

## Position Description

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<b>Position</b>	<b>Administration Support Officer</b>
<b>Team / Service</b>	<b>Therapies / OPRS</b>
<b>Directorate</b>	<b>Allied and Community Services</b>
<b>District</b>	<b>Capital, Coast &amp; Hutt Valley</b>
<b>Responsible to</b>	<b>Administration Manager Therapies/OPRS</b>
<b>Children's Act 2014</b>	This position is not a children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	This position is expected to work from Hutt Hospital Campus  Hours between 8.00 – 5pm

## Health New Zealand

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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

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

### The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

#### Hutt Valley

##### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

##### Mission

Working together for health and wellbeing.

##### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership:  
Mahi Tahi Te Atawhai Tonu Always caring and  
Mahi Rangatira being our Best

#### Capital and Coast

##### Vision

Keeping our community healthy and well

##### Mission

Together, Improve the Health and Independence of the People of the District

##### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

### District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

### Team/Service Perspective

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Hutt Hospital, Health New Zealand serves a mainly urban population of around 140,000. Hutt Hospital has approximately 300 beds and provides most secondary services, as well as being the centre for regional plastic, maxillofacial and burns services, the regional rheumatology and school dental services and the greater Wellington public health and breast screening services.

Hutt Hospitals mission is 'healthy people, healthy families, healthy communities', and our priorities include collective leadership, working with our neighbours, focusing on quality, financial

sustainability, and working with primary care to advance projects that address long term conditions, high needs populations, inequalities, and avoidable admissions to hospital.

### Purpose of the role

Working in a small team mainly in the Therapy Department which includes Physiotherapy, Occupational Therapy, Speech Language Therapy, Pain Management, Geriatrician Service, and Hand Therapy Services.

This is a very busy department where you will be working alongside our professional friendly team that have a can do attitude, where patients are valued and made welcome.

You will be required to support the following patient focussed functions in the Hospital, reception duties and patient enquiries, referral management, scheduling of outpatient appointments and administration support, general office duties.

To ensure that booking scheduling protocols for clinics and waiting lists are strictly followed to minimise disruption to patients and clinicians, to keep waiting times to a minimum and Ministry of Health targets are met.

Hutt Hospital Standard Operating Procedures must be followed at all times.

To perform all duties to the general public, patients, and hospital staff in a way that shows, courtesy, sensitivity and privacy

