

## Position Description

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<b>Position</b>	<b>Admin Support Officer</b>
<b>Team / Service</b>	Regional Screening Services
<b>Directorate</b>	Medical and Acute Care
<b>District</b>	Capital, Coast & Hutt Valley and Wairarapa Districts
<b>Responsible to</b>	Admin Team Leader
<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, Capital Coast and Wairarapa Districts

## Te Whatu Ora

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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.

## Service Perspective

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### Regional Screening Services encompasses:

#### BreastScreen Central (BSC)

- Is one of 8 providers of the BSA National Breast Screening Programme. BSC covers the greater Wellington region including Wairarapa. The programme provides 2 yearly mammography screening of women aged 45 – 74 (as per BSA standards) who do not have a current breast problem.

#### Breast Symptomatic Service

- Is the Breast Surgical Outpatient service to women and men within the Hutt Valley region and some Wairarapa patients requiring breast symptomatic diagnosis and care. The service also provides

diagnostic breast imaging for the Hutt Breast surgical outpatient and inpatient services and some GP referrals

### Cervical Screening Services

- Is one of 15 providers of the National Cervical Screening Programme (NCSP). A regional service covering Wairarapa, Hutt Valley and the greater Wellington region through to the Kapiti Coast.

## Purpose of the role

This position is to provide administration support for BreastScreen Central including:

- Reception – all sites as required
- Call Centre
- Data entry
- General admin duties

