

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Contact Centre Operator
Reports to	Team Leader Community Dental Service Contact Centre
Location	TPMH Heathcote Building
Department	Community Dental Service
Job band (indicative)	National health workers collective agreement – Band 2, Step 1 to 3

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The position primarily responds to incoming calls in a call centre type environment. Calls are received from whānau/caregivers, Well Child providers and other external agencies seeking information and support to access dental care.

Contact Centre Representatives book appointments, refer clients to a clinical triage service, respond to email correspondence, upload information and update system databases to ensure contact information is true and correct. At all times complying with the Privacy Act while dealing with patient information.

Key Result Area	Expected Outcomes / Performance Indicators
Outcomes Area	Managing inbound and outbound enquiries to the Community Dental Service effectively and efficiently, responding to telephone calls and emails in a professional and friendly manner.
	Provide culturally appropriate support to whānau/caregivers accessing services.
	Completing administrative tasks associated with the effective and efficient operation of the Contact Centre in a timely manner.
Other	Performing other duties considered to be within the scope of this role as agreed by you and your manager.

Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	• Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

Matters which must be referred to the Team Leader – Community Dental Service Contact Centre

- Complex or escalated complaints
- Service and technical issues
- Privacy concerns
- Any matter outside delegated authority or where guidance is required

Relationships

External

- Whānau/caregivers and guardians
- Well Child Providers
- Other Health Professionals
- Schools, agencies and other enquirers

Internal

- Contact Centre Team Leader
- Service Manager
- Clinical Director
- Clinical Manager
- Clinical Team Leaders
- Contact Centre Team
- Community Dental Service Staff

About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Demonstrated customer service experience in a call centre environment.
- Effective listening skills with the ability to quickly ascertain patients and whānau/caregivers needs through proven questioning techniques.
- Excellent communications and interpersonal skills, supporting clients who have English as a second language
- An articulate, clear and friendly communication style.
- A high level of written English comprehension and writing skills.

- The ability to work systematically and accurately in common desktop applications including booking and online appointment applications.
- Experience in the use of a variety of client software devices
- A demonstrated ability to meet service objectives.

Desired:

- Experience in managing/implementing continuous quality improvement
- Experience in a professional call centre environment

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Demonstrate experience in managing/implementing continuous quality improvement
- Demonstrate experience in a professional call centre environment

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.