

POSITION DESCRIPTION

POSITION: Administrative Support – Clinical Support Services

RESPONSIBLE TO: Team Leader – Clinical Support Services

FUNCTIONAL RELATIONSHIP WITH

Internal:

Patients
Team Leaders/Managers
Nurses/Midwives
Clinicians
Clinical Records
Other DHB Staff
CRG (where applicable)
Finance (where applicable)

External:

Patients/Public
GP's
Other Hospitals
Visiting Clinicians
Partnership Organisations (where applicable)

Our vision: All people live well, get well, stay well. Kaiao te tini, ka ora te mano, ka noho ora te nuinga.

Our mission: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

Our Values – Ā Mātou Uara:

Respect: We care about, and will be responsive to, the needs of our diverse people, communities and staff.

Innovation: We will provide an environment where people can challenge current processes and generate new ways of working and learning.

Teamwork: We create an environment where teams flourish and connect across the organisation for the best possible outcome.

Integrity: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

PURPOSE OF POSITION

- To assist the Patients Flow through the Hospital system
- To provide an efficient clerical, reception/administration service for the Unit

RESPONSIBILITIES	EXPECTED OUTCOMES
<p>Enhance patient flows General administration duties are undertaken in a confidential professional and efficient manner</p>	<ul style="list-style-type: none"> • Appointments are made in a timely and coordinated manner • Clinical appointment times meet elective services criteria • Clinical records are available to meet the needs of the unit
<p>Reception</p> <ul style="list-style-type: none"> • To provide a friendly and informed initial contact with public, patients and staff • Telephone duties and enquiries 	<ul style="list-style-type: none"> • To provide friendly and courteous response to counter & telephone enquiries promptly and efficiently • Visitors and telephone callers receive a friendly, welcoming and courteous service • Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response • To provide a quality front line service • Screen and direct enquiries to appropriate personnel, answer routine enquiries • Check patient current details on arrival and update as needed in PMS
<p>Data Management</p>	<ul style="list-style-type: none"> • Data entry and maintenance of Patient Management System • Ensure accurate recording of patient data – registration/demographics • Loading of unit specific data on daily basis e.g. ACC45 • Wait list referrals • Update and maintain any data bases specific to unit • Arrange appointments meeting departmental criteria • CD management (where applicable) • Ensure appropriate information is available to other departments • Load referrals, find notes if appropriate for Consultant for triaging • Update triage status and maintain reports with acceptable time frame. • Notify patient of waiting time for appointment. • Arrange and book all clinics and ensure correct number of patients are in each clinic according to clinician specification • Have appointments ready for end of day mail. • Appointments booked within time frames according to prioritisation and clinicians instructions • Patients notified of appointments within acceptable time frames, provide instructions and information appropriate to specific clinics. • Book medical procedures (where applicable) • Book preadmission appointments and process (where applicable) • Co-ordinate, amend and distribute lists and schedules applicable to the Unit i.e. Theatre • Ensure clinic sheets are ready for each daily clinic

	<ul style="list-style-type: none"> • Process clinic sheets on a daily basis, ensuring follow up appointments are made and correct resource procedures loaded • Update Unit register and patient layout form (where applicable) • Maintain Wait List by specialty • Case up patient charts in correct order into clinical record (where applicable) • Maintain Digital Dictation Standards as required and directed • Register and organise documentation for overseas visitors ensuring appropriate charges for invoicing
General Office Administration	<ul style="list-style-type: none"> • Open all incoming mail and distribute to appropriate person/place • Trace and action returned mail • Competent with Dictaphone typing/digital dictation (if applicable) • Change and rebook all clinics as and when required notifying patients of change as necessary • Print daily clinic sheets for clinics • Print expected admission list • Print Theatre list (where applicable) • Maintain chart tracking • Process clinics daily ensuring correct resource procedures loaded • Ensure clinic sheets are faxed to visiting consultants prior to clinic date • Ensure clinical records are available within acceptable time frames for clinics • Maintain loose filing in clinical records • Phone DNA patients before making another appointment • Maintain annual appointments. • Maintain pending no appointments. • Organise diagnostic appointments as necessary • Time frames for FSA are monitored • Maintain desk file for department • Photocopying and distributing documents as required • Maintain chart tracking • Familiar with Olympus/Winscribe to download dictation for Typists
Professional Development	<ul style="list-style-type: none"> • Participation in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	<ul style="list-style-type: none"> • A quality, customer-focused service is provided at all times, which follows best practice • Participation in quality improvement processes in your area of work.

<p>General</p> <ul style="list-style-type: none"> • Other duties as negotiated with your Manager 	<ul style="list-style-type: none"> • The core values of NMH (openness, integrity, compassion, respect and customer focus) are demonstrated in day to day interaction with others • Undertake general clerical duties within the department as required • Undertake projects and any other relevant work discussed with the Department Lead • Participate in training needs analysis and undertake identified learning development and career opportunities • Participate in regular team meetings • Order supplies as requested or required • Participate actively in office housekeeping duties • Move across clerical zones as required
<p>Other</p> <ul style="list-style-type: none"> • Associated systems to support the clerical functions • Meets obligations contained in Appendix 1 & 2. 	<ul style="list-style-type: none"> • Desk files (Standard Operating procedures) and process maps • Comply with the Privacy Act 1993, Health Information Code 1994, Clinical Records Policy and Procedures and NMH Procedures • Carry out all duties safely • Demonstrated compliance with obligations in Appendix 1 & 2

PERSON SPECIFICATION

QUALIFICATIONS

- NCEA Level 2 English and Maths advantageous
- Medical Terminology Qualification advantageous

SKILLS AND EXPERTISE

- High level communication skills, able to communicate effectively with a wide range of health professionals
- Good organisational skills and ability to prioritise
- Fast accurate computer and data entry skills
- Ability to use initiative and work unsupervised
- Be able to show attention to detail and accuracy
- Flexibility and willingness to undertake new tasks
- Ability to prioritise work and manage a busy work load
- High standard of oral and written communication skills
- Familiarity with health systems and terminology would be an advantage but not essential
- Have an understanding of The Treaty of Waitangi
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with NMH Information Technology policies

PERSONAL ATTRIBUTES

- Be sensitive to the needs of all patients and public regardless of need or cultural back ground
- Have demonstrated strong customer service orientation
- A high level of personal initiative, and motivation
- Be professionally presented
- Mental and physical health status appropriate to the position
- Demonstrated ability to show initiative and motivation
- Be able to work/liaise closely with staff at all levels of the organisation
- Ability to work under pressure, constantly prioritising as deadlines change
- Adheres to confidentiality requirements
- Pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation and able to develop good working relationships
- Versatile, innovative and possess the ability to adapt within a changing environment
- Ability to work within a multi disciplinary team with a high degree of co-operation

APPENDIX 1

General Responsibilities of an Employee of Nelson Marlborough Health (NMH)

1. Professional Responsibilities

As an employee of NMH you are required to:

- 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 NMH departments.
- Ensure you carry out your work in a way that is customer-focused and meets 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.

2. Health, Safety & Wellbeing

- 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 chemical 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.

3. Right to Raise Concerns

- All employees of NMH 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.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

NMH 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:

- 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.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within NMH’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, 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.

7. Risk Management

You are required to:

- 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.

8. Security

You are required to:

- 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 the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

9. Treaty of Waitangi

NMH 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.

10. Smokefree

NMH is a Smokefree Organisation. This applies to all staff and contractors working within NMH buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to NMH staff employed on Board business in the community.

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

Signed:

Date:

APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> • a chronic skin condition • been working in an overseas healthcare facility in the last year • been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.