

POSITION DESCRIPTION

Team Name	Oncology - Outpatients		
Role Title	Administrative Assistant – 1.0 FTE		
Reports to	Team Leader, Oncology and Haematology		
Date		Salary Band	Administration National Role Profile 3C
Location	Christchurch Campus	Department	Oncology
Direct Reports	N/A	Total FTE	N/A
Budget size	N/A		
Delegated Authority	N/A		

About us

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

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>

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.

My Role Responsibilities

The Administrative Assistant, Oncology Outpatients is responsible for coordinating outpatient consultant clinics, and will be successful when:

- **Cover is provided for Reception:**
 - A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services
 - All patients and their whanau are greeted on arrival in a friendly and courteous manner
 - Patient confidentiality and privacy is always maintained
 - Patient demographic data is checked with every patient at every visit and updated in the appropriate patient management system(s).
 - Telephone is answered in a courteous manner, messages are taken and accurately passed on – ensuring calls of a clinical nature are referred to the appropriate health professional
 - Patients who are clearly unwell or infirm are referred immediately to nursing staff
 - General housekeeping standards are maintained, including tidying the waiting room.
- **Other administrative tasks are completed as requested by the Team Leader, Oncology and Haematology:**
 - 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

My Capability

Critical capabilities to be effective and succeed in this role are:

- Be able to relate to patients and their families in a courteous and helpful manner.
- Be able to perform under periods of pressure.
- Ability to maintain confidentiality.
- Actively seeks feedback on opportunities to improve
- Be well groomed and appropriately dressed at all times.
- Ability to work together in a truthful and helpful manner.
- Ability to work smarter by being innovative and proactive.

- Accepts responsibility for actions

My Qualifications, Experience, Knowledge, Skills:

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
- A team player
- Intermediate user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

Desired:

- Broad administrative experience in a health-related field
 - Awareness of people of differing cultural backgrounds.
 - Knowledge of medical terminology
 - Familiarity with the public hospital system (including the patient management system).
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Key Relationships to Nurture:

Internal:

- Team Leader/administrative team members
- Service Manager
- Clinicians
- Radiology
- Clinical Records and other staff

External:

- Patients and their families
- General practitioners
- Other public and private health sector health agencies