

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

May 2025

Te Whatu Ora – Health New Zealand 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:	Secretary / Administrator	
Reports to:	Forensic Community Team Clinical Manager	
Key Relationships:	Internal: <ul style="list-style-type: none"> • FCT Clinical Manager • Forensic Community Team Staff • Service Manager / SLT • FMHS/ IDPH Administration Staff • SMHS Staff • Clinicians 	External: <ul style="list-style-type: none"> • Consumers and their families • General practitioners • Health Sector Agencies • External agencies sector including Police, Court and Corrections
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:	Waitaha Canterbury is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the District are the values of the organisation: <ul style="list-style-type: none"> • Care & respect for others • Integrity in all we do • Responsibility for outcomes 	
Role Purpose:	<p>The Secretary Administrator role is one of two positions within the Forensic Community Team who provide effective and professional secretarial and administrative support to the team and play a vital part in the service delivery by the Forensic Service.</p> <p>The Forensic Community Team is part of the Forensic Mental Health Service (FMHS) based at Hillmorton Hospital. The team provides outpatient care for people living in the community with mental health diagnoses and a criminal history. The team also provides regular weekly clinical support to Canterbury Prisons.</p>	
Complexity:	Process court orders (including, Parole Board reports) and update/maintain waitlist <ul style="list-style-type: none"> • Responsible for maintaining and updating waitlist database for court reports (SAP, Excel spreadsheets). • Coordinating weekly court report/waitlist meeting and develop/create reports and documents to help manage waitlist. • Regular communication and correspondence with health care practitioners. • Communicating and processing sensitive information with health care practitioners internally and externally across the organisation. • Update and maintain court report roster for health assessors. • Where necessary, make appointments and contact with consumers, carers, relatives, lawyers and case managers and when required provide advice, information and guidance. 	

	<ul style="list-style-type: none"> • Uses discretion when scheduling to meet consumer needs. Some information is available but investigation and reference to other sources may be required, i.e. Health Connect South (breaking the seal). • Advice available from supervisor or senior staff. Specialised knowledge on legislation i.e., Criminal Procedure (Mentally Impaired Persons) Act 2003, Intellectual Disability (Compulsory Care & Rehabilitation) Act 2003, Mental Health (Compulsory Assessment & Treatment) Act 1992, Sentencing Act 2002, Crimes Act 1961 and Privacy Act 1993. • Court report preparation and distribution to appropriate court, court liaison nurse, police and prosecution. • Processing/charging of court reports for Finance Department (Accounts Payable). • Provides cross cover for other Medical Secretary and their responsibilities for the Prison Waitlist and the Inpatient waitlist. • Cover for minute taking of Prison MDT Meetings and Movements/Waitlist Meeting. • Other cross-cover tasks as required or directed by the Clinical Manager. <p>Court reports, Minutes and FCT letters completed within set timeframes and ready for signing</p> <ul style="list-style-type: none"> • Minuting of weekly meeting in real time. • Organising and minuting meetings as required, typing or transcribing minutes accurately and efficiently. • Transcribing of letters, reports, notes including medical typing within set timeframes and ready for signing. • Administrative functions including processing information from external stakeholders. <p>General Administrative Tasks</p> <ul style="list-style-type: none"> • Ordering of stationery, maintenance & repair requests, book cars. • Assist with overflow from the Duty Desk and provide support to FCT secretary • Adhoc admin tasks requested by the Clinical Manager Manager or for the wider Forensic Service as directed by the Service Manager, Senior Leadership Team or Divisional staff.
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The Administrator will be successful when:

1. Customer Service
<ul style="list-style-type: none"> • A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services • Patient confidentiality and privacy is always maintained .
2. Clinical Programs
<ul style="list-style-type: none"> • All data entry is accurate and timely. • Clear, concise and timely information is communicated with relevant stakeholders. • Clinical direction is sought as required and in particular regarding any queries from the referrer.
3. Communication
<ul style="list-style-type: none"> • Positive and professional behaviours in all relationships are role modelled. • Contribute positively to a supportive team environment to create a high functioning service and provide support as required to the wider Forensic Service. • Communication is clear, open, accurate and responsible • Works with discretion and confidentiality is maintained. • An aptitude to deal sensitively and effectively with people who present to the service. • Communicates clearly and proactively seeks feedback • Minutes taken, circulated and actioned appropriately

4. Undertake other duties as reasonably directed by the Clinical Manager
<ul style="list-style-type: none"> • Assistance with the overall service provision as workload determines. • Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
5. Training and support
<ul style="list-style-type: none"> • Requests for training and support are made through the Clinical Manager and are specific • Support and training is provided for others as requested by the Clinical Manager.
6. Quality
<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.
7. Health and Safety
<ul style="list-style-type: none"> • 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 health is monitored • All accidents or incidents are promptly reported to your manager • Health NZ, Te Whatu Ora 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. • Support and assistance around identify protection.

Person Specification
<ul style="list-style-type: none"> • Be able to relate to patients and their families in a courteous and helpful manner. • Working in emotionally demanding situations on occasions and be able to perform under periods of pressure. • Concentration required when checking information to ensure accuracy. Often required to switch tasks to prioritise urgent activities (mostly Court related). Able to manage interruptions and multiple deadlines. • Ability to maintain confidentiality. • Actively seeks feedback on opportunities to improve • Be well groomed and appropriately dressed at all times. • Works autonomously but able to seek advice when necessary. • Be a team player by fostering a cohesive team culture through collaboration, trust and respect. • Able to work cooperatively and courteously within a multi-disciplinary team. • Ability to work smarter by being innovative and proactive. • Accepts responsibility for actions.

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

Essential

- Excellent customer service skills – people focused
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy
- Maintain attention to detail
- Ability to meet deadlines and work unsupervised
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard and Dictaphone skills – typing skills (60-70+ WPM) with high accuracy
- Organising and minuting of meetings
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in a secretarial / administrator role.

Desired

- Broad secretarial / administrative experience in a health-related field
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Familiarity with the public hospital systems, including SAP, Health Connect South, Winscribe, ORACLE

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