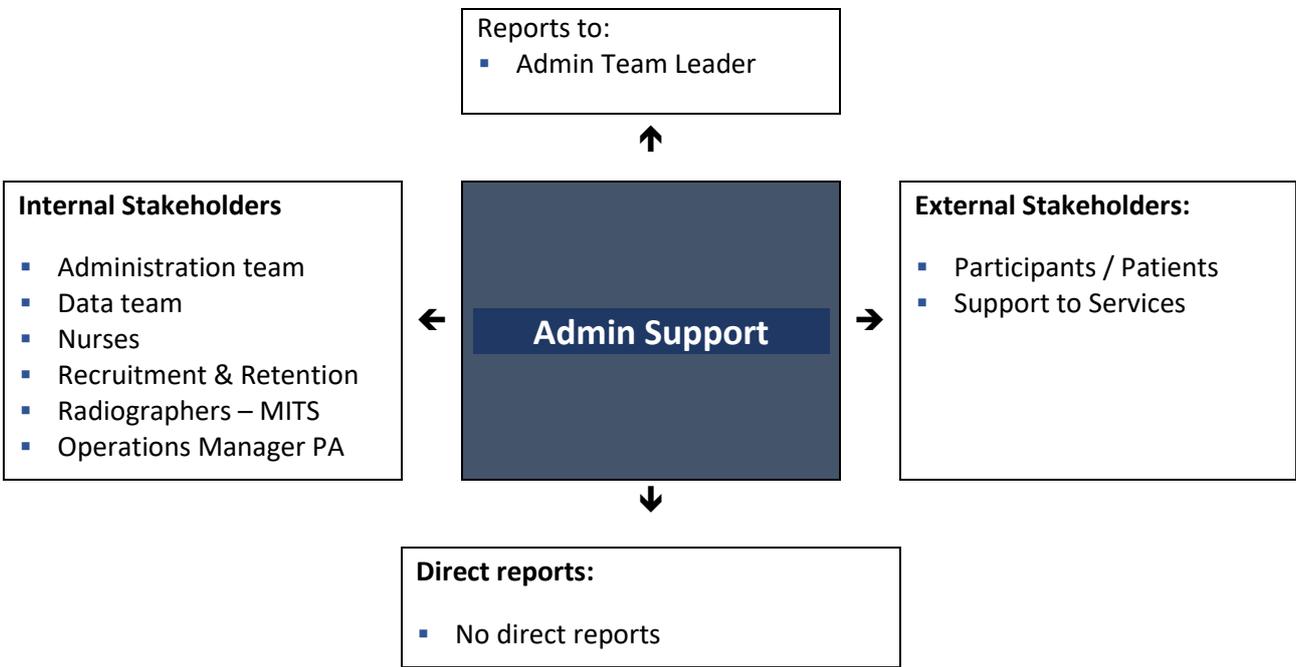
## Key Accountabilities

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
<ul style="list-style-type: none"> <li>○ Technical outcomes / accountabilities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrate ability and working knowledge with Microsoft packages Word, Excel and Outlook</li> <li>▪ Develop and maintain a working knowledge of the following systems:               <ul style="list-style-type: none"> <li>○ Te Puna</li> <li>○ webPAS (Hutt hospital patient record database)</li> <li>○ Single Clinical Portal</li> <li>○ RRIS (Radiology Information System)</li> <li>○ Pacific Radiology Inteleviewer</li> <li>○ Sectra PACS</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>○ Continuous improvement and innovation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Can effectively cope with change</li> <li>▪ Can shift gears comfortably</li> <li>▪ Is able to recognise potential improvements and convey these ideas appropriately</li> </ul>
<ul style="list-style-type: none"> <li>○ Ethics and Values</li> </ul>	<ul style="list-style-type: none"> <li>○ Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times</li> <li>○ Acts in line with those values</li> <li>○ Practices what he/she preaches</li> </ul>
<ul style="list-style-type: none"> <li>○ Te Tiriti o Waitangi</li> </ul>	<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>

<ul style="list-style-type: none"> <li>○ Health &amp; Safety</li> </ul>	<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>
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## 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>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Does not misrepresent him/herself for personal gain</li> </ul>
<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> </ul>

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	<ul style="list-style-type: none"> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Participant / Patient Focus</b>	<ul style="list-style-type: none"> <li>▪ Is dedicated to meeting the expectations and requirements of participants / patients and their support people by providing a welcoming and friendly environment to ensure a positive experience for all</li> <li>▪ Ensures participant's / patient's right to privacy is respected in all situations and confidentiality is maintained at all times</li> <li>▪ Demonstrates knowledge and understanding of priority women's needs and the administration processes required to support these women through the screening and symptomatic pathways</li> <li>▪ Demonstrates understanding of the Privacy Act and the Health and Disability Commission (HDC) Code of Patient's Rights</li> </ul>
<b>Teamwork / Communication</b>	<ul style="list-style-type: none"> <li>▪ Liaises with staff of the Breast Centre and supports them with their role as required to provide a well organised, efficient and women focused service</li> <li>▪ Displays a professional approach when dealing with women and other staff, communicating clearly and effectively</li> <li>▪ Displays flexibility to provide cover and support for colleagues as necessary</li> <li>▪ Creates a climate in which people want to do their best</li> <li>▪ Is someone people like working with</li> <li>▪ Regularly checks emails and faxes to ensure all communications are received and actioned in a timely manner</li> <li>▪ Attends and participates in staff meetings</li> <li>▪ Actively participates in Service Development / Coaching in the Breast /Centre</li> </ul>

<b>Process Management</b>	<ul style="list-style-type: none"> <li>▪ Seeks training and guidance before completing a new task</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Understands that the phone is the number one priority and ensures all calls are answered in a timely fashion</li> <li>▪ Ensures all answer phone messages are documented and actioned within agreed timeframes</li> <li>▪ Ensures accurate and timely input of all data</li> <li>▪ Documents any variation to the women's records (electronic or manual) accurately including edit notes</li> <li>▪ Ensures accuracy when booking/rebooking and cancelling participant's appointments</li> <li>▪ Ensures accurate and up-to-date information is given to participants</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <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>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>▪ Keeps up to date with all protocols and procedures and where unsure refers to Team Leader for clarification</li> <li>▪ Adheres to the National Policy and Quality (NPQS) BSA requirements and all internal BSC and HVDHB policies.</li> <li>▪ Report and document all non-conformance incidents/events in a timely manner to Team Leader</li> <li>▪ Maintains and updates knowledge and skill required for role</li> <li>▪ Participate in own performance appraisal</li> <li>▪ Demonstrates knowledge of the service quality plan</li> <li>▪ Participates in service audits for BSA and HVDHB</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Is aware of the need to ask for assistance and understands the requirement for training to have occurred prior to working within the BreastScreen Te Puna system</li> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Can see hidden problems</li> <li>▪ Looks beyond the obvious and doesn't stop at the first answer</li> </ul>
<b>Negotiating</b>	<ul style="list-style-type: none"> <li>▪ Can settle differences with minimum noise;</li> <li>▪ Can win concessions without damaging relationships;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### **Knowledge, Skills & Experience:**

#### BreastScreen Central

- Demonstrates knowledge and understanding of the following process or pathway:
  - Screening pathway
  - Booking process
  - Exclusion codes

#### **General:**

- Ensures accurate and timely input of all data (electronic and manual) including edit notes
- Keeps up to date with all protocols and procedures
- Has an awareness of when to ask for assistance and where unsure refers to Admin Team Leader for clarification
- Must be flexible regarding working hours in order to cover the varied start and finish times

#### **Hours of Work**

- 40 hours per week, Monday through Saturday with varying start and finish times within the following hours 7am – 7pm

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**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.

**Date Effective:**

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**Manager's Signature:**

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**Employee's Signature:**

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