

## Position Description

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<b>Position</b>	<b>Administration/Clerical Support – Front of Whare</b>
<b>Team / Service</b>	Emergency Department
<b>Directorate</b>	Hospital Operations
<b>District</b>	Capital Coast & Hutt Valley
<b>Responsible to</b>	Administration Team Leader
<b>Children’s Act 2014</b>	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Te Whatu Ora Health New Zealand, Emergency Department Hutt Hospital

## 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.

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.

## Team Perspective

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Hutt Emergency Department (ED) is a level 4 emergency care service and sees approximately 80,000 patients a year. Generally it is at its busiest in the winter months. Patient acuity ranges from `walking wounded` to life threatening emergencies such as cardiac arrest and trauma

Our service includes a 10 bed Minor injuries unit and a distraction therapy waiting area called the “tree Hutt” for our paediatric patients presenting to the Emergency department. Our team comprises over 100 full time equivalent (FTE) medical and nursing staff together with health care assistants and administrative staff. A Nurse Manager, a Clinical Head of Emergency Medicine, and an Operation Manager who reports to the Group Manager for Hospital Operations provide leadership. There is also the professional nursing accountability to the Nurse Director of Acute Patient Flow 2DHB.

## Purpose of the role

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Being our best and demonstrating excellent front of Whare, patient focused care, working with our patients relatives and community in a cohesive and inclusive environment, that provide efficient and helpful reception and administration services for all visits, admissions, transfers, and discharges from the Emergency Department. The role encourages you to be actively involved with the department and wider teams to enhance the patients experience. There is opportunity to carry out other administration functions that support the Administration Team leader, Clinical Nurse Manager and Clinical Head of Department. Working collaboratively with other parts of the hospital, in the provision of clerical support through the timely response to customer needs and effective and efficient co-ordination of administrative duties.

## Key Accountabilities

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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. Customer Focus	<ul style="list-style-type: none"><li>• To enhance and maintain an atmosphere which allows for mutual respect and co-operation between health care workers, patients and their relatives and other visitors</li><li>• To provide reception and administration support to both clinical staff and patients to ensure that patient flow through the department is smooth and in a timely manner</li><li>• A high level of effective and courteous communications between staff, patients and customers and external agencies.</li><li>• If not ED patients, they are courteously directed to appropriate parts of the hospital.</li><li>• ED standards on staff presentation and conduct are followed.</li></ul>

