

POSITION DESCRIPTION

POSITION TITLE	Administration Support - Casual Telephonist / Emergency Receptionist
Department	Te Whatu Ora – South Canterbury, Administration Team
Location	Timaru, South Canterbury
FTE	
Service and Directorate	Corporate Services
Operational report	Administration Team Leader

POSITION DESCRIPTION AGREEMENT

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	

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EMPLOYER SIGNATURE		DATE	

POSITION DESCRIPTION	Administration Support
AUTHORISED BY	Support Services Manager
LAST REVIEWED	August 2022

ABOUT US

VISION	Every moment matters
MISSION	Enhancing the health and independence of the people of South Canterbury
VALUES	ICARE



INTEGRITY PONO Honest and strong moral principles
COLLABORATION MAHI TAHI Working together to make every moment matter
ACCOUNTABILITY WHAIWHAKAARO Acknowledgement and assumption of responsibility
RESPECT WHAKAUTE Fostering inclusion and embracing diversity
EXCELLENCE HIRAKA Aim high to deliver exceptional results

Te Whatu Ora - South Canterbury is responsible for the effective delivery of health and disability services to people of South Canterbury. This includes hospital-based services, community-based services and referrals to and from appropriate tertiary centres.

We value diversity and are proactively striving to enable this across our workforce, in order to better reflect the makeup of the local community that we serve, in order to help us to provide health care which acknowledges and respects cultural values and beliefs.

Te Whatu Ora - South Canterbury has embarked on a path to becoming a Learning Organisation, whereby staff are supported and challenged to grow professionally and to question processes and methodology in an effort to improve the what and how we do things.

Administration professionals will work collaboratively with all health professionals as well as the wider multi-disciplinary team throughout our organisation in a way that is consistent with our Organisation's vision and values.

This role is instrumental in supporting Te Whatu Ora - South Canterbury with quality professional administrative and receptionist services across all areas of the organisation.

Our Administration Support Team are trained to cover a range of services to meet the operational requirements of Te Whatu Ora - South Canterbury.

Administration Support employees are required to function within a multi-tasked, fast-paced hospital setting, whilst maintaining a high level of competence, confidentiality, and initiative, including working productively within a broad team environment involving communication with a diverse range of people.

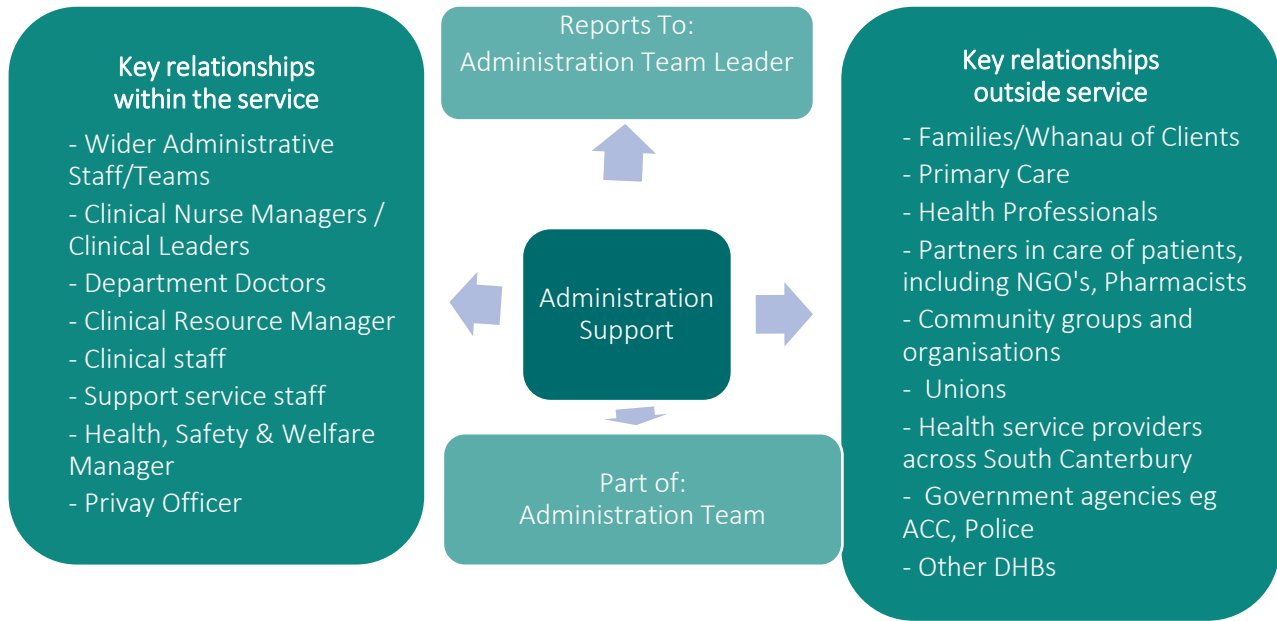
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ABOUT THE ROLE

