

# Statement of Accountability

## VIP Administrator

**Team: Tiaki Whanau - Child and Family Safety Service**

**Position Title: VIP Administrator**

**Reports to: Clinical Manager – Natalie Cookson**

### **PRINCIPAL OBJECTIVES**

**Kaiāwhina | Administrator – Tiaki Whanau - Child and Family Safety Service**

**Mō te tūnga | About the role**

The Child and Family Safety Service team works with health professionals to identify, support and refer cases where partner abuse is occurring. The team also offers an advisory service to staff regarding partner abuse and child protection concerns. This role involves a mix of data entry and general administrative duties.

Coming from an administration background, your warm and friendly approach, excellent communication skills and resilience will help you succeed in this role. You will be highly organised and be able to prioritize your busy day along with understanding the importance of privacy and confidentiality.

This role requires someone who can manage challenging situations, is resilient, reliable and able to separate their personal life from work. This role requires you to work Monday - Friday from 8:30am to 5:00pm. This role is a permanent, full time role based at Christchurch Hospital.

**In this role, you will be responsible for:**

- Work with the Medical Records department to request patient notes
- Manage service referrals and bookings
- Take minutes
- Data entry into the patient management system
- Medical typing is completed within set timeframes (usually 3-5 days)
- General Administration

## **Ngā pūkenga me ngā wheako | Skills and experience**

### **Your skills will include:**

- Communication and Interpersonal skills
- Ability to remain calm under pressure
- Advanced computer skills, including Microsoft Office suite (Excel, Word, Outlook)
- Data entry skills
- The ability to manage multiple priorities
- Attention to detail and accuracy

## **Mō mātou | About Us**

### **“Ko ngā tāngata, te mātua mahi - Putting people at the heart of all we do”**

We are committed to honoring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We believe in improving, promoting, and protecting the health and well-being of the Canterbury and the West Coast community.

### **The culture at Canterbury District Health Board, is driven by our ā Mātou Uara (Our Values):**

- Care and respect for others - Manaaki me te whakaute i te tangata.
- Integrity in all we do - Hāpai i ā mātou mahi katoa i runga i te pono.
- Responsibility for outcomes - Te Takohanga i ngā hua

## **Ngā hua | Benefits of working at Health New Zealand**

When you work at Health New Zealand, you are part of a wider whānau that will support you along your journey. We offer great coaching, mentoring and learning outcomes for all staff. We are always improving our facilities across all campuses and have amazing discounts from select retailers, restaurants and businesses. At the Health New Zealand, you are part of something greater than yourself and encouraged to be your unique self.