

Position Description

Position	Administration Support Officer
Service / Directorate	Outpatient Support Services
Directorate	Essential Support Services
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader – Patient Administration Support Services
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 from Capital, Coast & Hutt Valley hospitals.

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:

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| 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

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| 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
Values:	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.

Unit Perspective

The Non Clinical Support & Delivery Division sits within the Finance, Facilities & Business Services Directorate, led by the Director Facilities and Business Services.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

Purpose of the role

To support the following patient focussed functions in the HOSPITAL; Outpatient administration reception, patient enquiries, referral management, scheduling of outpatient appointments, & waiting list scheduling.

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 Valley 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
Referral Management	<ul style="list-style-type: none"> • Referrals will be registered and delivered to relevant Outpatient Department within 24 hours • Patient Demographics will be entered/updated correctly with attention to detail • Patient's priority will be entered within 24 hours of receipt back from Department and acknowledgement sent to the GP • Patients who have been declined for treatment will be notified within 24 hours of receipt back from department, and a letter sent to the referrer clearly returning responsibility for their ongoing care
Scheduling Outpatients and Pre-operative assessment	<ul style="list-style-type: none"> • Referrals should be scheduled or added to the waiting list within 7 days of receipt back from prioritisation • Patients must be scheduled within the urgent, semi-urgent, routine criteria set for each clinic • Schedulers must liaise with nursing and medical staff by phone or in person if a patient cannot be scheduled within the criteria • Patients must be contacted by telephone prior to scheduling to negotiate date and time of appointment • Demographics and eligibility and ACC status must be validated with the patient during this call • All First specialist Assessments will be scheduled 6 weeks in advance unless they are urgent • All FSA patients must be seen in line with the Elective Services guidelines timeframes • The DNA policy must be followed when re-booking a patient who has missed an appointment
Telephone skills	<p>Inbound Calls</p> <ul style="list-style-type: none"> • Assistance to patients and general practitioners is given in a customer focussed, professional manner • Responses to internal and external information are prompt and accurate • Enquiries for patients are monitored with discretion and DHB guidelines are followed • A request for rescheduling from a patient will be done immediately so that time can be negotiated and followed up with a letter of confirmation • Patients with an "Urgent" priority who wish to be rescheduled will be discussed with nursing or medical staff prior to organisation of a new appt date • Cancellations will be replaced with another patient • Cancellations for patients with "urgent" priority must be notified to the service <p>Outbound Calls</p> <ul style="list-style-type: none"> • When rescheduling patients from a cancelled clinics, patients must be contacted by telephone (as well as by change of appointment letter) if the appointment is within 10 days of the cancelled clinic • Reminder text, calls must be made 2 days prior to clinic appointment. "confirmed field" in patient management must be ticked when patient has been reached • Patients who cancel or reschedule during the reminding process must be replaced by a patient on the waiting list or the clinic must be re-arranged to fill empty slot.
Waiting list management	<ul style="list-style-type: none"> • Enter score and send standard letter to GP and patient • To ensure all patients to be scheduled for surgery have their referral information entered accurately into the PMS in a timely manner using the appropriate technology • Develop theatre lists by patient priority, case weight and theatre utilisation in consultation with the surgeons • To ensure all documentation sent to patients is correct and up to date • No patient is to wait longer than time frames as set by the Ministry of Health • Input and update admission details • Urgent patients are dealt with in a timely

	<ul style="list-style-type: none"> Hutt Valley District Health Board Standard Operating Procedures must be followed at all times
Reception & Enquires	<ul style="list-style-type: none"> Provide outstanding customer service and be first point of contact for patients and visitors to the hospital Patients, visitors and staff, they are courteously directed to appropriate parts of the hospital A high level of effective and courteous communications between staff, patients and customers and external agencies Information received is passed on accurately and in a timely and courteous manner Demonstrates excellent customer service skills in a critical, acute setting and is committed to delivering a quality focused service Provides a customer focused reception function to outpatients and other parts of the hospital
Confidentiality and privacy	<ul style="list-style-type: none"> Clear understanding of the Health Information Privacy Code 1994 Ensures that HVDHB's code of conduct with respect to confidentiality of patient information is followed at all times
Health and Safety	<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 support 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
Treaty of 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

Person Specification (Competencies definitions are selected from Selection Competencies table – use relevant competencies for the position)