<p>ROLE PURPOSE</p>	<p>Administration Support employees are a key member of the of the Corporate Services team and contribute to support the administrative functions undertaken within Te Whatu Ora - South Canterbury in collaboration with all District clinical and service areas.</p> <p>The role is to provide professional administrative and customer services to the South Canterbury District and its local community.</p> <p>This role is instrumental in supporting our organisation with quality professional administrative and receptionist services across all areas of the organisation.</p> <p>Emergency Receptionist / Telephonist are trained to cover a range of services to meet the operational requirements of SCDHB.</p> <p>Our Administration team are required to function within a Multi-tasked, fast-paced hospital setting, whilst maintaining a high level of competence, confidentiality, and initiative, including working productively within a broad team environment involving communication with a diverse range of people.</p>
<p>ROLE RESPONSIBILITY</p>	<ul style="list-style-type: none"> • General typing, data entry and administrative duties • Answering all incoming calls and dealing with the calls appropriately • Striving to understand and meet the customers changing needs • Support to clinical staff • Collaborative Team work • Liaison with internal and external clients of Te Whatu Ora - South Canterbury • Time management • Involved in change and innovation. • Understand the organisations long term objectives and is flexible and capable of looking at the wider picture of any problem or opportunity. • Excellent communication that meets process and privacy requirements. • Follows alarm and or other emergency set procedures.

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FUNCTIONAL RELATIONSHIPS



PILLARS OF PRACTICE

KEY ACCOUNTABILITIES	
PROFESSIONAL ACTIVITIES	<ul style="list-style-type: none"> • Work collaboratively with all members of the health care team to enhance patient care delivery. • Provide administration, reception and general administration services. • Ensure the availability of treatment or demographic information by completing data entry to a high standard. Checking patient details and making any amendments in our patient management systems. Filing and retrieving patient records in a timely manner whilst following all record keeping practices for records management and security. • Clinic files, appointments and information are dealt with efficiently and in accordance with the Privacy Act. • Requests for medical advice and ethical issues are redirected to the appropriate personnel. • All patients, family and visitors are welcomed in a professional and courteous manner. Enquiries and challenges from patients, family, visitors and staff are

