

Position Description

Position	Service Administrator
Team / Service	Women and Children's Health Service
Group	Women and Children's Health
District	Capital, Coast & Hutt Valley District
Responsible to	Operations Manager Women's and Children's Health
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from Hutt Valley Hospital

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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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:

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

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

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.

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.

Service Perspective

The Women's and Children's health service covers the following areas:

- Maternity services
 - Birthing suite
 - Postnatal/antenatal wards
 - Maternity Assessment unit
- Women's Health
 - Gynaecology services
- Children's Health Services
 - Children's inpatient ward
 - Special care baby unit
 - Children's outpatient services
 - Children's development services
- Family harm team
 - Violence intervention programme
 - Gateway

Purpose of the role

The purpose of the role is to provide timely, professional and high quality administrative services to the Operations Manager Women and Children's Health and the Clinical Leads for both Services.

The role enables the day to day operation to function smoothly and provide the Operations Manager and clinical leads with the expertise, support and service so they are able to operate efficiently and effectively.

The role is part of a wider administration team supporting the Women and Children's services and it is an expectation that this role will work with other administrators.

The role also provides a link with the corporate functions within the hospital, including Finance and Human Resources, and works closely with the other management support roles within the directorate.

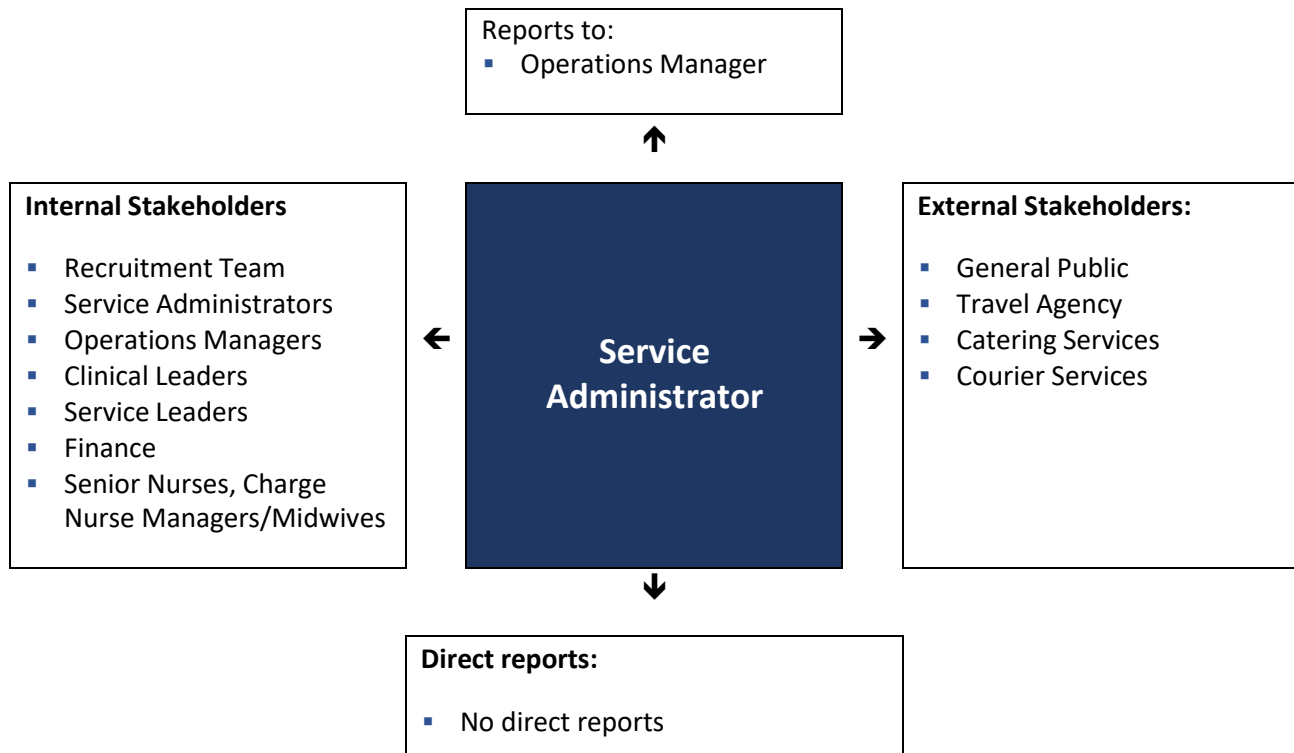
Key Accountabilities

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
Secretarial Support	<ul style="list-style-type: none"> • Diary Management • Task and file management • Drafting, compiling, editing and final production of reports, documents, spreadsheets and presentations
Meeting Management	<ul style="list-style-type: none"> • Prepares agenda, minutes and action lists for relevant meetings attended / chaired by the Operations / Service Manager or Clinical Director • Provides meeting administration
General Administration	<ul style="list-style-type: none"> • Monitoring and maintain stationary and printing requirements • Collating and dispatching documents as required • Organising functions, venues and catering • Travel management • Mail management • Invoice and expense claims • Administrative support • Quality and complaints administrative support including maintaining a log of audits, obtaining notes, supporting patient engagement and feedback activities • Supporting recruitment processes • Supporting other HR administrative activities where required • Special projects and other assistance as required • Timesheet administration
Correspondence Management	<ul style="list-style-type: none"> • Logging, up keep and maintenance of the correspondence tracking system • Manage complaint/ compliment letters promptly as received • Composing and typing letters on routine matters
Relationship Management	<ul style="list-style-type: none"> • Ensures that the Office has a professional interface internally within Hutt, and externally with key stakeholders • Maintains professional and courteous relationships both internally and externally on behalf of the Operations Manager • Develops constructive and professional relationships with staff within CC and HV • Respects the privacy of staff and the requirements of confidentiality where these exist in relation to the responsibilities of the Operations Manager and to the sensitive information held

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> Any urgent matters are referred to the appropriate staff member in the absence of the Operations Manager
Confidentiality & Information Security	<ul style="list-style-type: none"> Maintains strict confidence in respect of client information and related matters.
Team Work	<ul style="list-style-type: none"> Works collaboratively with other directorate administration staff Willingness to provide cover for other administrators within the directorate
Professional Development	<ul style="list-style-type: none"> Participates in training and development
