

POSITION DESCRIPTION

Health New Zealand
Te Whatu Ora

Jan 2025

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

POSITION TITLE:

Administrative Coordinator, Nursing Support

REPORTS TO (Title):

Nursing Director, Nursing Support Services

REPORTS ON A DAILY BASIS TO:

Duty Manager

PRINCIPAL OBJECTIVES

- To facilitate and oversee administration assistants with planned / unplanned nursing staff replacements from the Nursing Pool, under the direction of the Duty Nurse Managers/Directors of Nursing.
- To work alongside the Duty Nurse Managers/Directors of Nursing in monitoring nursing staff skill mix over the hospital and facilitate movement of staff to areas of high activity, to ensure safe staffing ratios.
- To develop and maintain the MIC roster system to keep accurate records of staff activity on an ongoing basis.
- To maintain a casual nursing database to allow flex up of nursing staff when required as directed by the Charge Nurse Manager Permanent Pool/Casual Pool
- To undertake general clerical/office duties to support the Department of Nursing team, as required. Comprehensive working knowledge of HaaG, MIC roster, office systems such as EXCEL /Word and electronic roster patterns

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

1	Nursing Director of Nursing Support Services
2	Charge Nurse Manager Permanent/Casual Nursing Pool
3	Nursing Directors
4	Duty Nurse Managers
5	Department of Nursing and Nursing staff

EXTERNALLY:

1	Nursing Bureau Agency Nurses, Ward Clerks and Hospital Aides requesting employment.
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Primary Function

Task	Under the supervision of the Duty Nurse Manager or delegated authority, the Nursing Support Assistant is responsible for coordinating the roster for Pool/Nurse staff as requested to maintain nursing establishments within Wards/Departments.
Expected Result	On a Daily Basis:
Task	1.1 Organise cover which achieves the required skill mix/expertise for the Ward/Department for the future as directed. 1.2 Organise pre-booked shifts as requested by Charge Nurse Managers/ Directors of Nursing. 1.3 Update the MIC roster database to reflect all changes in a timely manner. Have a thorough working knowledge of MIC roster procedures and rules 1.4 Collate and maintain records of nurses requesting Pool positions. 1.5 Maintain Pool Nurses/Hospital Aides/Ward Clerks database records by checking Duty Office Shift Reports to ensure that they have been transferred out to the appropriate wards prior to the Charge Nurse Manager authorizing the MIC roster for payroll. Ensuring a through working knowledge of Database maintenance, skill mix issues and legislation relating to shift coordination

Task	The Nursing Support Administrative Assistant is responsible for maintaining a database of nurses working casual duties.
Expected Result	2.1 Maintain the database of Casual Nurses/Hospital Aids/Ward Clerks in order to access quickly when needed. 2.2 Collate and maintain records of nurses requesting casual duties. 2.3 Oversees& unplanned Casual Nurses/Hospital Aides/Ward Clerks database records by checking Duty Office Shift Reports to ensure that they have been transferred out to the appropriate wards prior to the Charge Nurse Manager authorizing the payroll.

Task	The Nursing Support Administrative Assistant is responsible for maintaining systems for making and recording duty requests and staff placements.
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Expected Result	3.1 Keep a record of staffing requests by nurse type, skill level, hours requested, ward requests and also the reason for request e.g. Sickness, sitter, acuity. 3.2 Initially seek staff placement from other areas of the hospital before calling in staff. 3.3 Place all requests for staff replacements from outside organizations (e.g. Bureau) clearly in writing giving specific details of hours and skill level. 3.4 Check Nursing Bureau invoices against placement of nurses as requested by Charge Nurse Managers. Ensure a through working knowledge of Data Base Management, Skill Mix issues and legislation relating to shift co-ordination. 3.5 Handle telephone enquiries to the Department of Nursing in a friendly and efficient manner, passing on messages promptly.
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Task	The Nursing Support Administrative Assistant is responsible for providing clerical support for the Duty Nurse Managers/Director of Nursing and the Department of Nursing as required.
Expected Result	4.1 Complete reports, letters and any other routine or non-routine correspondence. 4.2 Ensure all work is well presented, accurate and completed within the required timeframe. 4.3 Inward correspondence is promptly distributed to relevant staff or opened and actioned as appropriate. 4.4 Office supplies are maintained and ordered as required. 4.5 Provide support to the Nursing Support Administrative Assistants working in the Duty Office

Task	The Nursing Support Administrative Assistant is responsible for delegated responsibilities as directed by the Nursing Directors/Director of Nursing Services.
Expected Result	5.1 Undertake other duties and projects as reasonably required by the Nursing Directors/ Director of Nursing Services. 5.2 All duties are completed in a professional and timely manner, and in the best interests of the Department and Division.

HEALTH & SAFETY:

Implement or lead and implement emergency procedures and maintain a safe and secure work environment by following relevant Canterbury DHB and Divisional policies, protocols and standards. This includes but is not limited to:

- Practice safe work habits and ensure the health and safety of yourself and others
- Make unsafe work situations safe or, inform a supervisor or manager
- Is knowledgeable about hazards in the work area and the procedures in place to identify and control hazards
- Use Personal Protective Equipment correctly and when required
- Report hazards, incidents, accidents, and near misses promptly and accurately
- Seek advice from manager if unsure of work practices
- Complete mandatory training as required
- Is knowledgeable of emergency procedures and evacuation plans
- Assists in maintenance of equipment as required, and reports faulty equipment promptly
- Actively practice clinical standard precautions

QUALITY:

Every staff member within CDHB is responsible for ensuring a quality service is provided in the area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential:

Proven broad administrative experience
Intermediate to advanced user of Excel
Intermediate user of Word and Outlook
Excellent communication skills
Excellent grammar and punctuation skills

Desirable:

Previous experience in the health sector
Diploma in Business Administration Level 4
Project management qualification
Customer Service certificate e.g. KiwiHost or similar

Personal Attributes:

Key Behaviours

Mandatory:

- Maintains confidentiality and integrity at all times
- Accepts responsibility for actions
- Ability to stay calm and diffuse difficult situations
- Excellent interpersonal skills and the ability to establish and build working relationships effectively
- A balanced and informed approach to problem solving (ability to generate options)
- The ability to plan and prepare for outcomes on the basis of priority and effective management of time
- Ability to participate as a valuable team member
- Self-motivated
- Displays a high level of initiative
- Willingness to mentor/ orientate new people into the department/role

Desirable:

- Commitment to ongoing professional development

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.