

Position Description

Position	Ward Administrator
Team / Service	Medical Ward/Medical & Acute Care
Group	Hospital Operations
District	Capital, Coast & Hutt Valley
Responsible to	CNM Medical Ward
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work at the Hutt valley Campus. From time to time as part of Variance Response you may be required to work in other areas.

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.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

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 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. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

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.

Group Perspective

The Hospital Operations Group is one of six within Capital, Coast and Hutt Valley district's provider services. Services and specialties within the group range from primary to tertiary level with service provision for the district, the central Region and wider Regions. The group operates from three sites across the district including Wellington Regional, Hutt and Kenepuru hospitals.

The key areas of focus for the Hospital Operations Group are:

- To ensure effective patient flow across all sites and regionally
- To provide timely diagnostics and accurate reporting across all Radiology Services
- To maintain a responsive Emergency Department Service which strives to meet clinical demands in a timely manner and in accordance with national KPIs.
- To deliver high quality Intensive Care Services to the local district and the region
- To lead the management of emergency responses at a local level.
- To strengthen a quality and patient safety culture through an effective clinical governance model
- To maintain effective administrative support to all clinical areas
- To develop new models of care to manage hospital demand and flow supporting best use of Inpatient bed resources and to ensure the safe management of people with complex healthcare needs
- To lead expanded collaboration with Hutt Valley and Wairarapa to establish wider regional clinical services.

Team/Service perspective

The Medical Ward is a 54 bedded unit in the Hutt Hospital that provides secondary general medical inpatient services to patients aged 15 years and older. We provide inpatient services for diagnosis, assessment, treatment, management and appropriate referral for acute, sub-acute and chronic medical conditions. Secondary general medicine covers a wide range of acute, sub-acute and chronic illnesses and multi-system disorders. We also provide care to patients who are at end of life and those who wish to access Assisted Dying and are unable to access this in the community.

Care is provided collaboratively within an MDT model, where Medical, Nursing and Allied health professionals work together to provide services consistent with Ngā Paerewa Health and Disability Services Standards.

We work closely with MAPU, ED, OPRS and the Transit Hub and internal support services such as AWHI and District Nursing Services to be able to facilitate faster flow throughout the hospital and safe and timely discharge for patients. In addition, we have close relationships with external support services such as Aged Care facilities.

Purpose of the role

The ward administrator plays a key role in supporting the efficient, smooth and professional functioning of the ward by providing high- quality administrative and clerical support to the team.

The ward administrator is often the first point of contact for patients/whanau/visitors and ensuring this is positive and welcoming for patients/whanau and visitors is very important. Customer service is paramount.

The hours may vary between 0730 hours to 2030 hours, 7 days a week. It is a challenging position suitable for a motivated and well-organised person.

High quality reception and clerical functions, including using the hospital computer networks and patient medical record handling are the key aspects of the position.