Communication	<ul style="list-style-type: none"> Communicates in a professional and respectful manner Positively interacts with key stakeholders internally and externally
Quality Improvement & Risk Management	<ul style="list-style-type: none"> Actively contributes to risk management activities within the Group Managers office. Identifies improvement opportunities and notifies the Operation Manager. Participates in quality improvement and risk minimisation activities. Complies with standards.
Health, Safety and Environment	<ul style="list-style-type: none"> Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature Actively supports and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply Maintain a proactive culture of Health & Safety supported by systems Ensure providers are aware of and have processes to comply with their health and safety responsibilities

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
Interpersonal Savvy	<ul style="list-style-type: none">Relates well to all kinds of people – up, down, and sideways, inside and outside the organisationBuilds appropriate rapportBuilds constructive and effective relationshipsUses diplomacy and tactCan diffuse even high-tension situations comfortably
Organising	<ul style="list-style-type: none">Can marshal resources (people, funding, material, support) to get things doneCan orchestrate multiple activities at once to accomplish a goalUses resources effectively and efficientlyArranges information and files in a useful manner

Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Develops schedules and task/people assignments ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
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Competency	Behaviours
Cultural Skills	<ul style="list-style-type: none"> Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua. Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work. Accesses resources to make sure culturally appropriate and language appropriate services are provided. Draws on a client's own cultural resources and support frameworks.
Communication	<ul style="list-style-type: none"> Practises active and attentive listening. Explains information and gives instructions in clear and simple terms. Willingly answers questions and concerns raised by others. Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. Is confident and appropriately assertive in dealing with others. Deals effectively with conflict.
Quality & Innovation	<ul style="list-style-type: none"> Provides quality service to those who rely on one's work. Looks for ways to improve work processes - suggests new ideas and approaches. Explores and trials ideas and suggestions for improvement made by others. Shows commitment to continuous learning and performance development.
Priority Setting	<ul style="list-style-type: none"> Spends his/her time and the time of others on what's important Quickly zeroes in on the critical few Can quickly sense what will help or hinder in accomplishing a goal Eliminates roadblocks Creates focus
Taking responsibility	<ul style="list-style-type: none"> Is results focussed and committed to making a difference. Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected. Adjusts work style and approach to fit in with requirements. Perseveres with tasks and achieves objectives despite obstacles. Is reliable - does what one says one will. Consistently performs tasks correctly - following set procedures and protocols.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Proven experience and a track record of success, in a similar senior administrative role
- Demonstrated ability to draft reports and understand financial analysis
- Highly developed written and oral skills - the ability to communicate ideas in writing and verbally
- Excellent word processing and PC skills with an advanced knowledge of MS Word and MS Excel, and an intermediate knowledge of PowerPoint
- Experience in a corporate environment dealing with stakeholder and customer relations is required.
- Demonstrated ability to interpret legislation
- Secretariat experience of senior management and clinical meetings

- Understanding of the health environment
- Project administration experience would be advantage
- Comprehensive knowledge of the Public Health and Disability Act and Official Information Act

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

- Personal and professional integrity
- Provision of excellence in customer service
- Mature and reflective judgement - the ability to make good decisions under pressure and to handle a range of competing pressures at one time.

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