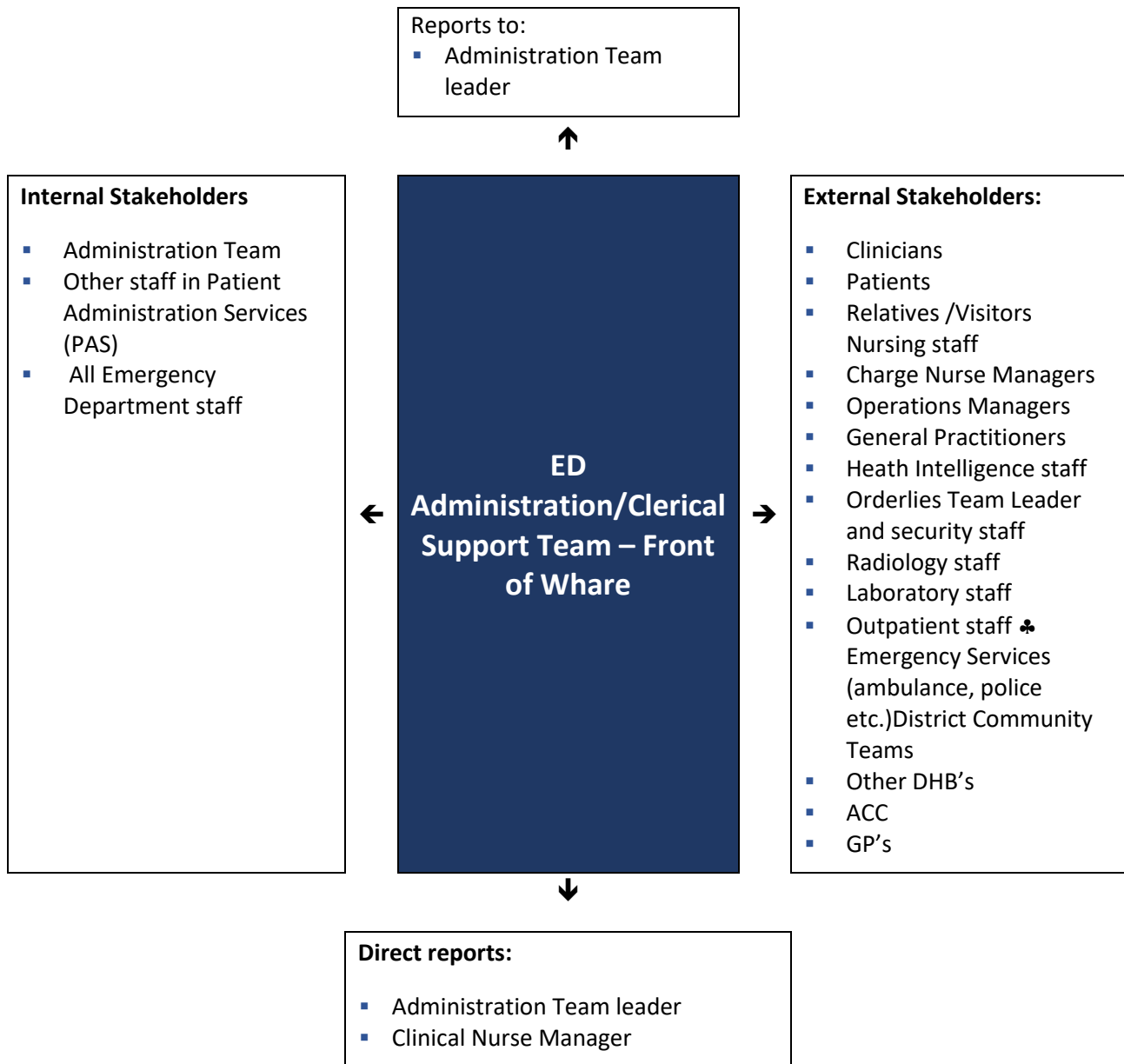
	<ul style="list-style-type: none"> <li>• The reception area and waiting room is tidy and clean at all times.</li> <li>• Demonstrates excellent customer service skills in a critical, acute setting and is committed to delivering a quality focused service.</li> <li>• Provides a customer focused reception function to ED and other parts of the hospital.</li>   <li>• Messages are taken accurately and communicated promptly to the correct person</li> <li>• Ensure costing are obtained for Non-Resident patients</li> <li>• Professional telephone service</li> <li>• To ensure patient documents are forwarded to the appropriate areas upon request</li> </ul>
<p>2. Relationship Management</p>	<ul style="list-style-type: none"> <li>• Acts as first point of contact for all ED attendees</li> <li>• Deals with any difficult admissions and liaises with Orderlies regarding any security concerns</li> <li>• Develops effective networks and relationships in the hospital</li> <li>• Immediately notifies nursing staff that a patient is present.</li> <li>• Ensures that patients are not placed in the waiting room until a triage assessment is performed by nursing staff.</li> <li>• Assists patients to complete registration form.</li> <li>• Registration details are accurately entered and updated in the computer system.</li> <li>• Checks that there is no previous hospital number for the patient.</li> <li>• Assists patients/family to complete ACC paperwork as necessary.</li> <li>• Makes up a patient pack of sticky labels for medical staff.</li> <li>• Relevant medical notes/files are collected and available to medical staff.</li> <li>• Completes non-resident forms as appropriate, and advises Finance on billing arrangements.</li> <li>• E-lodges ACC forms.</li> <li>• Ensures that appropriate registration, admission and discharge procedures are undertaken</li> <li>• Either completes or assists patients/family to complete admission form.</li> <li>• Admission details are accurately entered and updated in the computer system.</li> <li>• Makes up a patient pack of sticky labels for medical staff.</li> <li>• Relevant medical notes/files are collected and available to medical staff.</li> <li>• Completes non-resident forms as appropriate, and advises Finance on billing arrangements.</li> <li>• All relevant customer information is filed as appropriate.</li> <li>• Completes medial record tracking process as appropriate.</li> </ul>
<p>3. Medical Records</p>	<ul style="list-style-type: none"> <li>• All medical records are tracked in the WebPAS system if they are moving to another location</li> </ul>

