

Position Description | Te whakaturanga ō mahi  
**Health New Zealand | Te Whatu Ora**  
Waitaha | Canterbury

<b>Team Name</b>	<b>Adult Rehabilitation Service, Burwood Hospital (1 FTE)</b>		
<b>Role Title</b>	<b>Administration Team Leader</b>		
<b>Reports to</b>	Service Manager, Adult Rehabilitation Services, OPH and R		
<b>Date</b>	27 March 2025	<b>Salary Band</b>	Admin <a href="#">National Role Profile 7A</a>
<b>Location</b>	Burwood Hospital Campus	<b>Departments</b>	<b>Spinal &amp; BARU</b>
<b>Direct Reports</b>	8	<b>Total FTE</b>	<b>6.6</b>
<b>Budget size</b>	N/A		
<b>Delegated Authority</b>	N/A		

**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**

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

**Rangatiratanga** – 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.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce. These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting, and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

### **Our Team Accountability**

The Adult Rehabilitation service consists of the Burwood Spinal Unit (BSU) and Burwood Adult Rehab Unit (BARU) based at Burwood Hospital.

The administration team leader role has shared accountability for:

- Coordinating smooth patient flow through the Cluster/Services.
- Maintaining administration integration across all Cluster/Service teams.
- Identifying areas of constraint to patient flow and working with the service leadership team to implement solutions.
- Monitoring all bookings and transcription throughput to keep within service and MOH guidelines and ACC contractual requirements.
- Monitoring waitlists, reporting, and acting upon in line with service requirements.
- Regular Do not Attends (DNA) audits are undertaken and acted on accordingly.

### **About the role**

The primary purpose of the Administration Team Leader role is to ensure that administration services effectively and efficiently provide support to maintain patient flow and meet the ongoing changing needs of the Cluster/Service.

**The key deliverables are:**

- Management of administration tasks to support the clinical team and best patient flow
- Equity of workload within the service, with centralised functions where appropriate
- Developing a team culture that ensures that the patient is at the centre of our work

- Contribution to quality improvement of systems and process to improve overall service delivery and add value to the patient journey
- Maintenance of administrative equipment within services
- Monitoring of project progress
- Performing other duties considered to be within the scope of this role as agreed by you and your manager.

**Most challenging duties typically undertaken, or most complex problems solved:**

- Managing staff across the Adult Rehabilitation services, covering workload demand to meet Cluster/Service needs
- Managing changes in work patterns driven by a continuous improvement culture and regular updates to software systems
- Review, development, and implementation of administrative best practice
- Management of referrals and waitlists across the Cluster/Service - ensuring adherence to standardised referral, waitlist and booking processes
- Participating in responses to complaints or incidents
- Constant vigilance and initiative required with administrative users to ensure agreed processes are used that result in a high level of data integrity
- Problem solving software and hardware related issues.

The Administration Team Leader is responsible for:	The Administration Team Leader will be successful when
<p><b>1. Leading and managing the administration team</b></p>	<ul style="list-style-type: none"> <li>• All team members are effective and efficient in their roles, with training and support needs met</li> <li>• Service provision is continuous through periods of planned and unplanned leave across all areas</li> <li>• Protocols and standards for all administration functions are developed</li> <li>• Administration outputs and outcomes are measured through monitoring of agreed key result areas, which may change from time to time. This may include but is not limited to waitlists, DNA metrics, transcription turnaround times and data integrity.</li> <li>• Administration activity is linked with service production planning processes and deviations and exceptions are brought to the attention of the service manager</li> <li>• Performance and development objectives are defined and reviewed with each individual administrator on an annual basis at a minimum</li> <li>• Administrators are engaged with Cluster/Service developments and issues, through attendance at staff and team meetings, and feedback from staff and clients of the service</li> <li>• Administration work/tasks are distributed in an equitable manner across the administration team to ensure that all patients and their information flow through the Cluster/Service as planned. Equity is measured in transcription turnaround times, effective clinic booking and DNA rates</li> <li>• Orientation programmes are developed, and new administrators are effectively inducted to the Cluster/Service</li> <li>• Actively engages with the wider campus/organisation administration team leaders to ensure remains aligned with HNZ policies</li> </ul>

