

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Female Pelvic Mesh Service – Administrator			
Reports to	Operations/Service Manager			
Location	Christchurch			
Department	Urology, Department of Surgery			
Direct Reports	0		Total FTE	0.5 FTE in each centre
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	July 2023			
Job band (indicative)	Equivalent PSA/MECA			

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 (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. 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>

The Service Description

In 2019 the Ministry of Health led a consumer co-designed process, to hear directly from New Zealand men and women affected by surgical mesh. The resulting report, *Hearing and responding to the stories of survivors of surgical mesh: Ngā kōrero a ngā mōrehu – he urupare*, highlighted the severity of harm and the impact on the lives of those who experience complications from surgical mesh.

A national specialist service has been established in Tamaki Makaurau and Waitaha Canterbury to support access to the Female Pelvic Mesh Service (The Service). The implementation of clinical pathways to a single service over two locations will be supported by a multi-disciplinary team with input from a range of consulting specialists, allied and supportive therapies, nursing, health navigator and administration roles that work together, to ensure access is more equitable and timelier, and that there is national consistency.

About the role

The Clinical Administrator will ensure women can access the services they need in a timely manner. The role is often a first point of contact for consumers and so has a responsibility to set the tone for creating warm and welcoming connections to the Service and the team from the outset. The Clinical Administrator supports the team and maintains the integrity of the Service through responsive, consumer/whānau-centric customer services.

The position is part time permanent

The primary purpose of the role is to:

- Focus on customer service for both the consumer and clinical teams
- Achieve the right outcomes for the consumer and clinicians through the application of Patient Management System and associated clinical systems. This includes the wide range of considerations when coordinating bookings for inpatients and outpatients, e.g., planning, scheduling, and communicating appointments to patients.
- Being mindful of consumer and clinician needs and constraints to assist person-centric booking.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
	<ul style="list-style-type: none"> • Work in close collaboration with the surgeons, the Service, and Te Whatu Ora staff managing the waiting list for an FSA • Manage consumer enquiries and requests • Deliver reception and telephone duties, including meet and greet arriving and departing consumers and their whānau • Provide administration support to the Multi-disciplinary Team (MDT) • Work cohesively with team members to highlight opportunities for improvements to the service that will reduce barriers and constraints for women accessing the Service. • Ensure all work reflects our responsibilities to the priority of equity and meeting Te Tiriti o Waitangi obligations. • Fill in for other administration team members from time to time

This position description is intended as an insight to the main tasks and responsibilities required in the role and may be subject to change in consultation with the job holder.

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Employees
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Supports the pursuit of Māori health gain as well as achieving equitable health outcomes for Te Tiriti o Waitangi • Supports tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery, and monitoring of health care • Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity • Support the expression of hauora Māori models of care and mātauranga Māori
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Nurtures and develops our team to make them feel valued • Provides self-leadership that shows commitment and resilience • Implements and maintain People & Culture strategies and processes consistent with the organisation's strategic and business goals • Ensures the Service culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table • Demonstrates performance improvement and efficiency approach in the workplace • Supports the implementation of agreed continuous improvement initiatives

Collaboration and Relationship Management	<ul style="list-style-type: none"> Models effective team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and supports colleagues to do the same Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in delivery of services
Health & safety	<ul style="list-style-type: none"> Takes responsibility for keeping self and others free from harm at work Complies with the requirements of the health and Safety policy and procedures for the hospital.
Compliance and Risk	<ul style="list-style-type: none"> Actively participates in the hospital/work site approach to risk management.

Matters which must be referred to the Manager, System Flow, Hospital and Specialist Services

- Behaviours that are inconsistent with the hospital values that could potentially compromise the reputation of hospital and the Service
- Privacy breaches, including unauthorised or accidental access to someone's personal information and inappropriate disclosure of Te Whatu Ora's information
- Suspect the defrauding or helping someone else to defraud Te Whatu Ora
- If any criminal charges are laid against you

Relationships

External	Internal
<ul style="list-style-type: none"> Consumers Consumer whānau Contracted Health Practitioners Primary health care providers Other public and private health sector agencies that support the service 	<ul style="list-style-type: none"> Clinical Nurse Specialists The Multi-disciplinary Team members (surgeons, clinical nurse specialists, allied and supportive therapies team members, specialist consulting physicians) Interpreter services Service/Business Manager

About you – to succeed in this role

You will have

- Qualifications NCEA Level 2 (6th form cert/university entrance) - literacy and numeracy (essential), computing/information management (desirable) or relevant work experience
- Previous administration experience (essential) in health setting (desirable)
- Experience working in a complex and challenging environment with demonstrated abilities to understand the consumer journey and communicate with empathy and compassion
- Proven experience at managing sensitive clinical and administrative information, and maintaining strict consumer and Service confidentiality

- Knowledge of medical and surgical terminology and respect for medical systems and processes (desirable)
- An understanding of the background to surgical mesh harm in New Zealand
- Effective organisational and time management skills
- Proven ability to work harmoniously within a team and in a truthful and helpful manner
- Proficiency with Windows-based software including Microsoft Word, Excel, Powerpoint, Outlook

You will be able to

- Relate to consumers and their whānau in a warm and caring manner with empathy and understanding
- Communicate openly with respect and honesty with both internal and external stakeholders, building networks across and outside the hospital to support flow of information and expertise that supports the team's endeavours. Demonstrating self-awareness of your impact on people
- Balance own workload, consistently preparing in a logical and methodical manner, prioritising and managing deadlines and competing priorities and utilise tools to assist in managing and completing tasks under pressure
- Maintain a high level of accuracy in all tasks undertaken.
- Review clerical and team processes, identify opportunities for improvement. Participate in change management projects across the service and organisation, supporting team members in undertaking new challenges and demonstrating own ability to take personal responsibility to learn and develop.
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance

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.

Develops positive working relationships with patients / customers and seeks to meet their needs. Treats patients / customers as the first priority and strives to improve service.