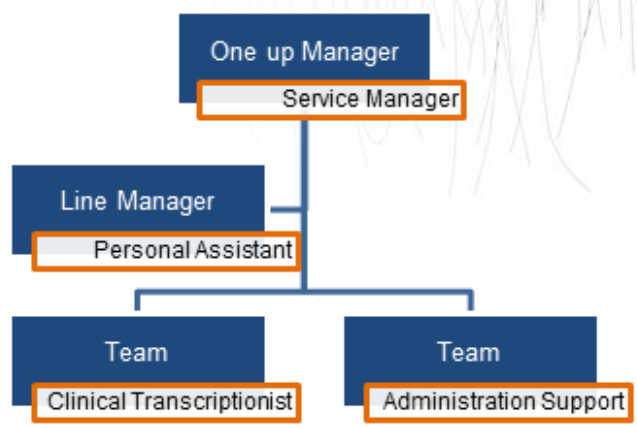


## POSITION DESCRIPTION

<b>Position:</b>	Clinical Transcriptionist – Surgical & Planned Care	
<b>Responsible To:</b>	Personal Assistant	
<b>Direct Reports:</b>	N/A	
<b>Location:</b>	Rotorua	
<b>Functional Relationships:</b>	<b>Internal:</b> Service Manager Admin Support Officer Service Scheduler Surgeons Registrars House Officers Visiting Clinicians Clinical Nurse Specialists Outpatient Co-ordinator Clinical Records Transcriptionists from other services Other services as required	<b>External:</b> General Practitioners Consultants Private Practice Other DHB's
<b>Financial Delegations:</b>	(Nil)	
<b>Date:</b>	02 October 2024	



**Primary purpose(s) of the position**  
To provide an effective, timely clinical transcription service to Surgical & Planned Care Service

## Key Objectives

Key Objectives	Description	Expected Outcomes
<b>Word Processing</b>	To provide, as required, a consistently high standard of surgical/medical word processing and transcription for Surgical Planned Care Services and other staff, as required	<ul style="list-style-type: none"> <li>• Manages transcription through the dictation system in priority; Theatre, Ward Rounds, Miscellaneous, Referrals and then clinics in date order</li> <li>• Timely and accurate processing of workload</li> <li>• Achievement of high standards of presentation and quality</li> <li>• Word processing to be appropriately formatted, and edited where necessary</li> <li>• Must adhere to written policies and procedures that reflect current organisational standards and guide surgical transcriptionists in their duties</li> <li>• Manages to meet minimum expected performance standards of 60 minutes transcription per day, which allows time for filing, correcting and mailing.</li> <li>• Provide clinical transcription for the following personnel:               <ul style="list-style-type: none"> <li>○ Consultant surgeons/Anaesthetists</li> <li>○ Surgical registrars</li> <li>○ House officers</li> <li>○ Visiting consultants/doctors</li> <li>○ Nurse Specialists</li> <li>○ Other services as requested</li> </ul> </li> <li>• To establish and maintain harmonious interpersonal relationships with hospital personnel and all medical staff</li> <li>• Reports, correspondence, photocopying are returned/distributed as necessary in the approved manner and within the allotted time</li> <li>• A high degree of confidentiality is maintained. When sending transcription to visiting doctors for verification via email, ensure that secure networks are utilised.</li> <li>• That procedures, which are established to evaluate the quality of service provided and to control identified problems, are followed</li> <li>• Members of staff receive friendly and helpful attention at all times.</li> <li>• Deal with enquiries or requests in a courteous and helpful manner, ensuring customer satisfaction at all times.</li> <li>• Enhance team effort and work effectively as a member of the team.</li> <li>• Documents sent to authors for editing are monitored and any consistent delays are communicated to Personal Assistant.</li> <li>• Documents returned from authors to be double checked for correctness prior to being printed, uploaded and distributed.</li> </ul>
<b>Team Work</b>	To ensure that a welcoming and courteous reception is provided for internal and external customers who seek assistance from the clinical transcription service	<ul style="list-style-type: none"> <li>• Members of staff receive friendly and helpful attention at all times.</li> <li>• Deal with enquiries or requests in a courteous and helpful manner, ensuring customer satisfaction at all times.</li> <li>• Enhance team effort and work effectively as a member of the team</li> </ul>
<b>Clinical Verification</b>	To ensure patient clinical notes are electronically updated in the LCWS system as	<ul style="list-style-type: none"> <li>• All patient-related information transcribed is accurately electronically uploaded into the rCP system as soon as practical after verification by the clinician.</li> <li>• Only 'verified' clinical letters to be electronically uploaded to rCP and filed in patient clinical notes.</li> </ul>

