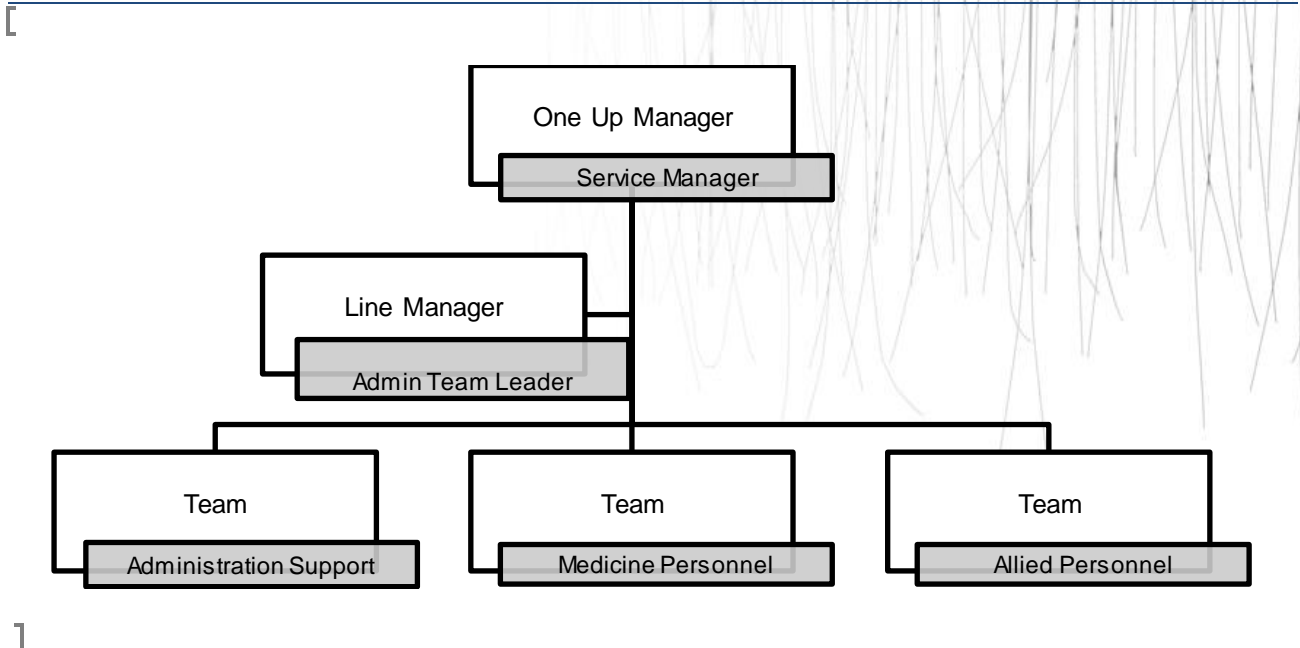




POSITION DESCRIPTION

Position:	[Casual Administrator]	
Responsible To:	[Admin Team Leader]	
Direct Reports:	[Admin Team Leader]	
Location:	Rotorua]	
Functional Relationships:	Internal: Service Manager Clinical Nurse Managers Administration Staff Nursing Staff Allied Health Staff Other Departments]	External: [Patients Visitors]
Financial Delegations:	[(Nil]	
Date:	[October 2022]	



Primary purpose(s) of the position
 [The prime focus of this position is to provide general reception and relief administration support to the Medicine Service as required
]

Key Objectives	Description	Expected Outcomes
[[Customer Relations]]	[[Promote a customer focused service]]	<ul style="list-style-type: none"> • Respond promptly and clearly to telephone and enquiries from patients, members of the public, staff and professional persons, providing prompt, accurate information and directions. • Keep accurate, readily retrievable information on the status of patients at all times. • Maintain confidentiality of information at all times. • Inpatient mail sorted and forwarded onto relevant people. • Discharged patient's mail re-addressed to their recorded home address. • Liaison with Consultants, public, ACC department, private consulting rooms to book ACC patients for theatre, including pre-assessment clinic as required. • Consideration and respect shown to all people without prejudice against gender, ethnic background, lifestyle, education, religion, age, race, sexuality, physical appearance and ability.]
[[Documentation]]	[[To collect, document and store appropriately all required information according to Lakes DHB processes]]	<ul style="list-style-type: none"> • The rights of the person to dignity privacy, and confidentiality with all written and computerised information, telephone calls and verbal communication is respected at all times. • Computer records are updated accurately as soon after events as possible. • Discharged patient records are prepared and sent to clinical records department as soon as they are completed. • Effective communication with good listening skills is demonstrated. • Open, effective team work is promoted. • Accurate, relevant information is passed on promptly through the correct lines of communication. • Participates in team meetings. • Situations of actual or potential conflict are managed using appropriate resources.]
[[Professional Development]]	[[Assumes responsibility for own development and education needs]]	<ul style="list-style-type: none"> • Participates in annual performance appraisal. • Personal performance targets agreed and developed in conjunction with admin team leader. • Own skills and knowledge updated as required and professional development plan developed as appropriate. • Te Whatu Ora in-service attended as appropriate. • Attends and participates in relevant meetings. • Own health and wellbeing maintained, relevant support obtained if necessary.]
[[System Support]]	[[To ensure all information, filing and office systems are developed and maintained for the effective management. The work of]]	<ul style="list-style-type: none"> • Office procedures are followed, systems developed and maintained/updated in an accessible, current and readily retrievable manner. • Shared access computer directories and email groups maintained.

