

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

September 2020

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

Position Title:	Admissions Officer DSU/DOSA/ASAW/CSAW (South Island DHB PSA MECA Grade S3)	
Reports to:	Charge Nurse Manager DSU/DOSA/ASAW/CSAW (CNM)	
Key Relationships:	Internal: <ul style="list-style-type: none"> ▪ Charge Nurse Manager ▪ Admin Team Leader/team members ▪ Perioperative Nurse Manager ▪ Operating theatre staff and Anaesthetists ▪ Wards and other staff 	External: <ul style="list-style-type: none"> ▪ Patients and their families ▪ General practitioners ▪ Other public and private health sector health agencies
Organisational Vision:	Te Whatu Ora [Health NZ] Waitaha Canterbury vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values & Philosophy:	<p>Te Whatu Ora [Health NZ] 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 DHB are the values of the organisation:</p> <ul style="list-style-type: none"> ▪ Care & respect for others ▪ Integrity in all we do ▪ Responsibility for outcomes 	
Role Purpose:	<p>The key purpose of the role is to work to Te Whatu Ora [Health NZ] standards (and Ministry of Health targets) for admission practices, with guidance from the CNM and Periop Nurse Manager.</p> <p>This includes the administrative preparation for admission and admission to Perioperative services, providing timely and accurate admission to utilise operating theatres as best as possible.</p>	

The Administrator will be successful when:

1. Patient flow is streamlined

Time is managed well to support prioritisation and completion of competing demands.

Front of house duties:

- Front of house duties undertaken as directed by the CNM.
- Patients and visitors to the department are greeted warmly and directed to the appropriate area.
- Patient management system is checked for patient demographics and updated as appropriate.
- Patient confidentiality and privacy is maintained at all times.
- All information required by Te Whatu Ora [Health NZ] Waitaha Canterbury Management is collected as per agreed protocols and business rules.
- Patients who are clearly unwell or infirm are referred immediately to nursing staff.

2. Standardised admission processes are followed contributing to a high performing booking system

Admissions

- Elective admissions are managed as per DSU/DOSA/ASAW/CSAW admission guidelines.
- All data is entered into the patient management system accurately and in a timely manner.
- Patient's demographic information is changed where necessary to reflect their day of surgery needs.
- Patient appointments are monitored to keep within departmental and MoH guidelines.
- Reports are generated daily for elective surgery and low and high volumes of expected patients are reported to CNM.
- Admission requests are created where necessary for IR and Acute patients and all members of periop team is informed.
- Changes to the surgical lists on the day of surgery are coordinated to ensure all nurses, theatres, wards and booking coordinators are made aware of the changes.
- Cancellations are kept to a minimum by communicating with patients, nurses, theatre staff, consultants and booking coordinators.
- Patient documents/results are available on the day of surgery.
- Post-surgical tasks are followed up and completed including follow up appointment requires to outpatient clinics and reporting cancellations, DNA's to booking coordinators to help maintaining waiting lists.

Coordination of patient operating lists

- Accurate, prioritised operating lists are distributed to designated areas within DSU/DOSA/ASAW/CSAW prior to the day of surgery.
- All lists are checked to ensure accuracy as compared with reports, notes, theatre schedules and operating times.
- Any anomalies are identified, investigated and resolved.
- Any cancellations are reported to booking coordinators promptly.

Preparation for admission

- Patients are notified, by phone of any changes to appointments on day of surgery as decided by clinicians.
- Any patient's pre-admission documentation is received to DSU/DOSA/ASAW/CSAW ahead of patient's admission.
- Hospital and specialist notes where appropriate are received prior to admission and all blank documentation is added as required by nurses and clinicians.
- Interpreter service is arranged if required.

3. Coding and data entry of relevant patient information is completed

- Demographics are checked, corrected and updated at every possible opportunity.
- All CDHB coding and patient management systems updated for accurate reporting and service planning.

4. Effectively communicate with all internal and external clients

<ul style="list-style-type: none"> • All enquires and requests from Te Whatu Ora [Health NZ] Waitaha Canterbury staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. • Effective working relationships are maintained with staff from other departments within Christchurch, Ashburton and Burwood hospitals. • Good public relations and communication skills are practised at all times.
<p>5. Undertake other duties and projects as reasonably directed by the CNM from time to time</p>
<ul style="list-style-type: none"> • 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.
<p>6. Communication</p>
<ul style="list-style-type: none"> • Positive and professional behaviours in all relationships are role modelled • Communication is clear, open, accurate and responsible • Confidentiality is maintained • Communicates clearly and proactively seeks feedback • Minutes that are recorded and circulated are read and actioned appropriately • Contribute to a supportive environment in order to create a high functioning service
<p>7. Quality</p>
<ul style="list-style-type: none"> • A quality service is provided by taking an active role in quality activities and identifying areas of improvement • Be familiar with and apply the appropriate organisational and divisional policies and procedures
<p>8. Health and Safety</p>
<p>Maintain a high quality, safe and secure work environment by following relevant Te Whatu Ora [Health NZ] Waitaha Canterbury and divisional policies, protocols and standards.</p> <p>All Te Whatu Ora [Health NZ] Waitaha Canterbury work procedures and instructions are observed</p> <ul style="list-style-type: none"> • Own safety and that of others is ensured • All hazards or potential hazards are immediately reported • Protective equipment is used when appropriate and protective clothing is worn when required • Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed • Workplace hazards and employees health is monitored • All accidents or incidents are promptly reported to your manager • Te Whatu Ora [Health NZ] Waitaha Canterbury 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

PERSON SPECIFICATION:

- 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.

Qualifications & Experience *(indicate years of experience required and level of learning)*

Essential:

- Excellent customer service skills – people focused
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem solving skills
- Ability to achieve accuracy and maintain attention to detail
- Ability to meet deadlines and work unsupervised
- A team player
- 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
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.

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

