STATEMENT OF ACCOUNTABILITY

Client Services Support and Courier, Patient and Client Services, Canterbury Health Laboratories

TEAM	Patient and Client Services, Canterbury Health Laboratories
POSITION TITLE	Client Services Support and Courier
REPORTS TO	Client Services Lead, Canterbury Health Laboratories

OUR CULTURE

At Waitaha-Canterbury we are 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. We acknowledge New Zealand as a bicultural nation and support and respect the integration of Tikanga Māori and Te Reo Māori at work.

OUR TEAM ACCOUNTABILITY

As a member of the CHL Patient and Client Services Team, this role has shared accountability for:

- Engaging with the Leadership team, the people of the Waitaha-Canterbury and Te Tai o Poutini-West Coast districts and the wider Te Whatu Ora-Health New Zealand systems to build trust, common understanding and shared ownership.
- Growing the understanding and engagement of the CHL team with the vision and goals of the Waitaha and Te Tai o Poutini Health systems
- Ensuring clarity of purpose, developing clear direction, plans, alignment and priority and making sure all teams and roles know their accountability and responsibility
- Doing the right thing, being and staying well and valuing everyone
- Building the capability of the Patient and Client Services Team function to make it happen and the process capability to do it effectively and efficiently
- Communicating, in order that within the Patient and Client Services team, the Waitaha, and Te Tai o Poutini-West Coast districts and the wider Te Whatu Ora health systems, everyone remains aligned with and informed about our plans, priority and progress.

MY ROLE RESPONSIBILITY

The Client Services Support and Courier key focus is to assist our teams in providing a high-quality service to clients, with logistics and site support, transportation of specimens and other goods, including reports and other documentation.

Specific responsibilities are:

- Provide a high-quality service to clients
- Client focused duties
- Carry out general housekeeping duties
- Support the logistics operations
- Support, including cover during absence, the Site Coordinator duties
- Uplift specimens or other materials for the laboratory or, by arrangement, for other Te Whatu Ora services
- Deliver reports, other documentation and supplies to clients as directed
- Adhere to safety programmes and procedures.
- Communication of accurate and timely information to the Client Services Lead
- Aware of and comply with Te Whatu Ora health and safety policies and procedures
- Undertake any other duties as reasonably directed by the Client Services Lead or Site Coordinator

MY CAPABILITY

- Hold an appropriate drivers licence, which shall be current
- Be client focused and committed to providing a high-quality service
- Possess effective interpersonal skills and be able to work as part of a team
- Have good communication skills
- Be able to work effectively and efficiently under periods of pressure
- Be able to work unsupervised
- Be willing to take responsibility when required
- Be adaptable and able to relate well to a wide range of people
- Be disciplined, self-motivated and maintain a positive approach to work

MY RELATIONSHIPS TO NURTURE

Internal

Staff of CHL
Client Services Lead
Site Coordinator
Section Heads
Other staff of Te Whatu Ora as required

External

Existing and potential clients

May 2023