<p><b>2. Maintaining patient flow through Cluster/Service</b></p>	<ul style="list-style-type: none"> <li>• Coordinates smooth patient flow through modalities</li> <li>• Maintain administration integration across all teams</li> <li>• Identifies areas of constraint to patient flow and implement solutions</li> <li>• All appointments are monitored to keep within Departmental and MOH guidelines</li> <li>• Waitlists are monitored, reported and acted upon in line with Cluster/Service and HNZ requirements</li> <li>• Regular DNA audits are undertaken and acted on accordingly</li> </ul>
<p><b>3. Clinical Support</b></p>	<ul style="list-style-type: none"> <li>• Requirements for each clinical meeting are prepared well in advance (if relevant)</li> <li>• Engagement with SMO's/Nursing/Allied Health ensuring that expectations of Cluster/Service are aligned with resources.</li> </ul>
<p><b>4. Contributing to the Cluster/Service</b></p>	<ul style="list-style-type: none"> <li>• All appropriate conversations are held, and meetings are attended and participated in to improve overall Cluster/Service provision and effective patient flow</li> <li>• Effective communication and good working relationship with management, staff and other departments is maintained.</li> <li>• Effective responses are given to any enquiry, problems or complaints from patients, referrers, or staff with regard to administration services and escalated as required</li> <li>• Regular administration updates/reports to the service manager are provided</li> <li>• General maintenance across location is maintained. Participates in facility projects as required</li> <li>• Coordination and review of departmental protocols and polices is completed in a timely fashion in conjunction with other Team leaders and Streamliners</li> <li>• Regular auditing of SIPICS, Soprano and other information repositories is carried out.</li> <li>• Other duties reasonably requested by the Service Manager, SMO's, CNM are undertaken effectively and efficiently</li> <li>• Good public relations and communication skills are always practiced.</li> </ul>
<p><b>5. Equipment and Stock Supply</b></p>	<ul style="list-style-type: none"> <li>• Office and departmental equipment is maintained regularly and replaced /upgraded when appropriate</li> <li>• Adequate running stocks of day-to-day stationery and supplies are available as required in all areas</li> <li>• HNZ purchasing procedures are adhered to and proactively managed to find efficiencies wherever possible.</li> </ul>
<p><b>6. Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• A safe and secure work environment is maintained by following relevant HNZ Waitaha and divisional policies, protocols, and standards</li> <li>• HNZ Waitaha staff wellbeing policies and procedures are adhered to</li> <li>• A leadership role is taken in applying these policies and procedures within the clerical Cluster/Service</li> <li>• Regular audits are undertaken to monitor hazard controls and to identify and deal with new hazards.</li> </ul>
<p><b>7. Quality</b></p>	<ul style="list-style-type: none"> <li>• A quality service is provided by taking an active role in quality activities and leading and engaging in continuous improvement initiatives</li> <li>• Work practice changes which improve efficiency and customer service are developed and implemented</li> <li>• Up to date and complete documentation is maintained for all administrative processes and procedures in conjunction with the Quality Coordinator.</li> </ul>

	<ul style="list-style-type: none"> <li>The administration team is represented on departmental QA groups.</li> </ul>
<b>8. Human Resource</b>	<ul style="list-style-type: none"> <li>Roster and payroll entries and adjustments are completed and logged on time</li> <li>HNZ recruitment, leave entitlements and requests management processes are adhered to within delegated authority.</li> <li>Disciplinary matters involving administrative staff are appropriately managed, documented and escalated as required.</li> </ul>

**My capability**

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leads People leadership focus**:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
<b>Cultural Responsiveness</b>	Works proactively with Māori to uphold the principles of Te Tiriti o Waitangi and implements the organisational vision of ensuring equitable outcomes for Māori.
<b>Enhancing People Performance</b>	Improve performance and bring out the best in people; to deliver high quality results for patients.
<b>Enhancing Team Performance</b>	Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts
<b>Achieving Through Others</b>	Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
<b>Identifying and Developing Talent</b>	Encourage and support diversity and build the people capability required to deliver outcomes.
<b>Self-Aware</b>	Understands their impact on others and strengthen personal capability over time.
<b>Engaging others</b>	Connect with people; to build trust and become a leader that people want to work with and for.
<b>Resilient and Adaptive</b>	Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
<b>Honest and Courageous</b>	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

**Key Relationships:**

<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Service Managers/Clinical Director(s)/Clinicians/AH and Nursing</li> <li>Administrative team members</li> <li>Other CDHB Clinical, Business &amp; Administration Staff</li> <li>Finance – limited to payroll and procurement</li> </ul>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>Consumers and family/whanau</li> <li>Other health providers</li> <li>Health related groups</li> <li>Vendors and Suppliers, esp ACC</li> <li>Other DHB's</li> </ul>
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**Qualifications & Experience *(indicate years of experience required and level of learning)***

**Essential**

- Supervisory and / or management experience of a large team
- Proven success as a leader of an admin team
- Experience with data management and information systems
- Experience and familiarity with administrative procedures and tools (e.g. Word processor, Spreadsheet).
- Demonstrates a high level of diplomacy and interpersonal skills – ability to facilitate sensitive issues when necessary, negotiating and influencing.
- Demonstrated success in leading and delivering on improvement initiatives.
- Demonstrated strong customer focus.

**Desirable**

- Experience in the health sector
- Experience working in a large organisation
- Qualification in people management or business/information processes

*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.*