

## Position Description

---

<b>Position</b>	<b>Administration Support Officer</b>
<b>Team / Service</b>	<b>Therapies/OPRS</b>
<b>Directorate</b>	Community, Allied Health, & Older Adults
<b>District</b>	Capital, Coast & Hutt Valley and Wairarapa Districts
<b>Responsible to</b>	Administration Manager Therapies/OPRS
<b>Children's Act 2014</b>	This position is not 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 Valley Campus

## Health New Zealand - Te Whatu Ora

---

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

---

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

---

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:

- |                        |  |
|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | 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. |
| <b>Mana tāngata</b>    | 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

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	Capital and Coast
<p><b>Vision</b></p> <p>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.</p>	<p><b>Vision</b></p> <p>Keeping our community healthy and well</p>
<p><b>Mission</b></p> <p>Working together for health and wellbeing.</p>	<p><b>Mission</b></p> <p>Together, Improve the Health and Independence of the People of the District</p>
<p><b>Ō mātou uara – Values</b></p> <p>Mahi Pai - Can do</p> <p>Mahi Tahi - In Partnership</p> <p>Te Atawhai Tonu - Always caring</p> <p>Mahi Rangatira - Being our Best</p>	<p><b>Value</b></p> <p>Manaakitanga – Respect, caring, kindness</p> <p>Kotahitanga – Connection, unity, equity</p> <p>Rangatiratanga – Autonomy, integrity, excellence</p>

### District Responsibility

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

This role is base in the broader Community, Allied Health and Older Adults group.  
Based in an outpatient setting to provide support to patients and their families, Therapies/OPRS Administration Support Officers, Professional Leaders, Therapists, OPRS/Therapy Department Staff, working closely with other Hospital Departments, GP's, ACC and Medical Records

### Purpose of the role

To support the following patient focussed functions; referral management, reception and patient enquiries, administration support, scheduling of outpatient appointments.

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.

Capital, Coast and Hutt Valley 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

