

## 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

July 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**

<b>Position Title:</b>	<b>Secretary Administrator TWMO/PSAID</b>	
<b>Reports to:</b>	Charge Nurse Manager - Te Whare Mauriora (Forensic Mental Health Service) Charge Nurse Manager - PSAID (Intellectually Disabled Person's Health)	
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>• CNM – TWMO &amp; PSAID</li> <li>• TWMO / PSAID Clinical Staff</li> <li>• Service Manager / SLT</li> <li>• FMHS/ IDPH Administration Staff</li> <li>• SMHS Staff</li> <li>• Clinicians</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>• Consumers and their families</li> <li>• General practitioners</li> <li>• Health Sector Agencies</li> </ul>
<b>Organisational Vision:</b>	Waitaha Canterbury's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
<b>Organisational Values &amp; Philosophy:</b>	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"> <li>• Care &amp; respect for others</li> <li>• Integrity in all we do</li> <li>• Responsibility for outcomes</li> </ul>	
<b>Role:</b>	The Secretary Administrator plays a vital role providing professional and effective administrative support to the CNM and clinical teams of TWMO and PSAID and as part of service delivery for the FMHS/IDPH Cluster. <ul style="list-style-type: none"> <li>• TWMO (Te Whare Mauriora) is a minimum secure inpatient rehabilitation unit within the Forensic Mental Health Service (FMHS), providing care, rehabilitation and support for transition to the community for individuals with mental illness who have offended.</li> <li>• PSAID (Psychiatric Services for Adults with an Intellectual Disability) is a unit within the Intellectually Disabled Person's Health Service (IDPH) that provides inpatient support for adults with intellectual disabilities who also experience mental health challenges.</li> </ul>	
<b>Purpose:</b>	<b>Key Functions of this role:</b> <ul style="list-style-type: none"> <li>• Transcription of dictation into SAP for; clinical consumer reviews, case conferences and Special Patient reports within set timeframes</li> <li>• Updating Excel Roster Templates</li> <li>• Entering six weekly staff roster into Microster</li> <li>• Minuting staff communication meetings</li> <li>• Organising and minuting other meetings as directed</li> <li>• Supporting Medical Officer with Leave Applications for Ministry of Health</li> <li>• Admissions, discharges, transfers &amp; referrals of consumers on SAP</li> <li>• Updating documents and Excel Spreadsheets</li> <li>• Filing as required or directed.</li> </ul>	

	<b>General Administrative Tasks</b> <ul style="list-style-type: none"> <li>• Ordering of stationery and maintenance requests.</li> <li>• General typing, contact lists, posters.</li> <li>• Adhoc admin tasks requested by the CNM, Clinical Team or the wider FMHS/IDPH as directed by the Service Manager, Senior Leadership Team or Divisional staff.</li> </ul>
--	---

**The Administrator will be successful when:**

<b>1. Customer Service</b>
<ul style="list-style-type: none"> <li>• A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services.</li> <li>• Patient confidentiality and privacy is always maintained .</li> </ul>
<b>2. Clinical Programs</b>
<ul style="list-style-type: none"> <li>• All data entry is accurate and timely.</li> <li>• Clear, concise and timely information is communicated with relevant stakeholders.</li> <li>• Clinical direction is sought as required and in particular regarding any queries from the referrer.</li> </ul>
<b>3. Communication</b>
<ul style="list-style-type: none"> <li>• Positive and professional behaviours in all relationships are role modelled.</li> <li>• Contribute positively to a supportive team environment to create a high functioning service and provide support as required to the wider FMHS/IDPH</li> <li>• Communication is clear, open, accurate and responsible.</li> <li>• Works with discretion and confidentiality is maintained.</li> <li>• An aptitude to deal sensitively and effectively with people who present to the service.</li> <li>• Communicates clearly and proactively seeks feedback.</li> <li>• Minutes taken, circulated and actioned appropriately</li> </ul>
<b>4. Undertake other duties as reasonably directed by the Clinical Manager</b>
<ul style="list-style-type: none"> <li>• Assistance with the overall service provision as workload determines.</li> <li>• Additional duties are carried out in the best interest of the service and in a competent and efficient manner.</li> </ul>
<b>5. Training and support</b>
<ul style="list-style-type: none"> <li>• Requests for training and support are made through the Charge Nurse Manager's and are specific.</li> <li>• Support and training is provided for others as requested by the Charge Nurse Manager's.</li> </ul>
<b>6. Quality</b>
<ul style="list-style-type: none"> <li>• A quality service is provided by taking an active role in quality activities and identifying areas of improvement.</li> <li>• Be familiar with and apply the appropriate organisational and divisional policies and procedures.</li> </ul>
<b>7. Health and Safety</b>
<ul style="list-style-type: none"> <li>• Maintain a high quality, safe and secure work environment by following relevant Waitaha Canterbury and divisional policies, protocols and standards.</li> <li>• All Waitaha Canterbury safe work procedures and instructions are observed.</li> <li>• Own safety and that of others is ensured.</li> <li>• All hazards or potential hazards are immediately reported.</li> <li>• Protective equipment is used when appropriate and protective clothing is worn when required.</li> <li>• Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed.</li> <li>• Workplace hazards and employee health is monitored.</li> </ul>

- 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

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