

STATEMENT OF ACCOUNTABILITY

Reception & Administrator

Health New Zealand
Te Whatu Ora

TEAM	Mental Health Administration Team, Te Nīkau Hospital
ROLE TITLE	Reception & Administrator
REPORTS TO	Nurse Manager Mental Health Central
DIRECT REPORTS	Nil
BUDGET	Nil

OUR CULTURE

At Te Whatu Ora Te Tai o Poutini West Coast, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori is at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints, especially those from minority groups.

OUR TEAM ACCOUNTABILITY

The Mental Health Administration Team will work in partnership with the Te Whatu Ora clinical and non-clinical teams as well as other associated internal and external stakeholders.

The team will have a shared accountability to provide the opportunity for the tāngata (people) of the West Coast to receive quality healthcare services in a way that is equitable, accessible, caring and kind.

More specifically the team will be:

- **Providing** support aligned to the Te Whatu Ora policies and procedures, the wider Health System delivery requirements, and the community and whānau within.
- **Maintaining** strict levels of consumer confidentiality, always.
- **Fostering** a collaborative culture and connectedness across the team, organisation and wider health system.
- **Engaging** with the wider Te Whatu Ora team and related external stakeholders to effectively manage workload and support to clinical services.
- **Contributing** to the Wellbeing, Health and Safety of the team.
- **Empowering** and supporting others to make decisions to guide service improvement and innovation through strong partnerships, co-design and effective reporting, communications, and engagement.

MY ROLE RESPONSIBILITY

The Reception and Administrator role is to achieve best practice administration standards within the Mental Health Service. They will do this by using their specialist knowledge of Reception and Administration experience across all services within Mental Health. Some examples of the knowledge required relate to Ministry of Health reporting standards; Mental Health Act; Data entry; Referral management system; Information request; clinic coordination; Winscribe dictation; Procurement; Travel and accommodation bookings; working with external service providers.

- Required to develop their knowledge of services, standards, and systems related to your specialist area.
- Administration Team members to develop their knowledge of relevant accreditation standards and achieve the required standards (e.g., Ombudsmen report, HDC)
- Promote a work environment conducive to harmonious work relationships and high staff morale.
- Encourage innovation across the team to provide the right care at the right time in the right place, leading the way in rural health delivery.
- Ensure that any regular reporting is timely and accurate.
- Work with a range of departments and colleagues to assist in problem solving and ensure communication channels between administration staff, nurses, allied, doctors and others are open and effective.
- Foster a quality-focused environment for staff and consumers by identifying real or potential problems which may impact on the sustainable operation of Mental Health Services.
- Contribute to the planning of emergency and evacuation procedures and support the Manager to ensure these are in place.
- Participate in and champion Business Continuity Planning (BCP) and preparation.
- Liaise with external agencies as required.
- Understand Te Tiriti o Waitangi, The Privacy Code 1994, The Code of Health & Disability Services Consumers rights 1996, Accident Rehabilitation and Compensation Act 1993, Occupational Health & Safety Act 1992.
- Maintaining a strong and respectful customer service work ethic.
- Be able to fulfil the core duties of a Receptionist-Administrator and support of line manager as required.
- Undertaking other duties as may reasonably be expected regarding the position and service.
- An ability to demonstrate accuracy and attention to detail.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities, administration skills and effective people engagement:

A person with this focus can integrate into the wider team and enable growth and development of self and others.

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of the Te Tiriti o Waitangi and implements the Te Whatu Ora vision of ensuring equitable outcomes for Maori.
- **Enhancing Performance** – focus on enhancing personal performance to deliver high quality results for patients and the service.
- **Identifying and Develop Quality Improvements**- Encourage and support diversity and build the people capability required to deliver outcomes.
- **Self-Aware** - Understands their impact on others and strengthens personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a value team member that people want to work with.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

Qualifications, experience, knowledge and skills:

- Proven experience in Administration
- NCEA level 2/3 equivalent.
- Ability to maintain confidentiality and use discretion.

- Ability to work unsupervised and prioritise workloads.
- Proven problem-solving skills.
- Be culturally sensitive with an understanding of the Principles and Articles of Te Tiriti o Waitangi.
- Be able to produce well written correspondence when required.
- Able to work under pressure and meet deadlines.
- High level of computer proficiency.
- Commitment to on-going self-development.
- Full Drivers Licence.

MY RELATIONSHIPS TO NURTURE

Internal

- Mental Health Central Management Teams
- Te Whatu Ora staff and services
- Data & Digital team

External

- Consumers
- Ministry of Health
- West Coast Health PHO
- Non-Government Organisations (NGOs)
- Poutini Waiora
- External suppliers
- ACC and accredited employers
- MOH and/or RNZCGP – accreditation
- Oranga Tamariki
- District Courts & Judges
- Legal teams

OUR WELLBEING, HEALTH AND SAFETY

At Health New Zealand Te Tai o Poutini West Coast, we are committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it is important to look after yourself to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

MY CLINICAL CAPABILITIES

Not applicable

The intent of this Statement of Accountability 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.

Signed on behalf of Te Whatu Ora Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in this SOA

Date _____

Name:

Position:

Date _____

Name:

Reception & Administrator