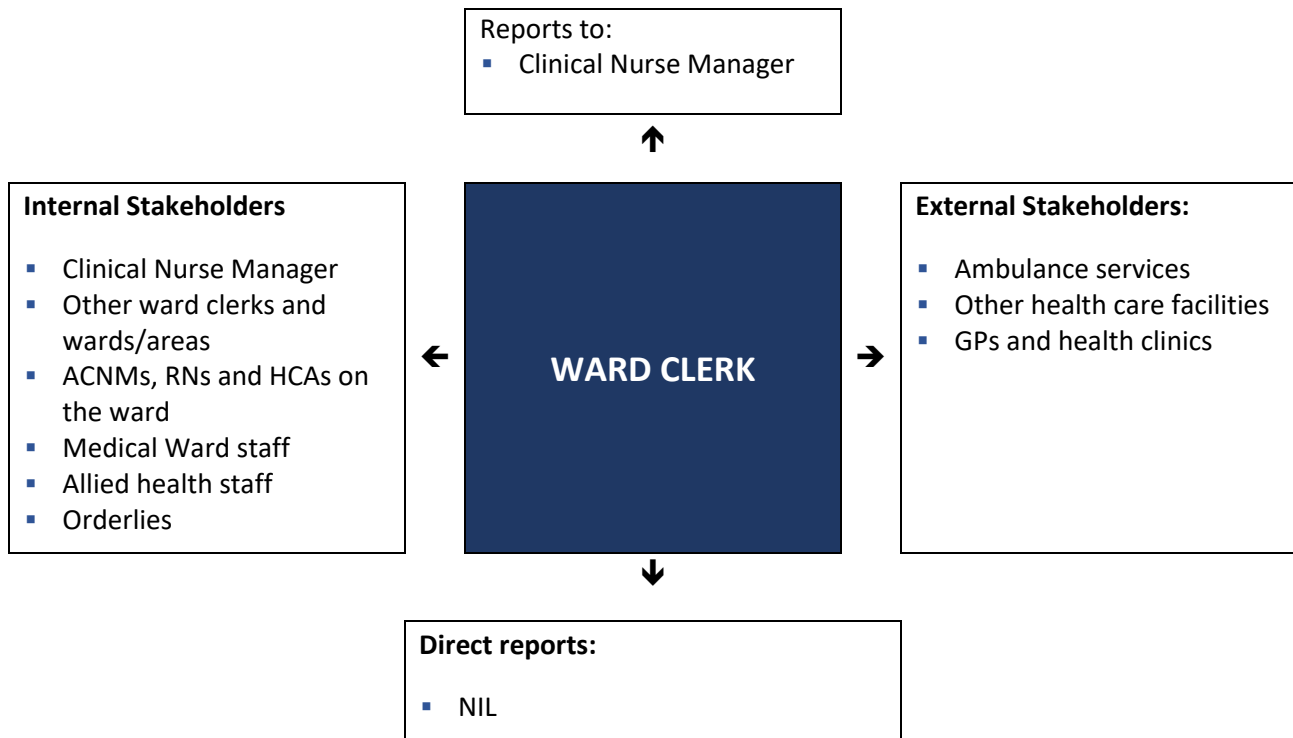
Key Accountabilities

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. Reception/Communication	<ul style="list-style-type: none">• Telephone and reception duties are attended to promptly and pleasantly.• Messages are taken accurately and are passed to relevant staff members in a timely manner.• The unit co-ordinator is kept informed of any messages that may impact on the running of the ward.• Transport arrangements are made for patients attending clinics, diagnostic procedures and other hospitals when appropriate.• Requests for equipment repair and maintenance is made promptly after appropriate approval is sought.• A professional, pleasant and calm manner is maintained at all times ensuring that the ward environment is welcoming to all.
2. Clerical Duties	<ul style="list-style-type: none">• Admission/Discharge requirements are met and notes are compiled and updated in a timely manner.• Admission forms etc, are accurately completed.• Allocation boards outside rooms are updated twice daily.• Filing is kept up to date..• Mail is appropriately and promptly sorted.• Emails (eg discharge summaries/scripts going to Aged Care Facilities) are sent on request of ward staff.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> • Appointments for patients are recorded in the patient appointment diary, notes prepared in advance for orderlies/ambulance as required. • Inpatient events are labelled and tracked appropriately • Office area is kept clean and tidy and uncluttered.
3.Computer Systems	<ul style="list-style-type: none"> • Data is accurately entered into Webpas system within agreed timeframe. • Electronic tracking is timely and up-to-date of inpatient events. • Notes are returned to medical records as per agreed timeframes. • Admission and discharge information is accurately entered within an agreed timeframe. • Patient lists are updated with changes daily. • Attend daily dr handover during weekdays to find out what patients have changed consultants and update Medical Teams list
4. Managing Resources	<ul style="list-style-type: none"> • Stationery and ward stock orders are completed weekly. • Adequate supplies are maintained to meet demand and within the agreed budget requirements. <ul style="list-style-type: none"> ▪ Forms are photocopied to maintain supplies ▪ Rental equipment is tracked to minimise costs
5. Quality Improvement	<ul style="list-style-type: none"> • Co-operates with quality initiatives and new developments. • Examines work processes and suggests methods of improvement. • Is pro-active in developing efficient practices
6. Other Duties	<ul style="list-style-type: none"> • Other duties/projects are accurately carried out within an agreed timeframe, as may be reasonably requested by the Clinical Manager from time to time.
7. Health and Safety	<ul style="list-style-type: none"> • Displays commitment through actively supporting all health and safety initiatives. • Ensures own and others safety at all times. • Complies with policies, procedures and safe systems of work • Reports all incidents/accidents, including near misses in a timely fashion. • Is involved in health and safety through participation and consultation.
8. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation. ▪ Consultation is undertaken with appropriate Maori communities.

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 Skills	<ul style="list-style-type: none"> • Builds an effective level of rapport with people over time. • Effectively communicates in situations requiring ordinary courtesy. • Able to answer queries and explain instructions. • Able to put forward their point of view in a discussion/negotiation situation • Ability to keep calm, polite and functional in times of crisis/stress.
Written Communication Skills	<ul style="list-style-type: none"> • Completing templates. • Filing in forms. • Telephone messages • An adequate range of specialist terminology and/or business language in their own field.
Fit with Hutt Hospital Values	<ul style="list-style-type: none"> • Is professional in dealings with others. • Understands the needs for confidentiality, and is prepared to keep information (e.g about clients and/or staff) confidential.

Competency	Behaviours
Excellence Focus	<ul style="list-style-type: none"> • Sets specific goals and targets for themselves. • Works efficiently through good personal work habits. • Open to feedback about own strengths and weaknesses, and suggestions for improvement. • Able to modify priorities as circumstances change. • Confident in their own abilities. Comfortable taking on unfamiliar tasks.
Problem Solving	<ul style="list-style-type: none"> • Able to see more than one aspect of a situation, remaining objective and dealing with the facts. • Uses common sense and past experiences to identify and solve problems. Learns from experience. • Able to apply guidelines and policy to common or routine situations. • Considers the wider implications of their actions and decisions. Balances taking a short and medium-term perspective.
Technical Expertise	<ul style="list-style-type: none"> • Clerical experience and knowledge of hospital medical record handling. • Word processing and general computer skills. • Previous experience in a customer service role.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Strong and successful experience in general administration
- Sound communication skills and the ability to express ideas clearly
- Computer skills with experience in Microsoft Office products, Word, Excel essential
- Experience with rostering systems would be an advantage

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

- Confidentiality
- Continuous improvement
- Attention to detail

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