

Te Whatu Ora

Health New Zealand

POSITION DESCRIPTION

POSITION: Telephone Operator – Call Centre, Nelson

REPORTING TO: Team Leader – Call Centre

RESPONSIBLE TO: Manager – Service Supply

Te Whatu Ora Health New Zealand (Nelson Marlborough)

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 provide a prompt, efficient and effective telephonist service to the public at large, and all staff and departments within Te Whatu Ora (Nelson Marlborough).

RESPONSIBILITIES	EXPECTED OUTCOMES
<p>Emergency duties:</p> <ul style="list-style-type: none"> Emergency systems have priority over all other matters 	<ul style="list-style-type: none"> Answer 7777 / 8888 Emergency calls for ALL areas of both Nelson & Wairau Hospitals Activation of the correct Management Teams for a Major Incident Provide correct information & notifications to Trauma teams Has good knowledge and understanding of all Emergency Services including Civil Defence and Security Timely retrieval of correct information to prevent time delays in responding to Cardiac Arrest notifications Action Duress/Security calls or alarms
<p>Telephone duties:</p> <ul style="list-style-type: none"> To answer and deal with all calls and emergency situations in a prompt and professional manner at all times. To co-ordinate all services and provide accurate information at all times. Processing after hour callouts for staff from various areas of the hospital and other emergency services such as Police, Fire, Ambulance 	<ul style="list-style-type: none"> All duties are completed at the appropriate time and within the time allocated A good knowledge of the organisation's locations, key personnel and their contact numbers is demonstrated A good knowledge of agencies in the Health Care field Telephone is answered as promptly as possible in a friendly, polite and helpful manner and calls correctly re-directed. Accurate retrieval and forwarding of information/messages Maintain staff and patient confidentiality at all times Give an efficient and helpful back-up to those departments who require it Has a good understanding and knowledge of all aspects of technology within the Communications centre Follow policy and procedures for Patients, GP's and on call Staff Performs any other duties in connection with communications in an approachable and helpful manner.
<p>Security and Alarms</p>	<ul style="list-style-type: none"> Monitor security camera A sound knowledge of the Sipass monitor Ability and responsibility to lock /unlock, alarm and arm/disarm buildings & alarms when necessary and on request Maintaining the locked key cabinet and providing the correct keys to workman both on and off site, and staff on a daily basis Monitor Security Alarms for both hospitals and off site offices Monitor Fire Alarms and systems Monitor Helicopter Tracking and alert appropriate staff to clear for helicopter landings Responsible and available to test all Duress Alarms, internal and external, on a weekly basis

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
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
General	<ul style="list-style-type: none"> • After hours reception duties for hospital departments and patient enquiries • Cash handling and booking of rooms available in Altrusa house after hours and weekends • Generating the daily On Call rosters for the wards and ED • Holding and maintaining accurate information relevant to all On Call and shift workers working around the clock 24/7 (Consultant's, Doctors through to Household and Maintenance) • Obligations contained in Appendices 1 & 2 are met • Other duties as negotiated with your Manager

PERSON SPECIFICATION

QUALIFICATIONS

- Minimum of three years secondary education and/or appropriate experience

EXPERIENCE

- Knowledge of telecommunication systems (desirable but not essential)
- Knowledge of emergency services and procedures
- Intermediate knowledge of Microsoft Office applications i.e.: Word, and Outlook with sound keyboarding skills a minimum requirement, need to be confident and competent with computer systems
- Keeps up to date with available information technology relevant to position
- Understands and complies with Te Whatu Ora Information Technology policies
- Knowledge of Hospital procedures could be an asset

KEY COMPETENCIES

- Clear and concise verbal and written communication skills
- Attention to detail
- Good listening skills
- Teamwork
- Sound judgement
- Stress tolerance
- Resilience
- Multitask is a must
- Quick thinking/on the ball

PERSONAL QUALITIES

- Commitment to personal and professional standards and motivation to improve knowledge and skills
- Ability to assess situations, make effective decisions and give clear accurate directions in a calm manner
- Demonstrated ability of oral and written communication and being able to follow instructions
- Ability to work / liaise closely with staff at all levels of the organisation
- Demonstrated ability to organise tasks efficiently, give attention to detail and manage own time effectively
- Ability to work well within a team
- Demonstrated ability to show initiative and work under pressure
- A person of integrity who will respect the confidentiality and sensitivity of information and people/situations
- An understanding of the principles of the Treaty of Waitangi

APPENDIX 1

General Responsibilities of an Employee of Te Whatu Ora Health New Zealand (Nelson Marlborough)

1. Professional Responsibilities

As an employee of Te Whatu Ora 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 Te Whatu Ora 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 and 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 Te Whatu Ora 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

Te Whatu Ora 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 Te Whatu Ora’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

Te Whatu Ora 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

Te Whatu Ora is a Smokefree Organisation. This applies to all staff and contractors working within Te Whatu Ora 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 Te Whatu Ora staff employed on Board business in the community.

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
COVID-19	Te Whatu Ora staff must have completed their primary course of two NZ approved COVID-19 vaccinations as they have direct contact with patients and members of the public
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Te Whatu Ora
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.