

Health New Zealand

Te Whatu Ora

Nelson Marlborough

Position Description		
Position Title:	Senior Administrator Support	
Responsible to:	Office Manager, Live Life Disability Support	
Base Location	Live Life Disability Support, Rapide Place & Packham Crescent	
Health NZ Delegation Level:	Nil	
Number of direct reports:	Nil	
Date:	July 2024	
Functional Relationships with:	Internal	External
	<ul style="list-style-type: none"> Live Life Disability Support Team Other Health New Zealand Departments – Finance, Payroll, ICT, NASC 	<ul style="list-style-type: none"> Families of People we Support

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 / Manaakitanga We care about, and will be responsive to, the needs of our diverse people, communities and health workers. kia horahia te manaakitanga ki ngā iwi katoa me nga hāpori, kaimahi hoki	Innovation / Auaha We will provide an environment that generates new ways of working and learning. kia auaha me whakahoutia i ngā pūkenga ākonga, me ngā mahi ki tēnei hāpori	Teamwork / Whakarāmeme We create an environment where teams flourish and connect across Te Whatu Ora (Nelson Marlborough). kia whakarāmeme i ngā kaipupuni hauora katoa	Integrity / Ngākau Tapatahi Openness and honesty in all our dealings. kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi katoa
CONTEXT THIS POSITION OPERATES WITHIN			

To provide support services to people with a disability with respect, courtesy and dignity.

Vision: Supporting people to live well. Aim: We support people and whānau in our community who live with disabilities to maximise their health, wellbeing, community participation and inclusion. We do this in alignment with 'Enabling Good Lives' by developing strong connections with our community by a team that supports people to be the key decision makers on anything that impact on their lives.

PURPOSE OF ROLE	
Managing the overall administrative duties at Live Life Disability Support, including coordinating with higher management to identify process and operations improvement.	
Key Responsibilities:	Expected Outcomes
Service Administration	
<ul style="list-style-type: none"> Maintains a professional and inclusive demeanour when engaging with all individuals contacting Live Life Disability Support, ensuring their requirements are effectively addressed. Enhances the Service's professional reputation through prompt, accurate, and courteous handling of telephone calls and inquiries. Ensures service security by preserving the confidentiality of all written and verbal information. Ensuring meticulous organisation and accuracy in maintaining records, updating databases, calendars, and other documentation. Coordination and scheduling of meetings and events. Handling agendas and minutes for key meetings within the service. Demonstrates effective time management abilities. Preferred familiarity with troubleshooting general IT issues. Supports the Roster and Recruitment Team when required by ensuring accurate roster practices, maintaining precise records, and assisting in onboarding new staff. 	<ul style="list-style-type: none"> Administrative duties are undertaken in a confidential, professional and efficient manner Develops and maintain desk file for service. Provides a friendly and courteous response to enquiries promptly and efficiently.
Teamwork	
<ul style="list-style-type: none"> Contributes positively as an effective team member, and feedback from the team is positive and indicates contribution adds value. Communicates well with team to ensure continuity of effective and efficient office and administration support service wide. Supporting our management teams to enable them to be out in the field as much as possible. 	<ul style="list-style-type: none"> Attends and actively contributes to meetings. Streamlined Administration Service across the admin team.
Quality Improvement	
<ul style="list-style-type: none"> Works in a way that utilises resources in the most sustainable and cost-effective manner. Undertake tasks delegated by their line manager. 	<ul style="list-style-type: none"> A quality, customer-focused service is always provided, which follows best practice. Participation in quality improvement processes in your area of work.
Other Duties	

<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above, but which fall within your capabilities and experience. • Act as a role model for the Organisational Values. 	<ul style="list-style-type: none"> • Responds positively to requests for assistance In own and other areas, demonstrating adaptability and willingness. • Demonstrates and support the Organisational values in daily practice.
Professional Development – Self	
<ul style="list-style-type: none"> • Identifying areas for personal and professional development. • Demonstrates how this service supports reducing health disparities between Māori and non-Māori and between high needs whānau and the wider community. • Has an on-going commitment to undertaking training in te reo, tikanga and understanding Māori practices. 	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
General Responsibilities of an Employee of Health NZ (Nelson Marlborough) – Appendix 1 and 2	

PERSON SPECIFICATION

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ESSENTIAL	
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • NCEA Level 2 English and Maths advantageous • Drivers License
Experience	<ul style="list-style-type: none"> • Five or more years experience of progressively responsible administrative experience, demonstrating leadership and managerial skills. • Proficiency in office software (e.g., Microsoft Office Suite), database management, and possibly project management tools. • Proficient utilisation of databases, specifically Microsoft List and Power BI • Strong ability to prioritise tasks, manage time effectively, and maintain attention to detail. • Diary management • Agenda Preparation and Minute Taking • Accounts Payable and Receivable knowledge • Demonstrated ability of good oral and written communication • Good key board skills essential • Understanding of the principles of Te Tiriti of Waitangi to position • Experience with AMS Pulse • Understanding of Recruitment

Knowledge and Skills	<ul style="list-style-type: none"> • Professional telephone etiquette and email writing and interpersonal communication • Resourceful at finding solutions independently • Ability to work alongside a range of professionals in the health and disability system • Knowledge of and commitment to biculturalism and te Tiriti of Waitangi • Have a sound knowledge of IT systems and applications. • Ability to work both as a member of a team and independently • Ability to manage time effectively and to work under pressure. <p>Keeps up to date with available information technology relevant</p>
Personal Qualities	<ul style="list-style-type: none"> • Excellent organisational and time management skills • Attention to detail and accuracy • Ability to work within a multidisciplinary team with a high degree of co-operation • A person of integrity who will respect the confidentiality and sensitivity of information • Have a pleasant disposition, sense of humour and ability to work with • A high degree of diplomacy and co-operation to provide quality service to people we support • Able to be versatile, innovative and possess the ability to adapt within a changing environment • Have demonstrated strong customer orientation.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

APPENDIX 1

General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough

1. Professional Responsibilities

As an employee of Health NZ Nelson Marlborough, 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 Health NZ Nelson Marlborough 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 Health NZ Nelson Marlborough 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

- Health NZ Nelson Marlborough 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 Health NZ Nelson Marlborough’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

Health NZ Nelson Marlborough 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

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough 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 Health NZ Nelson Marlborough 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
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
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.