

March 2025

Te Waipounamu – 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 (Allied Health) Kaiwhakahaere	
Reports to:	Allied Health Administrative Team Leader	
Key Relationships:	Internal: <ul style="list-style-type: none"> • Director Allied Health, Christchurch Hospital Campus • Administrative Team Leader, Christchurch Campus • Department Clinical Manager • Department Clinical Staff • CDHB support services • Allied Health Students 	External: <ul style="list-style-type: none"> • Consumers • Researchers • Hospital Staff • Patients/clients and their family/carers • Community support groups • General Practitioners • Rehabilitation and equipment suppliers • ACC and other funding 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:	<p>Waitaha Canterbury is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving our vision, goals, and objectives of the DHB are the values of the organisation:</p> <ul style="list-style-type: none"> • Care & respect for others • Integrity in all we do • Responsibility for outcomes 	
Role Purpose:	<p>The key purpose of the role is to work to Waitaha Canterbury standards (and Te Whatu Ora targets), with guidance from the Team Leader, Director and Clinical Staff of Allied Health.</p> <p>This includes booking, arriving, and departing outpatient appointment to ensure patients receive treatment within Waitaha Canterbury and Te Whatu Ora Health New Zealand guidelines. You will also perform front of house duties along with general administrative tasks for Allied Health departments.</p>	
Complexity:	<p>Most challenging duties typically undertaken, or most complex problems solved:</p> <ul style="list-style-type: none"> • Maintaining a calm, welcoming and friendly manner when under pressure. • Maintaining attention to detail while multitasking. • Being mindful of patient needs and constraints to assist patient-centric booking, and managing daily, weekly workload. • Providing leave cover and support to other Allied Health Services as required by the AH Administrative Team Leader. • Have a wide range of considerations when booking outpatient appointments e.g. planning, scheduling and communicating appointments to patients • Prioritising and coordinating an additional caseload to support and provide cover when required. 	

The Administrator will be successful when: Time is managed well to support prioritisation and completion of competing demands.

<p>1. Patient flow is streamlined</p> <p>Front of house duties</p> <ul style="list-style-type: none"> • Front of house duties undertaken as directed by the Team Leader. • Patients and visitors to the department are greeted warmly and directed to the appropriate area. • Patient management system is checked for patient demographics and updated as appropriate. • Patient confidentiality and privacy is always maintained. • All information required by Management is collected as per agreed protocols and business rules. • Patients who are clearly unwell or infirm are referred immediately to clinical staff.
<p>2. Standardised booking processes are followed contributing to a high performing booking system</p> <p>Outpatient Bookings</p> <ul style="list-style-type: none"> • Referral letters are managed as per Elective Services Guidelines (Orange Book V3). • All data is entered into the patient management system accurately and in a timely manner. • All coding is entered and updated for accurate reporting and service planning. • All urgent referrals are allocated to the earliest possible clinic. • Appointments are made, and appointment letters are sent in advance in accordance with the current policy. • Patient appointments are monitored to keep within Departmental and Te Whatu Ora Health New Zealand guidelines • Clinical opinion is obtained regarding any re-categorisation queries from General Practitioners or other referral sources. • Vacant appointment spaces are filled to ensure an efficient flow of patients through all clinics. • Cancellations are kept to a minimum by liaising with medical staff over conference and other leave commitments. • Patient documents/results are available before the clinic commences. • Post-clinic tasks are followed up and completed including coding and follow up/discharge of non-attenders (DNA)
<p>3. To complete general administrative duties to a high standard</p> <ul style="list-style-type: none"> • Supplies for patients and department are well maintained to ensure continuous stock availability • Knowledge of ACC processes to ensure correct approvals are obtained in timely manner • Always strive to develop better processes and systems to improve the department
<p>4. To maintain own personal development and a high degree of personal competence in the position.</p> <ul style="list-style-type: none"> • Demonstrate high level verbal /written communication skills • Demonstrate professional attitude and appearance • To foster good public relations with all health service employees and members of the public. • To value and practice the principles of the Treaty of Waitangi • Seek and attend learning opportunities appropriate for the position
<p>5. Communication</p> <ul style="list-style-type: none"> • 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 to create a high functioning service
<p>6. Undertake other duties and projects as reasonably directed by the Team Leader from time to time</p> <ul style="list-style-type: none"> • Assistance with the overall service provision as workload determines • Be able to cover Administration positions across Allied Health • Be able to support letter typing across Allied Health as required • Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
<p>7. Quality</p> <ul style="list-style-type: none"> • 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

8. 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's health is monitored
- All accidents or incidents are promptly reported to your manager
- The Waitaha Canterbury's rehabilitation plan, to ensure an early and durable return to work, is activated when required
- Acting as the OSH representative for Hauora Maori
- Advice is sought from your manager if you are unsure of any work practice

Qualifications & Experience *(indicate years of experience required and level of learning)*

Essential:

- Excellent customer service skills – people focused
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve accuracy and maintain attention to detail
- Ability to meet deadlines and work unsupervised
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard knowledge including typing with Dictaphone skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach to assisting Hauora Maori in an administrator role.

Desired:

- Knowledge of and commitment to the Treaty of Waitangi and biculturalism
- Broad administrative experience in a health-related field
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.
- Ability to develop straight-forward office systems and ensure procedures are introduced
- Ability to prioritise workload
- Be capable of working independently and meeting deadlines

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