Key Objectives	Description	Expected Outcomes
	the service is organised according to priorities and is carried out effectively]	<ul style="list-style-type: none"> • Has a clearly documented and auditable process (as desk file) for all tasks relevant to the position. • To provide support to the teaching sessions carried out within the department.]
Utilisation of Telehealth	Health care is delivered using digital technology where participants may be separated by time and/or distance	<ul style="list-style-type: none"> • [Service provision is in line with the New Zealand Health Strategy and the NZ Medical Council guidelines to provide care “closer to home” • Provision of patient centric care which will give patients the option of telephone or video appointments where there is no need for an in-person appointment. • Advise patients in the use of telemonitoring devices (where appropriate) and provide follow-up care to prevent unnecessary hospital admissions • Scheduling appointments in-person, by phone, video, non-contact FSA’s and telemonitoring and selection of the correct “mode of delivery” in the patient management system

Capabilities	Capability Definition	Achievement Indicators]
Communication and Personal Interaction Te Ringa Hora <i>the open hand (denoting someone who is sociable)</i>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within Lakes.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> • [Transfers information effectively verbally and writes clearly, coherently and succinctly. • Shares well thought out, concise and timely information with others using appropriate mediums. • Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements. • Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams’ success. • Maintains and promotes high standards of social, ethical and organisational norms.] • [Articulates differing perspectives on an issue and can see the merit of alternative points of view. • Works with other managers and teams to streamline processes for the best efficiency for both teams. • Provides staff who have concerns about another team process, a different point of view to consider.] • [Connects with others, listens, reads people and situations and communicates tactfully. • Gets to know their team members and treats them with respect, valuing their individuality and contributions.]

Capabilities	Capability Definition	Achievement Indicators
Strategy & Performance Te Ringa Raupā <i>the roughened hand</i> <i>(symbolising a hard worker)</i>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> Understands individuals' strengths and weaknesses to utilise or increase skills for those individuals. Assigns and sub-delegates staff to teams to allow for development and succession planning.] Ensures decision making complies with organisational strategies. Recognises decisions made within the unit affect overall results of the service and Lakes. Works with Service Manager to maximise unit efficiency.]
Development and Change Te Ringa Ahuahu <i>the hand that shapes or fashions something</i> <i>(refers to someone who is innovative)</i>	<p>Works to include staff in change minimising barriers to implementation.</p> <p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution. Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Openly broaches concern with staff from the outset asking for their ideas and input. Gives examples of what might help to resolve the issue/concern. Seeks opportunities to improve performance and seeks feedback to measure and improve. Encourages staff participation in possible solution process. Allows staff input to possible solutions to concern. Gives careful consideration to staff ideas and offers alterations to suggestions where necessary.] Develops an informative response to the team including trends, data, process and benefits of the decided process/change. Allows feedback to decision to enable 'tinkering' to be made where appropriate.]
Personal Accountability Te Ringa Tōmau <i>the hand that is trustworthy</i>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual. Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.] Is constantly striving to acquire and maintain knowledge, skills and/or experience. Has own career development plan and succession planning. Seeks out development opportunities to expand knowledge and capability. Engages in projects and activities readily which are above and beyond scope of current role.]
Culture and Values	<p>Makes decisions based on facts and without personal bias.</p>	<ul style="list-style-type: none"> Is proactive and effective when problem solving is required. Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view.

Capabilities	Capability Definition	Achievement Indicators
<p>Te Ringa Taurima</p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and organises work to deliver on short and long term goals.</p> <p>Encourages and promotes Lakes values and expectations.</p>	<ul style="list-style-type: none"> • Appropriately investigates the concern looking at trends, situation and practices. • Critically examines repeatable risk factors.] • [Is constantly striving to acquire and maintain knowledge, skills and/or experience. • Demonstrates a commitment to and takes responsibility for going professional development.] • [Purposeful about where time is invested. • Delivers relevant results within expected timeframes.] • [Role models expected behaviours and practices. • Treats staff, patients and visitors with dignity and respect. • Uses appropriate empathy to gain organisational objectives. • Is solution focused.]

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> • Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services. • Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. • Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. • Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes. • A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> • Works within the Te Iti Kahurangi framework and supporting guide document.
Record Keeping		<ul style="list-style-type: none"> • Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.
Quality & Risk	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.