## Key Objectives

	soon as verified by the Clinician.	
<b>Service</b>	Ensure an efficient service is maintained to meet departmental requirements at all times	<ul style="list-style-type: none"> <li>To liaise with Personal Assistant on applications for annual leave, staff replacements and other such matters where necessary.</li> <li>Ensure supply of letterhead, photocopy paper and envelopes are available. Liaise with Personal Assistant if needing to reorder.</li> </ul>

## Utilisation of Telehealth



Capabilities	Capability Definition	Achievement Indicators
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <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"> <li>Transfers information effectively verbally and writes clearly, coherently and succinctly.</li> <li>Shares well thought out, concise and timely information with others using appropriate mediums.</li> <li>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.</li> <li>Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams' success.</li> <li>Maintains and promotes high standards of social, ethical and organisational norms.</li> <li>Articulates differing perspectives on an issue and can see the merit of alternative points of view.</li> <li>Works with other managers and teams to streamline processes for the best efficiency for both teams.</li> <li>Provides staff who have concerns about another team process, a different point of view to consider.</li> <li>Connects with others, listens, reads people and situations and communicates tactfully.</li> <li>Gets to know their team members and treats them with respect, valuing their individuality and contributions.</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b>  <i>the roughened hand (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"> <li>Understands individuals' strengths and weaknesses to utilise or increase skills for those individuals.</li> <li>Assigns and sub-delegates staff to teams to allow for development and succession planning.</li> <li>Ensures decision making complies with organisational strategies.</li> <li>Recognises decisions made within the unit affect overall results of the service and Lakes.</li> <li>Works with Service Manager to maximise unit efficiency.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
<p><b>Development and Change</b></p> <p><b>Te Ringa Ahuahu</b></p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<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"> <li>Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</li> <li>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies.</li> <li>Openly broaches concern with staff from the outset asking for their ideas and input.</li> <li>Gives examples of what might help to resolve the issue/concern.</li> <li>Seeks opportunities to improve performance and seeks feedback to measure and improve.</li> <li>Encourages staff participation in possible solution process.</li> <li>Allows staff input to possible solutions to concern.</li> <li>Gives careful consideration to staff ideas and offers alterations to suggestions where necessary.</li> <li>Develops an informative response to the team including trends, data, process and benefits of the decided process/change.</li> <li>Allows feedback to decision to enable 'tinkering' to be made where appropriate.</li> </ul>
<p><b>Personal Accountability</b></p> <p><b>Te Ringa Tōmau</b></p> <p><i>the hand that is trustworthy</i></p>	<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"> <li>Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual.</li> <li>Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Has own career development plan and succession planning.</li> <li>Seeks out development opportunities to expand knowledge and capability.</li> <li>Engages in projects and activities readily which are above and beyond scope of current role.</li> </ul>
<p><b>Culture and Values</b></p> <p><b>Te Ringa Taurima</b></p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Makes decisions based on facts and without personal bias.</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"> <li>Is proactive and effective when problem solving is required.</li> <li>Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view.</li> <li>Appropriately investigates the concern looking at trends, situation and practices.</li> <li>Critically examines repeatable risk factors.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Demonstrates a commitment to and takes responsibility for going professional development.</li> <li>Purposeful about where time is invested.</li> <li>Delivers relevant results within expected timeframes.</li> <li>Role models expected behaviours and practices.</li> <li>Treats staff, patients and visitors with dignity and respect.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
		<ul style="list-style-type: none"> <li>• Uses appropriate empathy to gain organisational objectives.</li> <li>• Is solution focused.</li> </ul>
Compulsory Requirements	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>• 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.</li> <li>• Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes.</li> <li>• A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>• Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>• Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	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"> <li>• Employees are supported to lead by example and implement a culture of continuous quality improvement.</li> <li>• Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>• Māori patients are provided patient-centred care to achieve positive Māori health outcomes.</li> <li>• Needs of Māori are reviewed and reported in the further development of practice, process and or policy.</li> <li>• Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.</li> <li>• Quality care is provided to certification standards.</li> </ul>
<b>Health &amp; Safety</b>	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"> <li>• Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.</li> <li>• Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>• Employees participate in Health and Safety within areas of work.</li> <li>• Health and Safety activities are appropriately documented within specified timeframes.</li> <li>• Health and Safety policies have been read and understood and are applied in the workplace.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
		<ul style="list-style-type: none"> <li>• Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.</li> <li>• Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>• All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**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:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Advanced Microsoft product skills, i.e. Excel, Word, Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Medical Terminology Certificate.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>▪ Previous clinical transcription experience.</li> <li>▪ Good understanding of the Language of Medicine.</li> <li>▪ Sound knowledge of medical/clinical terminology preferred (eg, human anatomy, physiology and disease process), can be substituted by years of experience.</li> </ul>	<ul style="list-style-type: none"> <li>▪ ..</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori.</li> <li>▪ Te Tiriti O Waitangi in practice, process, policy development and decision making.</li> <li>▪ Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ ..</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Pronunciation of Te Reo Māori words and names</li> <li>▪ ..</li> </ul>	<ul style="list-style-type: none"> <li>▪ Te Reo Māori</li> <li>▪ ..</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>▪ ..</li> </ul>	<ul style="list-style-type: none"> <li>▪ Non-smoker preferred.</li> <li>▪ ..</li> </ul>

