

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.

Health NZ is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Personal Assistant and Service Administrator, Rural Health Services	
PA /Senior Administrator for:	General Manager Rural Health Services Clinical Leadership Team: <ul style="list-style-type: none"> • Clinical Director • DON (or nominated representation) • Associate Director Allied Health • Service Manager 	
Reports to:	General Manager Rural Health Services	
Key Relationships/ Customers:	Internal: <ul style="list-style-type: none"> • Rural services/cost center leaders eg Nurse Managers, Operations and Admin Manager • Senior Administrator -Medical Team • PA/Senior Administrators of Specialist Services • PA/Senior Administrators of the District Leadership Team and Regional Leadership Team members • Health NZ District Wellbeing, Health and Safety representation • Health NZ Legal Team • Health NZ IIG local team members • Finance Business Partners and Senior Accountants • People Leadership, including Business Partners, Payroll and Recruitment leads • District/National Procurement and Supply leads • Planning, Funding and Outcomes – Commissioning • Health NZ Digital Directorate leads and processes 	External: <ul style="list-style-type: none"> • Key Community Stakeholders, District Councils and their representative • Community health providers across the rural service areas • National Rural Health Networks and Organizations • University of Otago and Rural Health Academic Centre Ashburton • Employees at other Health NZ Districts • Health New Zealand travel provider/Orbit

Organisational Vision:	<p>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.</p> <p>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.</p> <p>These are:</p> <ul style="list-style-type: none"> ▪ The health system will reinforce Te Tiriti principles and obligations. ▪ All people will be able to access a comprehensive range of support in their local communities to help them stay well. ▪ Everyone will have equal access to high quality emergency and specialist care when they need it. ▪ Digital services will provide more people the care they need in their homes and communities. ▪ Health and care workers will be valued and well-trained for the future health system. <p>Te Mauri o Rongo – The New Zealand Health Charter</p> <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ▪ 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
Role Purpose:	<ul style="list-style-type: none"> ▪ To provide professional administrative and organizational support to the General Manager, and Senior Leadership Team of the Rural Health Division, Waitaha.

KEY ACCOUNTABILITIES:

The Personal Assistant/Service Administrator is responsible for	You will be successful when
Planning and preparation for key service meetings (hybrid of in/person and Microsoft Teams), ensuring key actions are documented and provided to responsibility leads with expected completion date	<ul style="list-style-type: none"> • The leadership team(s), service meeting and development group meetings are co-ordinated across the month, with supporting information collation to time critical reporting • Papers and agendas are collated 7 days prior to meetings and distributed electronically. • MS Teams groups are monitored for actions and follow-up in place, team members are supported to mitigate any blockages to actions and tasks being completed • Actions from meeting are collated into the Rural Health Services workplan and monitored for completion in the time allocated • Digital meetings (MS Teams) are supported and function well, including the use of shared information, break out rooms and connection to the MS suite of tools. • Microsoft 365 technology is championed across the service areas and digital systems advocated for. • Active participation in all service areas across the Rural Division, supporting the key objectives and deliverables of each service.
Co-ordination of schedules for GM and Clinical leadership, Able to prioritise and manage multiple requests, across multiple platforms and make key decisions on delegation and follow up.	<ul style="list-style-type: none"> • Proactive review of schedule and emerging requests from Health NZ District and National meetings • Reprioritise /realign meetings were required, ensure preparation information is aligned to the invite and decision information recorded electronic filing system • Maintain GM diary with relevant information regarding rostered leads and gaps in service • Maintain MS Teams sites appropriate to meetings and archive when projects complete • The GM is supported in developing a well-co-ordinated plan of regular meetings with the stakeholders, including Health NZ services, local primary care practices, NGO service providers, pharmacy and other community meetings as required • Emails and diary management is monitored and maintained ensuring the GM is fully briefed on urgent issues, documents are filed appropriately and the Leadership Folder in G Drive is well maintained.
Finance administration tasks under the direction of the GM and the delegation of the Senior Leadership Team	<ul style="list-style-type: none"> • Oversee electronic rostering (Microster) to ensure it presents an accurate record, for the GM or Service manager to authorise. • Oracle – purchase orders and process for invoices and managed to ensure they are paid in a timely manner. • Organising all travel and accommodation as required by the Managers.
Communicating with key stakeholders in an approachable, professional and diligent manner	<ul style="list-style-type: none"> • All stakeholder and staff contacts are supported with professional responses and follow up. • GM Outlook and contacts list is maintained, regularly updating contacts and communication groups • A focus on developing communication resources is progressed, in partnership with the service teams, administrations and the national Health NZ resources and District communications team • Information on share-point regarding services and key contacts in the Rural Division is accurate, user friendly and is linked with the Quality Safety and Workforce information.

	<ul style="list-style-type: none"> • Files of the Managers are maintained in a neat accessible form and a document and correspondence tracking system is in place.
Report collation, including assistance in writing key performance reports and templates	<ul style="list-style-type: none"> • The General Manager, Rural Health Services and Service Manager are provided with appropriate information in agreed for timeframes for the District reports and governance framework • Assistance is provided to GM and Service Manager to author reports, collating information from Clinical Leadership Roles, Administration Management and Finance Manager • Work in partnership with the Senior Administrator – Medical to ensure medical roster is updated and information distributed
A passion for developing presentations for multiple audiences, making the best of our plain language requirements whilst looking sharp and professional.	<p>A series of presentations (using PowerPoint and information produced via medical illustrations) for GM to use in community and stakeholder engagement meetings</p> <p>Information is consistent, contributes to presentations to the Health NZ</p>

PERSON SPECIFICATION:

Personal Attributes
<ul style="list-style-type: none"> • Previous experience of working as a confidential Personal Assistant /Administrator at a senior level, • Proficient User of Microsoft Office 365 Suite • Ability to “work together” in a truthful and helpful manner. • Ability to “work smarter” by being innovative and proactive. • Accepts responsibility for actions. • Have highly developed interpersonal and communication skills. • Have a strong ability to balance working autonomously with being part of a team. • Project a credible and dependable image. • Be flexible and innovative. • Manage information with discretion. • Excellent interpersonal skills and the ability to establish and build working relationships effectively. • Ability to communicate at all levels in order to successfully achieve outcomes. • A balanced and informed approach to problem solving. • A proactive, goal orientated and focused approach. • The ability to plan and prepare for outcomes on the basis of priority and effective management of time. • Confidentiality and integrity. • Ability to participate as a valuable team member. • Self motivated. • Display a high level of initiative. • The ability to work with ambiguity.

Qualifications & Experience
<p>Essential</p> <ul style="list-style-type: none"> • Proven experience as a Personal Assistant for a senior manager • Highly computer literate in the Microsoft suite of products • Excellent keyboard skills • High level of written and verbal communication skills <p>Desirable</p> <ul style="list-style-type: none"> • Possess technical knowledge and skills relevant to the position, and a commitment to continuously updating these • Detail consciousness • Project management experience • Finance administration

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.