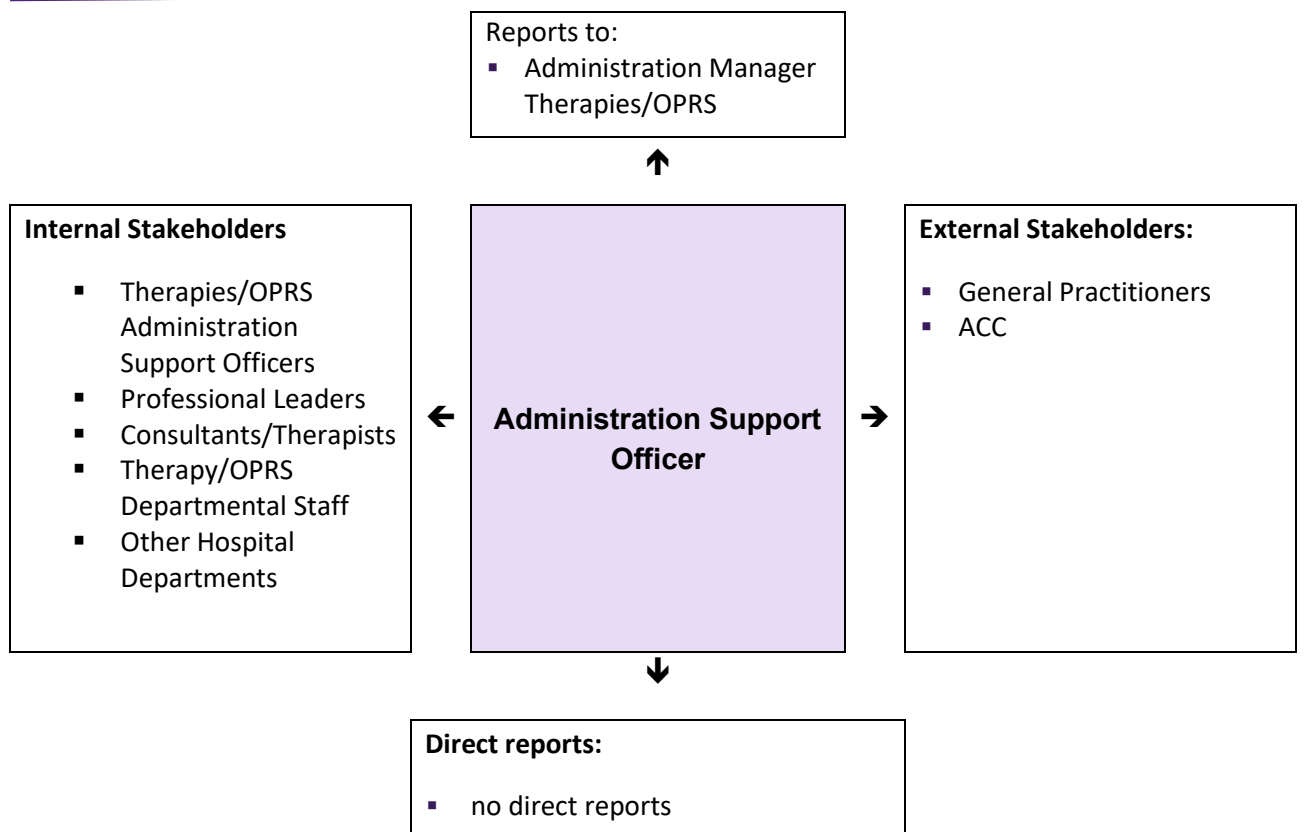
### Key Accountabilities

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
1. Technical outcomes / accountabilities	<ul style="list-style-type: none"> <li>Provide outstanding customer service and be first point of contact for patients and visitors to the hospital.</li> <li>A high level of effective, empathetic and courteous communications between staff, patients, customers and external agencies both in person and on the phone.</li> <li>Requests by staff are responded to in a timely manner, information received is passed on accurately</li> <li>Demonstrates excellent customer service skills in a critical, acute setting and is committed to delivering a quality focused service.</li> <li>General Reception Duties, registrations, incoming referrals, patient bookings, rescheduling appointments, texting, aims reminders, opening of assessment rooms, phone queries, discharging patients, banking, Admin Support for department staff.</li> <li>The reception area, office and waiting areas are tidy and clean at all times.</li> </ul>
2. Leadership	<ul style="list-style-type: none"> <li>Personable and friendly, relates well to people. Builds an effective level of rapport with people within a short period of time</li> <li>Able to put forward their point of view in a discussion/negotiation situation</li> <li>Effectively communicates in situations requiring tact and diplomacy</li> <li>Is able to work autonomously or as a member of a team</li> </ul>
3. Stakeholder engagement	<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 the DHBs that supports and enables problem solving and the implementation of solutions</li> <li>A partnering approach is implemented to the delivery of services to the Te Whatu Ora District Hospitals in a way that facilitates and supports shared agenda and objectives.</li> </ul>

4. Continuous improvement and innovation	<ul style="list-style-type: none"> <li>Establish a culture of continuous improvement, ensuring linked and cohesive Health New Zealand's 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>
5. Te Tiriti o Waitangi	<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, consultation and partnership.</li> </ul>
6. Health & Safety	<ul style="list-style-type: none"> <li>Displays commitment through actively supporting all health and safety initiatives.</li> <li>Ensures all staff maintain adequate safety standards as per hospital guidelines and procedures.</li> <li>Ensures own and others safety at all times.</li> <li>Complies with policies, procedures and safe systems of work. Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>Is involved in health and safety through participation and consultation.</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>Can orchestrate multiple activities at once to accomplish a goal</li> <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 and projects</li> <li>Breaks down work into the process steps</li> <li>Develops schedules and task/people assignments</li> <li>Anticipates and adjusts for problems and roadblocks</li> <li>Measures performance against goals</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>Understands the need for confidentiality, and is prepared to keep information (e.g. about clients and/or staff) confidential</li> <li>Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</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 negotiate skilfully in tough situations with both internal and external groups;</li> <li>Can settle differences with minimum noise;</li> <li>Can win concessions without damaging relationships;</li> <li>Can be both direct and forceful as well as diplomatic;</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

#### A. Knowledge, Skills & Experience:

- Experience with Webpas, SCP (single clinical portal) or Bookings and Administration in a hospital setting would be an advantage
- Office experience, proficient in Microsoft Office Suite

#### B. Essential Professional Qualifications

- Outstanding customer service
- Excellent computer and telephone skills

#### C. Someone well-suited to the role will place a high value on the following:

- Excels at courteous communications
- Sets specific goals and targets for themselves
- Is self-motivated to reach goals and improve efficiency
- Open to feedback about own strengths and weaknesses, and suggestions for improvement
- Able to modify priorities as circumstances change to meet changing work pressures and deadlines
- Confident in their own abilities. Comfortable taking on unfamiliar tasks
- Willing to be flexible and take initiative as required
- Has good organisational skills

**Ma tini, ma mano, ka rapa te whai**

**By joining together we will succeed**

Health New Zealand 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:** \_\_\_\_\_

**Manager's Signature:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_