

STATEMENT OF ACCOUNTABILITY

Administration Team Supervisor

TEAM

Respiratory, Gastroenterology, Infection Management Service, and Nephrology Administration Services

ROLE TITLE

Administrative Supervisor

REPORTS TO

Team Leader

OUR CULTURE

At our DHB, we are committed to honouring 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 Respiratory, Gastroenterology, Infection Management Service, and Nephrology Administration Teams, this role has shared accountability for:

- Coordinates smooth patient flow through the Services.
- Maintains administration integration across all Service teams.
- Identifies areas of constraint to patient flow and works with the service leadership team to implement solutions.
- All bookings and transcription throughput are monitored to keep within service and MOH guidelines.
- Waitlists are monitored, reported and acted upon in line with service requirements.
- Regular DNA audits are undertaken and acted on accordingly.

MY ROLE RESPONSIBILITY

The **Administrative Supervisor** provides day-to-day supervision of an administration team; providing technical advice and expertise, guiding the team to deliver in an effective, efficient and high-quality manner, alongside handling a portfolio of tasks. The Supervisor supports the Administrative Team Leader to maintain patient flow and meet the ongoing changing needs of the Services.

Specifically, the role is responsible for:

- Supporting the clinical team and patient flow by supervising the delivery of a continuous, high-quality service.
- Working with team members to support an equitable spread of work.
- Supporting the development of a team culture which ensures that the patient is at the centre of our work.
- Working with the Team Leader to support engagement with clinical staff and ensuring that expectations of service are aligned with resources.
- Ensuring that up to date and complete documentation is maintained for all administrative processes and procedures in conjunction with the quality framework.
- Monitoring activity to ensure agreed processes and procedures are adhered to and result in a high level of data and systems integrity.

- Team members are supported to be effective and efficient in their roles through the provision of orientation, training and coaching.
- Administration outputs and outcomes are measured through monitoring of agreed key result areas to provide reporting as necessary, and to identify improvement opportunities that will increase both the quantity and quality of the patient experience.
- Patient and staff complaints or incidents are managed in a timely and people-centric manner ensuring that the root cause of the concern is identified, and actions taken to prevent or mitigate the situation in the future.
- Contributing to project activity to support timely, quality and cost-effective delivery.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads People leadership focus:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of 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

- At least 2 years supervisory experience of a small to medium team
- Proven success as a supervisor of an administrative team
- An expert SI PICS (South Island Patient Information Care System) user
- Knowledge, understanding and ability to apply MOH Planned Care (or Elective Services Guidelines)
- Experience with data management and information systems
- Experience and familiarity with administrative procedures and tools (e.g. Word processor, Spreadsheet).
- Exceptional diplomacy and interpersonal skills – ability to facilitate sensitive issues when necessary, negotiating and influencing.
- Demonstrated success in leading and delivering on improvement initiatives.
- Demonstrated strong customer focus.

Desirable

- Experience working in a tertiary hospital
- Qualification in people management or business/information processes

MY RELATIONSHIPS TO NURTURE

Internal:

- Administration Team Leader
- Administrative team members
- Service Managers/Clinical Director(s)/Clinicians
- Other CDHB Clinical, Business and Administration Staff
- Finance – limited to pay roll and procurement

External:

- Consumers and family/whanau
- Other health providers
- Health related groups
- Health NZ
- Vendors and Suppliers

OUR WELLBEING, HEALTH AND SAFETY

At our DHB, we are 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 is important to look after yourself 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.

MY CLINICAL CAPABILITIES

Not applicable