

POSITION DESCRIPTION

August 2022

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 Te Whatu Ora, Waitaha Canterbury is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

The Te Whatu Ora, Waitaha Canterbury's vision is to improve the health and well being of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Clinical Record Administrative Support Officer

REPORTS TO (Title):

Clinical Records Manager

REPORTS ON A DAILY BASIS TO:

Clinical Record Team Leader

PRINCIPAL OBJECTIVES:

Provides administrative support functions for the Health Information Service complying with all requirements of the Health Information Privacy Code (1994) and the Privacy Act 2020

FUNCTIONAL RELATIONSHIPS:

INTERNAL:

1	Health Information Services Team
2	Other Internal Clinical, Business and Administrative Staff
3	People and Capability Services
4	Information Services

EXTERNAL:

1	Consumers and family/whanau
2	Other Health Providers
3	Health Related Groups
4	External Agencies e.g. ACC, Police, Oranga Tamaki
5	Other Te Whatu Ora Health New Zealand regions
6	Te Aka Whai Ora Maori Health Authority

KEY PERFORMANCE OBJECTIVES:

Task	Provision of Health Information for Clinical Care
Expected Result	<p>Managing all requests for Health Information required for Clinical Care including paper and electronic information</p> <p>Records are tracked and sent to the appropriate location according to the request.</p> <p>Records requiring Coding are identified and sent to the Clinical Coding Unit.</p>
Task	Maintenance and Storage of the Clinical Record
Expected Result	<p>New files are generated according to clinical record format;</p> <p>All loose clinical record forms are filed in according to the clinical record layout expectations.</p> <p>Records are tracked and stored in the appropriate location</p> <p>Any damaged or deficient clinical record covers are repaired/replaced;</p> <p>All clinical records are volumised into an acceptable and manageable size</p>
Task	Scanning of Patient Information
Expected Result	<p>Patient documents are prepared in accordance with guidelines</p> <p>Digitisation of patient documents is completed within the expected timeframes</p> <p>The quality of scanned documents meets the agreed standards for digitisation</p>
Task	Communicate effectively both within team and externally
Expected Result	<p>Communicates professionally and appropriately with colleagues</p> <p>Establishes and maintains a good working relationship with all hospital staff;</p> <p>Appropriate telephone manner is used at all times;</p> <p>All incoming correspondence is cleared, distributed and managed promptly;</p>
Task	Responsible for maintaining own levels of skill and effectiveness in relevant areas.
Expected Result	<p>Attend relevant training programmes following prior approval of the Clinical Records Manager;</p> <p>Keep abreast of changes in management of the clinical record</p> <p>Maintain in-depth working knowledge of department procedures and policies.</p>
Task	To contribute to effective department management and work effectively within the team

Expected Result	<p>Prioritise own workload, to enable support, assistance and supervision for other staff when necessary;</p> <p>When required assist in formulating and reviewing processes, procedures and guidelines.</p> <p>Collaborates with team members and other staff to achieve objectives for the good of the whole</p> <p>Actively contributes to and accepts decisions</p> <p>Recognises and respects individual differences</p>
Task	Other duties that may, from time to time, be required to be performed by the Clinical Records Manager, or his/her nominee
Expected Result	<ul style="list-style-type: none"> Any other duties as requested are completed within the agreed timeframes

HEALTH & SAFETY:

- Observe all Waitaha Canterbury safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employee's health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Waitaha Canterbury's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

QUALITY:

Every staff member within Waitaha Canterbury is responsible for ensuring a quality service is provided in their 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.

SKILLS & KNOWLEDGE

Essential:

- MS Excel skills at intermediate level
- A focus on customer service and quality patient outcomes
- A high level of problem-solving skills

Desirable:

- Advanced MS Excel skills
- Competent knowledge of all Waitaha Canterbury's Patient Management Systems
- Excellent written, verbal and interpersonal communication skills
- Ability to work with little or no supervision
- Ability to meet established deadlines
- Good influencing skills
- High level of analytical skills

PERSONAL ATTRIBUTES:**Mandatory:****Key Behaviours**

- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and proactive.
- Accepts responsibility for actions.
- Flexibility to rotate within the job band

Desirable:

- Ability to relate to various groups of people (staff, patients, external providers) in an empathetic and successful manner to achieve goals
- Experience in managing Data Integrity issues

HOURS OF WORK

The Clinical Record Department provides a 7 day per week between the hours of 07:00 and 22:00

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