<p>Qualifications and Experience</p> <ul style="list-style-type: none"> Knowledge and experience in an administration role – preferably in the health sector Good at prioritising workload <p>Technical Expertise:</p> <ul style="list-style-type: none"> Competent using computer Is prepared to and has the ability to learn new web based clinical applications e.g. IBA, Concerto, Winscribe required for the role, and will undertake training if required

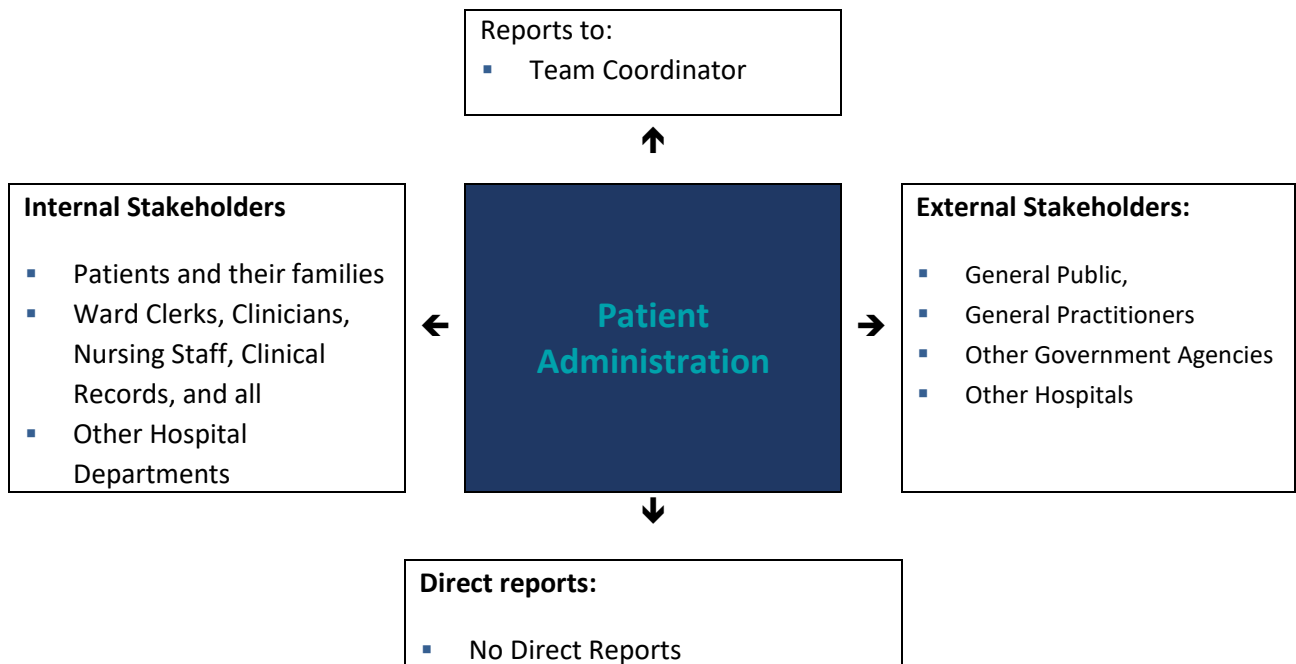
Capability Profile

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 organisation Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably

Competency	Behaviours
Organising	<ul style="list-style-type: none"> Can marshal resources (people, funding, material, support) to get things done Can orchestrate multiple activities at once to accomplish a goal Uses resources effectively and efficiently Arranges 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
Decision Quality	<ul style="list-style-type: none"> Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time Sought out by others for advice and solutions
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Probes all fruitful sources for answers Can see hidden problems' Is excellent at honest analysis Looks beyond the obvious and doesn't stop at the first answer
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.
Negotiating	<ul style="list-style-type: none"> Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be both direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing

Key Relationships & Authorities



Experience and Capability

- Always caring – respectful, kind, and helpful
- Can-Do – positive, learning and growing, and appreciative
- In Partnership – welcoming, listens, communicates, and involves
- Being our best – innovating, professional, and safe
- Is aware that own actions reflect on employing organisation, and interacts with others (e.g. team members, patients/clients, community) accordingly
- Understands the need for confidentiality, and is prepared to keep information (e.g. about clients and/or staff) confidential
- Is positive about demonstrating respect for other staff, clients and community group members
- 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, and comfortable taking on unfamiliar tasks
- 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, and balances taking a short and medium-term perspective

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

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.