	<ul style="list-style-type: none"> <li>• Forwards copies of all documents and medical results/notes/ x-ray reports/assessments to customers' GPs, as requested.</li> <li>• Maintains confidentiality at all times</li> </ul>
4. 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 and partnership.</li> </ul>
5. Health & Safety	<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>
6. Discharge Procedures	<ul style="list-style-type: none"> <li>• Discharges are entered into WebPAS system as soon as the patient leaves the department</li> <li>• Enters the details of the discharge notice into the computer system.</li> <li>• Sends medical file back to Medical Records.</li> <li>• Files medical notes in ED filing system and/or medical record as appropriate.</li> </ul>
7. Reports	<ul style="list-style-type: none"> <li>• All reports that are received in the administrative e-mail box are dealt with on the day they are received</li> <li>• Document all tasks/issues that are done for the shift in the hand over document</li> </ul>
8. Quality and Risk	<ul style="list-style-type: none"> <li>• Customer satisfaction increases.</li> <li>• Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction</li> <li>• Risks are managed and kept to a minimum</li> <li>• Complies with Capital, Coast and Hutt Valley Reportable events policy and other policies and procedures</li> </ul>
9. Health and Safety	<ul style="list-style-type: none"> <li>• Understands responsibilities under the health and Safety in employment Act 1992</li> <li>• Safety Management - proactive Health &amp; Safety systems are in place</li> <li>• Injury Management - reactive safety management systems are in place</li> <li>• Displays commitment through actively supporting all health and safety initiatives.</li> </ul>

	<ul style="list-style-type: none"><li>• Ensures all staff maintain adequate safety standards on the job through consultation, training and supervision.</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></ul>
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## Key Relationships & Authorities

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## 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> <li>▪ Can effectively cope with change</li> <li>▪ Can shift gears comfortably</li> <li>▪ Can decide and act without having the total picture</li> <li>▪ Isn't upset when things are up in the air</li> <li>▪ Doesn't have to finish things before moving on</li> <li>▪ Can comfortably handle risk &amp; uncertainty</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <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> <li>▪ Develops constructive working relationships with other team members.</li> <li>▪ Has a friendly manner and a positive sense of humour.</li> <li>▪ Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>▪ Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>▪ Supports in word and action decisions that have been made by the team.</li> <li>▪ Shows an understanding of how one's own role directly or indirectly supports the Health and independence of the community.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Accurately scopes out length and difficulty of tasks and projects</li> <li>▪ Sets objectives and goals</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> <li>▪ Evaluates results</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>▪ 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>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Good at figuring out the processes necessary to get things done</li> <li>▪ Knows how to organise people and activities</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Knows what to measure and how to measure it</li> <li>▪ Can see opportunities for synergy and integration where others can't</li> <li>▪ Can simplify complex processes</li> <li>▪ Gets more out of fewer resources</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>Communication</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>▪ Practises active and attentive listening.</li> <li>▪ Explains information and gives instructions in clear and simple terms.</li> <li>▪ Willingly answers questions and concerns raised by others.</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>▪ Is confident and appropriately assertive in dealing with others.</li> <li>▪ Deals effectively with conflict.</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Previous experience in a customer service role, particular in a high volume or high stress environment.
- Previous knowledge of patient management systems is desirable but not essential.
- Previous experience in a health environment is desirable but not essential.
- Effective time management skills and ability to meet delivery of commitment.
- Self-motivated and an ability to contribute to and accommodate change
- Exposure in working with cultures other than their own
- Ability to communicate with members of the public including those who are distressed or angry.
- Ability to maintain relevant paperwork and electronic files in an orderly and auditable fashion.

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

- Customer Focus
- Attention to detail
- Communication
- Team work
- Perseverance and Commitment
- Improving care and outcomes for patients and striving for excellence

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

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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.

Charley Gibson  
Clinical Nurse Manager

A handwritten signature in black ink, appearing to read "Charley Gibson". The signature is written in a cursive, somewhat stylized font.