MY RELATIONSHIPS
TO NURTURE**

Internal

- Administration and Operations Manager
- Administration Team
- Service Managers
- Clinicians
- All services on campus, inpatient, outpatient and community.

External

- GPs and other health providers
- Patients & their Families
- Other DHBs within New Zealand

**OUR WELLBEING,
HEALTH AND SAFETY**

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.