## 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

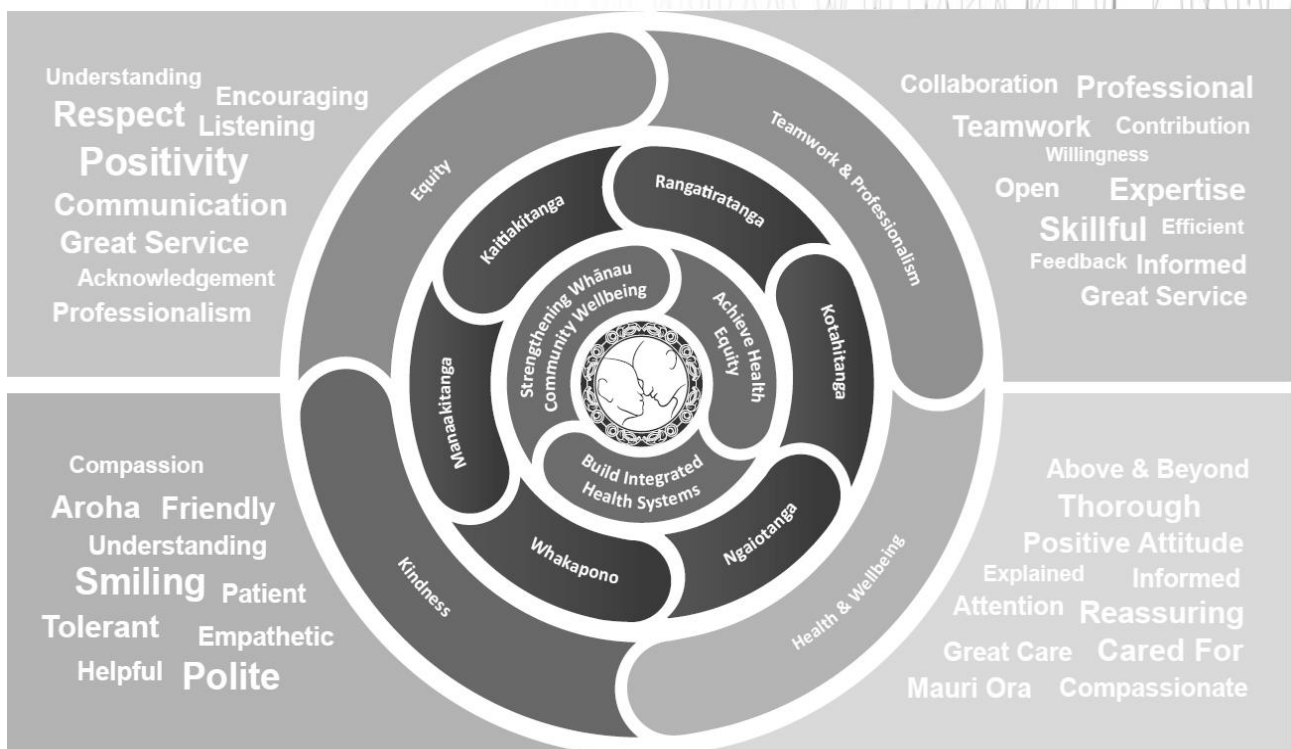


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

### 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

