

POSITION DESCRIPTION

October 2022

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

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

Organisational Vision

Health NZ's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Clinical Administrator

REPORTS TO (Title):

Clinical Manager, South Island Eating Disorders Service (SIEDS)

REPORTS ON A DAILY BASIS TO:

Clinical Manager, South Island Eating Disorders Service (SIEDS)

PRINCIPAL OBJECTIVES

To provide secretarial, administrative and reception services to the South Island Eating Disorders Service (SIEDS). To facilitate and assist the clinical manager in the effective and smooth running of the service.

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

- | | |
|---|------------------------------|
| 1 | Consumers. |
| 2 | Eating Disorders Team staff. |
| 3 | Whangai Aroha staff |
| 4 | Other staff of the SMHS. |

EXTERNALLY:

- | | |
|---|--|
| 1 | General Practitioners |
| 2 | Families of consumers. |
| 3 | Other Community Organisation staff. |
| 4 | Eating Awareness Team |
| 5 | Regional providers, both Te Whatu Ora (TWO) and NGOs |

KEY PERFORMANCE OBJECTIVES:

Task	<ul style="list-style-type: none"> • Compliance with Health and Safety legislation and organisation policy and procedures are adhered to in the interests of consumers, fellow employees and self. It is the objective of all TWO employees to make our organisation a healthy and secure environment for all who work, visit or receive care from it.
Expected Result	<ul style="list-style-type: none"> • Unit/Department meets the annual audit requirements set by TWO's Health and Safety Council.
Task	<ul style="list-style-type: none"> • Process referrals and prepare these for intake • Request files and information from other service providers • Attend intake meeting and update records as appropriate • Send out letters to referrers, clients and whanau as appropriate • Co-ordinate assessments and liaison with whanau and clients by sending out letters and processing phone calls and appointments.
	<ul style="list-style-type: none"> • Referrals are processed without delay, appointments are co-ordinated efficiently
Task	<ul style="list-style-type: none"> • To greet and receive people who present to SIEDS and/or the building, advise clinicians of consumer's arrival. • To give them relevant questionnaires/forms to fill in before their appt. • To induct consumers and their families into the service, to orientate them to the facility • To give advice and direction if they are there for another service
Expected Result	<ul style="list-style-type: none"> • People attending SIEDS and/or the building feel welcome and know their needs are being attended to.
Task	<ul style="list-style-type: none"> • To provide administrative service to SIEDS • To provide administrative services to regional providers. • To co-ordinate and prepare travel arrangements for regional visits by SIEDS clinicians • To enter questionnaires for data collection into appropriate data base • To use appropriate electronic systems including comprehensive Microsoft Package, Access data base, SAP and Oracle systems. • Audio and copy typing of letters and reports for all staff . • Minute business meetings. • Record daily appointments of medical staff monthly on "visit scheduling" so the service statistics are accurate and up to date • Maintain Access data base for service statistics • Prepare monthly prescriptions for dietary supplements • Manage the waiting list and set appointments • Compile caseload and clinical review reports for weekly MDT, and a monthly summary of caseloads • Organise Groups • Organise Family Education Seminars. • Maintain rosters for duty, supported lunch • Keep roster for Friday's meetings: journal club, education etc

Expected Result	<ul style="list-style-type: none"> • Data put into Access, SAP is accurate and timely. • Minutes, reports, assessments, progress notes, clinical reviews, discharge letters and letters are produced accurately, set out in the correct format, and completed within the relevant required timeframes. • Letters for assessments, appointments, Family Seminars and groups are sent out in a timely manner and dates are pre-booked. • Rosters are maintained.
Task	<ul style="list-style-type: none"> • Reception will be covered each day • To cover reception for building 14 on a rostered basis every week
Expected Result	<ul style="list-style-type: none"> • Work in reception on a rostered basis and cover absences for others when required
Task	<ul style="list-style-type: none"> • To listen and clear answer phone promptly and deal with calls as appropriate, prioritising urgency. If a particular person is not available, “screen” calls and determine whether a clinician is required to speak to the person or whether it can wait until the staff member is available. • To contact clinicians when necessary through the hospital system.
Expected Result	<ul style="list-style-type: none"> • All telephone calls to be answered in an efficient, courteous and sensitive manner, and callers are connected to the correct staff member. • All messages left will be written down and conveyed to correct intended recipient.
Task	<ul style="list-style-type: none"> • Compilation of information packages and handouts for consumers and their families. This includes the packages for the regional services.
Expected Result	<ul style="list-style-type: none"> • Packages are available to be given out when needed.
Task	<ul style="list-style-type: none"> • Other administrative and clerical duties as requested by consumers or team members eg (but not limited to): organising phone scripts and sending them through to appropriate pharmacy, taking copies (if required) and posting the original to the pharmacy. • Overseeing maintenance of dept and completing maintenance requests • Liaising with cleaning staff and ordering supplies. • Ordering stationery on Oracle and storing these appropriately once delivered. • Orientation of new staff with regard to meeting days and times and office procedures at SIEDS
Expected Result	<ul style="list-style-type: none"> • Ongoing efficient running of service. All requests are carried out in an efficient and professional manner.
Task	<ul style="list-style-type: none"> • To identify and make appropriate requests so own training needs are met, and to set professional goals with Manager annually.
Expected Result	<ul style="list-style-type: none"> • Professional goals are set annually through performance appraisal process, and any learning goals set are worked towards through attendance at training programmes.
Task	<ul style="list-style-type: none"> • To provide secretarial cover to assist other teams when their secretarial staff are absent. • To participate in any rosters developed or any other arrangements made to ensure reception services are provided in the building.

Expected Result	<ul style="list-style-type: none"> • Phones will be covered for other teams and urgent typing attended to for other teams
Task	<ul style="list-style-type: none"> • To perform any other administrative, secretarial or reception duties as are required at any time and requested by the manager
Expected Result	<ul style="list-style-type: none"> • Administrative, secretarial and reception services will be delivered in the service and the building

HEALTH & SAFETY:

- Observe all TWO safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in TWO's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within TWO is responsible for ensuring a quality service is provided in there area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Typing skills.
- Reception skills.
- Office Management skills.
- Organisational skills
- People management skills

Desirable

- Healthlinks trained.
- Familiarity with Microsoft packages, such as Access, Publisher, Excel, Powerpoint.

PERSONAL ATTRIBUTES:

MANDATORY

Key Behaviours:

- Ability to work co-operatively and functionally with all members of the MDT.
- Ability to interact with the public.
- Accepts responsibility for actions.
- Ability to work under pressure.
- Ability to communicate problems to the appropriate person
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DESIRABLE

- A sense of humour.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.