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	<p>managed sympathetically and professionally, in person or on the telephone; answering or referring inquiries to the appropriate personnel.</p> <ul style="list-style-type: none"> • Comfort patients when applicable; answering patients' questions; maintaining a calm professional atmosphere during high work load demand and during emergency situations.
PROFESSIONAL STANDARDS, CAREER DEVELOPMENT	<ul style="list-style-type: none"> • Creates and maintains relationships internally and externally to achieve individual and team organisational goals. • Achieves results using a flexible and supportive work style and see problems as an opportunity to improve. • Ensure processes are followed and proactively monitor professional standards against the role requirements. • Openly provide suggestions and alternatives to assist others to overcome obstacles. • Proactively communicates professional development needs to the Administration Team Leader. • Acts to remedy performance improvement processes where performance or competency issues are identified. • Learns new terminology and technology and up skill in a changing medical environment.
TEAMWORK	<ul style="list-style-type: none"> • Uses initiative to support and encourage the success of the Service. • Fosters a positive work environment by role modelling professional behaviour in a team environment. • Assists other administrative staff when and where necessary to contribute to the efficient and effective operation of the service. • Assists in the training of new staff, relief staff and colleagues • Assists in promoting a culture of continuous quality improvement by participating in quality assurance activities.
BEHAVIOURAL EXPECTATIONS	<ul style="list-style-type: none"> • Support clinical and other administration staff with administrative duties to optimise team work and to supply support which ultimately is helping our patients care path and our community. • Interacts through communication based on mutual trust. • Take responsibility for your own actions • Does not wait to be told what to do, finds available work during down time proactively prepares ahead and or check completed work/data entry. • Demonstrates a good understand and knowledge of the company's policies, structures and procedures. • Has a good understanding of the significance of providing a quality service and meeting the customer requirements. • Undertaking any other duties consistent with administrative services which may reasonably be required by the employer from time to time in the course of the organisation's business for which the employee is qualified or has received adequate training or instruction
IN SUPPORT OF MANAGER	<ul style="list-style-type: none"> • Advise Administration Team Leader on anything impacting on the service. • Identify new/different opportunities in service delivery. • Work with the Administration Team Leader to identify any shift coverage requirements. Communicating any shift coverage completed after hours and gain support by contacting the Administration Team Leader as required.

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	<ul style="list-style-type: none"> • Ensure that there is clear communication within the team that provides people with an understanding of what is happening and why. Hand over books are kept up to date throughout shifts as required. • Promote a team environment across Te Whatu Ora – South Canterbury which enhances partnership and cooperation across all services. Looks for key initiatives that support collaboration. • Provide coaching, and support to new staff. • Notify Administration Team Leader of absences as timely as possible. • In an emergency situation administration staff may be required to facilitate administration duties/shifts out of normal hours by agreement. • Advise Administration Team Leader when you need refresher training on any process.
QUALITY AND RISK	<ul style="list-style-type: none"> • Undertakes administration audits to improve patient care. • Actively looks for ways to collaborate with and assist others to improve the experience of the healthcare workforce, patients & their families and the community & Iwi. • Every staff member within Te Whatu Ora – South Canterbury is responsible for ensuring a quality service is provided in their area of expertise. • Demonstrate a positive personal commitment to the culture of continuous quality improvement.
SUCCESS FACTORS	<p>Success Factors for the role include:</p> <ol style="list-style-type: none"> 1. Ability to engage with all in your working unit/ team towards effective patient centred processes. 2. Collaboration with other internal services which input into patient care. 3. Data entry completed to a high standard 4. All face to face and telephone enquiries are effectively and efficiently dealt with demonstrating a high level of respect. 5. Health and safety of all staff clients & associated visitors maintained. 6. Performance appraisal indicators reflect achievement of positive relationships, improvement in areas of challenge and contribution to quality improvement and performance is evidenced.

PERSON SPECIFICATION

EXPERIENCE	<ul style="list-style-type: none"> • A genuine empathy and good temperament with clients and staff at all levels. • Be aware of cultural differences and behave in a culturally appropriate manner when dealing with patients/families or staff from other cultures. • Effective communication and interpersonal skills • Time management and organisational skills and an ability to work appropriately with minimal supervision. • Genuine affinity for interacting with all members of the public. • Able to follow set procedures and policy.
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<p>KNOWLEDGE AND SKILLS</p>	<ul style="list-style-type: none"> • Strong administrative skills • Innovative and flexible with a positive and problem-solving approach to situations • Have a sound knowledge of IT systems and applications including computer literacy and key board skills • Has a sense of urgency around the work agenda and the ability to engage themselves directly in its delivery and produce results • A history of a collaborative team approach.
<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> • Is prepared, individually and collectively, to experiment with new thinking, generate new ideas and pilot new insights. • Innovative, proactive, enthusiastic, flexible and creative with a positive approach to all situations including problem solving • Ability to work in a supportive and honest manner • Integrity, combined with high personal and professional standards. • Ability to work at an operational level and be agile in decision making. • Demonstrates an in-depth understanding of personalities and behavioural styles in order to work collaboratively with a variety of people at all levels. • Able to learn new terminology and technology.