Compulsory Requirements	Description	Expected Outcomes
Health & Safety	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> • Quality care is provided to certification standards. • Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements. • Healthy lifestyles are actively promoted and participated in, within the work area. • Employees participate in Health and Safety within areas of work. • Health and Safety activities are appropriately documented within specified timeframes. • Health and Safety policies have been read and understood and are applied in the workplace. • Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. • Any opportunities for improving Health and Safety are reported and acted upon in a timely manner. • All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:
(position description approved): _____

Employee:
(acceptance of position description): _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification	Essential:	Desirable:
Education and Qualifications:	[Computer literate]	▪ []
Experience:	<ul style="list-style-type: none"> • Customer service skills • Able to work under pressure and adapt to changes in a demanding work environment 	▪ []
Knowledge:	<ul style="list-style-type: none"> ▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori. ▪ Te Tiriti O Waitangi in practice, process, policy development and decision making. ▪ Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation. 	▪ []
Skills:	▪ Pronunciation of Te Reo Māori words and names	▪ Te Reo Māori

-
- Able to work under pressure and adapt to changes in a demanding work environment.
 - Excellent time management and priority setting.
 - Self motivated and can use initiative.
 - Effective communication and interpersonal skills.
 - Effective team member.
 - Excellent telephone skills.
 - Computer literate good typing skills.]
 - Ability to relate effectively to a wide range of people.
 - A commitment to quality improvement.]

Personal Attributes:

- [.]
 - Non-smoker preferred.]
 - .]
-

ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

STRATEGIC MISSION



- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

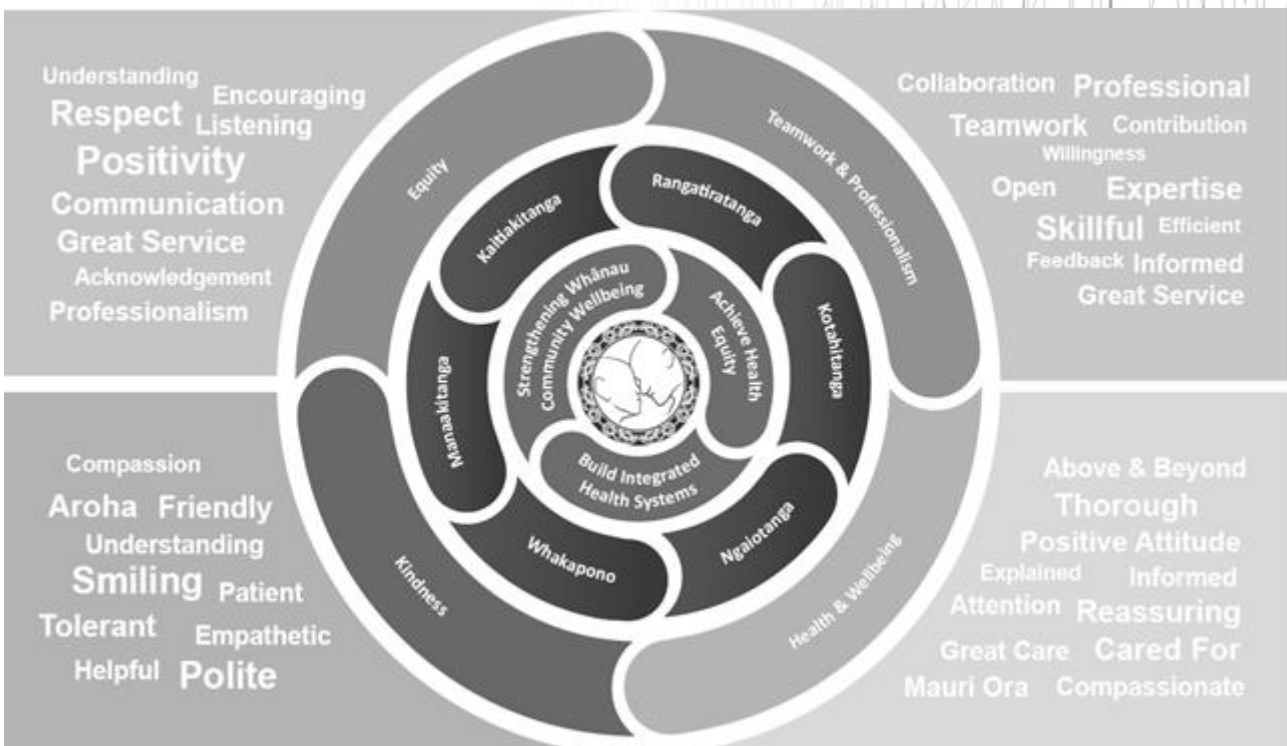
THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other's intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



TE TIRITI O WAITANGI

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

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 tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

ORGANISATION STRUCTURE

Te Whatu Ora

Health New Zealand

Lakes