### Key Accountabilities

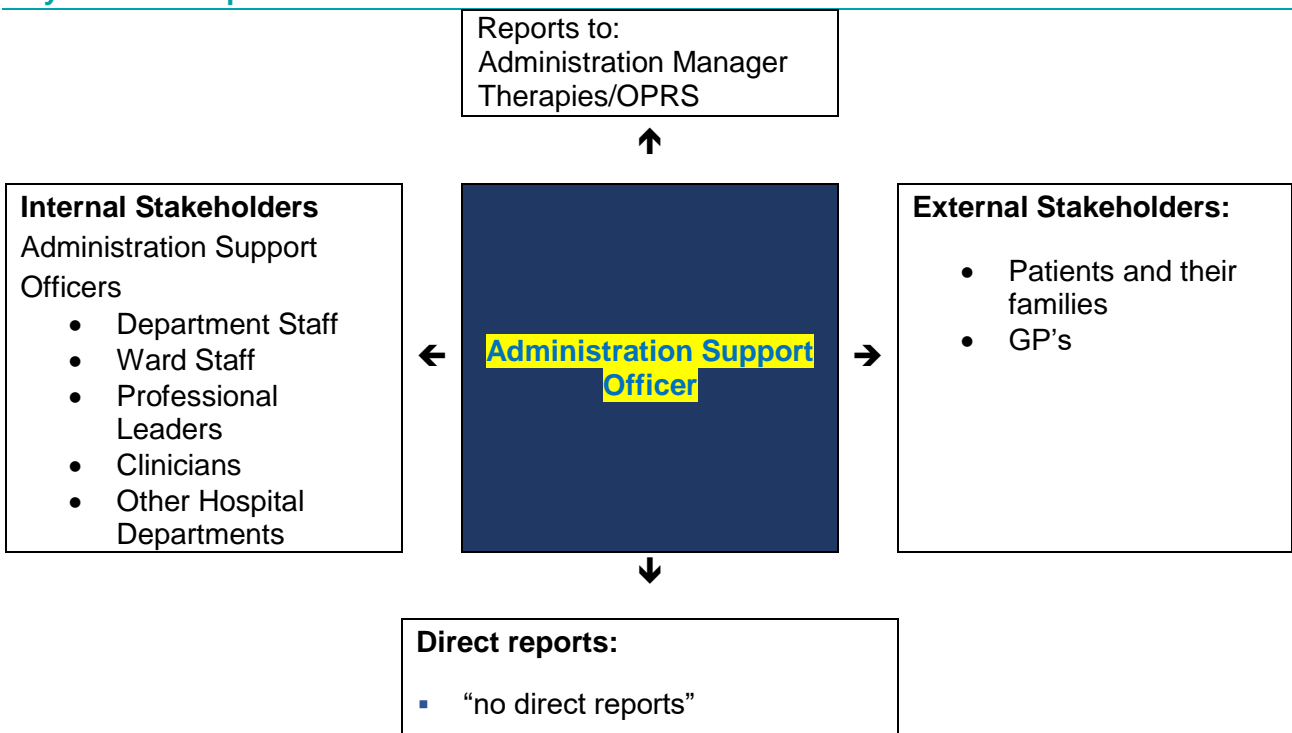
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<p><b>1. Reception &amp; Enquires</b></p>	<ul style="list-style-type: none"> <li>▪ Provide outstanding customer service for patients and visitors to the hospital.</li> <li>▪ Patients, visitors and staff, they are courteously directed to appropriate parts of the hospital.</li> <li>▪ A high level of effective and courteous communications between staff, patients and customers and external agencies.</li> <li>▪ Empathetic to all patients and visitors coming into the hospital.</li> <li>▪ Information received is passed on accurately and in a timely and courteous manner.</li> <li>▪ Demonstrates excellent customer service skills in a critical, acute setting and is committed to delivering a quality focused service.</li> <li>▪ Provides a customer focused reception function to outpatients and other parts of the hospital.</li> <li>▪ General Reception Duties /Loading of all incoming referrals</li> <li>▪ The reception area, office and waiting areas are tidy and clean at all times</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Provides a support service for wider teams.</li> <li>▪ Provides support for other team members with overflow of work</li> <li>▪ Reports completed in the correct timeframe and any errors escalated as/when needed</li> <li>▪ Requests by staff are responded to in a timely manner.</li> <li>▪ Medical Records scanning delivered in a timely fashion</li> <li>▪ Checking and responding to emails</li> <li>▪ Scheduling/bookings for Physiotherapy Outpatients Services</li> <li>▪ Managing complex and sensitive information when dealing with clients.</li> </ul>
<b>3. Telephone Skills</b>	<p><b>Inbound Calls</b></p> <ul style="list-style-type: none"> <li>▪ Assistance to patients and general practitioners is given in a customer focussed professional manner</li> <li>▪ Responses to internal and external information are prompt and accurate</li> <li>▪ Enquiries for patients are monitored with discretion and Hospital guidelines are followed</li> </ul>
<b>4. General</b>	<ul style="list-style-type: none"> <li>▪ Assistance to help where required when needed to provide cover</li> </ul>
<b>5. Patient Registration</b>	<ul style="list-style-type: none"> <li>▪ Staff are notified when a patient has arrived</li> <li>▪ Registration details are accurately checked and updated on the computer system</li> <li>▪ All relevant patient information is filed as appropriate</li> <li>▪ Relevant medical notes/files are collected and available to clinicians</li> </ul>
<b>6. Discharge of Patients</b>	<ul style="list-style-type: none"> <li>▪ Medical Records are returned to Medical Records</li> </ul>
<b>7. Confidentiality and Privacy</b>	<ul style="list-style-type: none"> <li>▪ Clear understanding of the Health Information Privacy Code 1994</li> <li>▪ Ensures the Te Whatu Ora code of conduct with respect to confidentiality of patient information is followed at all times</li> </ul>
<b>8. Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>▪ Actively work in partnership with other directorates and key stakeholders in the value for money design and delivery of effective project management services.</li> <li>▪ Constructive strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to Te Whatu Ora that supports and enables problem solving and the implementation of solutions</li> <li>▪ A partnering approach is implemented to the delivery of services to Te Whatu Ora in a way that facilitates and supports shared agenda and objectives.</li> </ul>

<p><b>9. Continuous improvement and innovation</b></p>	<ul style="list-style-type: none"> <li>Establish a culture of continuous improvement, ensuring linked and cohesive Te Whatu Ora view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.</li> </ul>
<p><b>10. Te Tiriti o Waitangi</b></p>	<ul style="list-style-type: none"> <li>Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<p><b>11. Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

**Key Relationships & Authorities**



**Capability Profile**



Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Arranges information and files in a useful manner</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Accurately scopes out length and difficulty of tasks</li> <li>▪ Sets objectives and goals</li> <li>▪ Breaks down work into the process steps</li> <li>▪ Anticipates and adjusts for problems and roadblocks</li> <li>▪ Measures performance against goals</li> <li>▪ Evaluates results</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>▪ Sought out by others for advice and solutions</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Probes all fruitful sources for answers</li> <li>▪ Can see hidden problems'</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Looks beyond the obvious and doesn't stop at the first answer</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>▪ Provides quality service to those who rely on one's work.</li> <li>▪ Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>▪ Explores and trials ideas and suggestions for improvement made by others.</li> <li>▪ Shows commitment to continuous learning and performance development.</li> </ul>
<b>Negotiating</b>	<ul style="list-style-type: none"> <li>▪ Can settle differences with minimum noise;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> <li>▪ Has a good sense of timing</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### Knowledge, Skills & Experience:

- Strong customer service with experience relating to a wide range of ethnic groups
- Flexibility and adaptability
- Excellent front line reception and telephone manner
- Show empathy to all
- Enjoy a fast-paced environment
- Ability to work autonomously and also as part of the team

- Excellent computer skills, Microsoft suite, Concerto, WebPas
- Ability to deliver a high standard of work with excellent attention to detail

**Ma tini, ma mano, ka rapa te whai  
By joining together we will succeed**

Health New Zealand -Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

**Date Effective:**

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**Manager's Signature:**

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**Employee's Signature:**

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