

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

March 2024

Te Whatu Ora – Health New Zealand Waitaha Canterbury is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Administrator, Clinical	
Reports to:	Administration Team Leader and supervisors	
Key Relationships:	Internal: <ul style="list-style-type: none"> • Team Leader/administrative team members • Service Manager • Clinicians • Wards and other staff 	External: <ul style="list-style-type: none"> • Patients and their families • General practitioners • Other public and private health sector health agencies
Organisational Vision:	Waitaha Canterbury's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values & Philosophy:	Waitaha Canterbury 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"> • Care & respect for others • Integrity in all we do • Responsibility for outcomes 	
Role Purpose:	The key purpose of the role is to carry out transcription duties and work to Waitaha Canterbury standards (and Ministry of Health targets) while providing administration support to assist the service in meeting the objectives and targets of the service, with guidance from the admin supervisors, Team Leader, Service Manager and Clinical Director.	
Complexity:	Most challenging duties typically undertaken, or most complex problems solved: <ul style="list-style-type: none"> • Focus on customer service for both our patients and clinical teams • Managing daily, weekly workload. 	

The Administrator will be successful when:

1. Customer Service

- A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services
- Patient confidentiality and privacy is always maintained.

2. Clinical system processes are standardised

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

Administration Support:

- All enquires and requests from Te Whatu Ora staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken.

3. Communication

- Positive and professional behaviours in all relationships are role modelled
- Communication is clear, open, accurate and responsible
- Confidentiality is maintained
- Communicates clearly and proactively seeks feedback
- Minutes that are recorded and circulated are read and actioned appropriately
- Contribute to a supportive environment in order to create a high functioning service.

4. Undertake other duties as reasonably directed by the Team Leader

- *Assistance with the overall service provision as workload determines.*
- *Additional duties are carried out in the best interest of the service and in a competent and efficient manner.*

5. Training and support

- Requests for training and support are made through the team leader and are specific
- Support and training is provided for others as requested by the team leader.

6. 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.

7. Health and Safety

Maintain a high quality, safe and secure work environment by following relevant Waitaha Canterbury and divisional policies, protocols and standards.

All Waitaha Canterbury safe work procedures and instructions are observed

- Own safety and that of others is ensured
- All hazards or potential hazards are immediately reported
- Protective equipment is used when appropriate and protective clothing is worn when required
- Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed
- Workplace hazards and employee health is monitored
- All accidents or incidents are promptly reported to your manager
- The Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work, is activated when required
- Advice is sought from your manager if you are unsure of any work practice.

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 *(indicate years of experience required and level of learning)***Essential:**

- Excellent customer service skills – people focused
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy
- Maintain attention to detail
- Ability to meet deadlines and work unsupervised
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills (50 – 70 wpm)
- 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
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system).

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