APPENDIX 1 | GENERAL RESPONSIBILITIES OF AN EMPLOYEE OF TE WHATU ORA - SOUTH CANTERBURY

TREATY OF WAITANGI	Te Whatu Ora – South Canterbury is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.
PROFESSIONAL RESPONSIBILITIES	<p>As an employee of Te Whatu Ora – South Canterbury you are required to:</p> <ul style="list-style-type: none"> • Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice. • Keep yourself up to date on knowledge, best practices and legislation relating to your work. • Make a personal contribution towards effective and efficient working relationships within your team and with other Te Whatu Ora – South Canterbury departments. • Ensure that you carry out your work in a way that is both customer-focused, while meeting culturally competent professional standards. • In conjunction with your manager, identify your own training needs and plan to meet these needs. • Manage your own time and prioritise your work effectively.
HEALTH, SAFETY AND WELLBEING	<ul style="list-style-type: none"> • Compliance with all health and safety legislative requirements. • Compliance with the ACC Partnership Programme requirements. • Compliance with all organisation-wide health and safety policies and procedures. • Compliance with the Health and Safety Manual, any relevant hazardous substances information and the emergency plan. • Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way. • Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early. • Knowledge of identified hazards is kept up to date. • Reportable event form is completed (via Safety First) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours. • Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace. • As part of our duty of care towards our patients, it is crucial that all patient-facing staff be fully immunized. All clinical roles will be expected to provide evidence of immunity to certain illnesses and screened for TB as appropriate at the pre-employment stage.
RAISE CONCERNS	<ul style="list-style-type: none"> • All employees of Te Whatu Ora – South Canterbury are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised (e.g., Safety 1st and Speaking Up for Safety). • All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time (e.g., Promoting Professional Accountability).

CHILD WELLBEING AND PROTECTION	<p>Te Whatu Ora – South Canterbury is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g., the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:</p> <ul style="list-style-type: none"> • Contribute to and support the organisation’s strong commitment to a child centred approach to protect children across the region. • Act at all times in the best interest of the children and young people, putting their interests first. • Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.
LEGISLATION, REGULATIONS AND BOARD POLICIES	<p>You are required to be familiar with and adhere to the provisions of:</p> <ul style="list-style-type: none"> • All relevant acts and regulations • All Board, hospital and department policies • All relevant procedure manuals • The Te Whatu Ora – South Canterbury Disciplinary Policy and Code of Behaviour.
CONFIDENTIALITY	<p>You are required to:</p> <ul style="list-style-type: none"> • Adhere to the Privacy Act 2020, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information. • Maintain strict confidentiality of patient, applicant and employee information at all times.
RISK MANAGEMENT	<p>You are required to:</p> <ul style="list-style-type: none"> • Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced. • Be especially aware of those risks which have high cost or safety implications. • Complete an accident/incident report for any accident, incident or near miss which has taken place at work. • Respond to complaints according to appropriate policies.
SECURITY	<p>You are required to:</p> <ul style="list-style-type: none"> • Wear your identification badge at all times when on site or when carrying out official duties. • Notify Human Resources of any changes required for your ID badge. • Report any suspicious or unusual occurrence to an orderly or telephone operator. • Complete an incident report for any incident which has or might have compromised the safety of staff, consumers and visitors.
SMOKEFREE	<p>Te Whatu Ora – South Canterbury is a Smokefree Organisation. This applies to all staff and contractors working within Te Whatu Ora – South Canterbury buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, consumer sand others are informed of the policy. This also applies to Te Whatu Ora – South Canterbury staff employed on Board business in the community.</p>