

POSITION DESCRIPTION

Position Title:	Transcriptionist (90% or more of the role is focused on transcription duties)	
Reports to:	Administration Team Leader	
Date:	29 July 2024	
Band/Profile:	Administration National Role Profile = 3B	
Location:	Christchurch and/or Burwood Campus	Department: Orthopaedics
Key Relationships:	Internal: <ul style="list-style-type: none"> Administration Team Leader Administrative team members Service Managers / Clinical Director(s) / Clinicians Other Waitaha Canterbury Clinical, Business and Administration Staff 	External: <ul style="list-style-type: none"> Consumers and family/whanau Other health providers Health related groups Other Districts / Health NZ

About us

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
Whanaungatanga	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora”</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>“The wearer of the cloak has responsibility to act/embody those values and behaviours”</i>

Role Purpose:	<p>The key purpose of this role is to work to carry out Transcription duties to Waitaha Canterbury standards and targets, with guidance from the service leaders/managers and Clinical Director/Triaging Clinician.</p> <p>Other duties may include tasks associated with booking of appointments to ensure patients receive treatment within CDHB and MoH guidelines.</p>
Complexity:	<p>Most challenging duties typically undertaken, or most complex problems solved:</p> <ul style="list-style-type: none"> • Multiple competing sensory demands when transcribing • Concentration required when checking information • Maintain a high level of transcription accuracy • managing daily, weekly workload.

The Transcriptionist will be successful when:

1. Effectively communicates with all internal and external clients

Transcription duties: Work is undertaken and managed according to ‘greatest need, longest wait’

- Transcription process from start of dictation through to the distribution of authorised letter is completed in each instance
- Dictated letters are completed within set timeframes (usually 3-5 workdays)
- Written work is presented and accurate.
- All letters and outgoing correspondence are processed and distributed within one workday of sign-off by clinicians
- All data is entered into the patient management system accurately and in a timely manner.
- All enquires and requests from District staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken.
- Effective working relationships are maintained with staff from other services and sites across Waitaha Canterbury.
- Good public relations and communication skills are always practiced.

2. Undertakes other duties and projects as reasonably directed by the Administration Manager and/or service team leaders/managers from time to time

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

3. Communicates

- 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
- Contribute to a supportive environment to create a high functioning service.

4. Quality Service

- Provides a quality service by taking an active role in quality activities and identifying areas of improvement
- Is familiar with and applies the appropriate organisational and divisional policies and procedures.

5. Health and Safety

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

- All Canterbury DHB 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's 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(s).

Leadership Capabilities <i>(as per the Leadership Capability Framework)</i>	
Dimension	Description
Display self-knowledge	Actively seeks feedback on opportunities to improve
Builds relationships and mobilise support	Communicate and influence others
Communicate a vision and sense of purpose	Inspire a sense of purpose and commitment
Stimulate innovation and create immediate wins	Model and cultivate innovation and creative practices
Consolidate and continuously improve on strategic change	Identify change imperative and opportunities
Fosters a positive culture	Embrace difference and diversity

Qualifications & Experience
<p>Essential:</p> <ul style="list-style-type: none"> • Excellent customer service skills – people focused • Excellent keyboard skills (typing speed of 50-70 wpm) • High level of written and verbal communication skills • Intermediate user in the Microsoft suite of products e.g., Word, Outlook • Commitment and ability to achieve accuracy and maintain attention to detail • Technically savvy – quick at picking up new applications/systems • Excellent organisational, time management and problem-solving skills • Ability to meet deadlines and work unsupervised • A team player <p>Desired:</p> <ul style="list-style-type: none"> • Knowledge of medical terminology • Broad administrative experience in a health-related field • Familiarity with the public hospital system (including patient management systems) • Awareness of people of differing cultural backgrounds.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.