

POSITION DESCRIPTION

POSITION: Personal Assistant to Chief Nurse (CN) and Chief Medical Officer (CMO)

RESPONSIBLE TO: Chief Nurse

FUNCTIONAL Lead Executive and Executive Assistant

RELATIONSHIPS: Other Executive Leaders
Other Personal Assistants & Administration Assistants
General Staff

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

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

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

Ngākau tapatahi | 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 ensure the office of the Chief Nurse (CN) and Chief Medical Officer (CMO) of Health New Zealand Nelson Marlborough are managed in a professional and efficient manner.

To collaboratively provide secretarial and general office administration assistance to the wider Executive.

RESPONSIBILITIES	EXPECTED OUTCOMES
<p>Provide secretarial and day to day administrative support to the Executive - primarily the Chief Nurse and the Chief Medical Officer</p>	<ul style="list-style-type: none"> • Provide a welcoming and professional interface with all people who communicate with the CN and CMO, ensuring that they feel their needs are met. • Manage the diary of the CN and CMO including assessing requests for time, prioritising meetings, and consulting staff on meeting time priorities. • Operate an effective bring-up system for appointment-related paperwork, agendas, meeting papers and reminders. • Monitor deadlines (for responses due) and actions to be followed up from meetings. • Follow-up with other staff/managers on contributions required for regular reports to ensure timely delivery. • Collate material and draft reports as above. • Maintain relevant filing systems – both manual and electronic. • Contribute to the professional image of the organisation by handling telephone calls and enquiries in a prompt, accurate and culturally courteous manner at all times. • Monitor emails/inbox for the CN and CMO to ensure urgent emails are attended to in a timely manner. • Prioritise other email correspondence as appropriate for CN and CMO. • Draft responses to correspondence as required. • Assist with preparation of reports, memorandums and presentation material. • Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and all associated itineraries and documentation. • Coordinate preparation and distribution of agendas and papers for meetings as required. • Where requested attend meetings and take meeting minutes • Distribute minutes in a timely manner. • Organise all travel arrangements for the CN and CMO. • Liaise with external agencies and consultants as required. • Provide other services and assistance as required including assisting with IT issues, equipment, office requirements, ACTOR roster building/approvals. • FPIM invoice coding and approval as required. • Assist with recruitment including arranging interviews, paperwork for interviews, responses via Phoenix recruitment system, orientations. • Arrange regular monthly meetings for direct reports and annual performance appraisals.

Quality Improvement	<ul style="list-style-type: none"> • Pro-actively participate in quality improvement processes in your area of work. • Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence based practice.
Professional Development	<ul style="list-style-type: none"> • Participate in annual performance review process including review of performance goals and identification of areas for professional development.
Team Work	<ul style="list-style-type: none"> • Collaboratively provide support to the other members of the CN, CMO, CN and PA support team to cover the workload of the Executive and to provide cover and back up as required. • Contribute positively as an effective team member. • Encourage information and skill transfer/sharing of knowledge. • Assist the Executive Assistant as required.
General	<ul style="list-style-type: none"> • Other duties as negotiated with your Manager. • Meet obligations contained in Appendix 1 & 2.

PERSON SPECIFICATION

QUALIFICATIONS

- Recognised secondary school or tertiary qualification, or relevant other qualification.
- Current drivers licence.

EXPERIENCE

- Several years' experience as a Personal Assistant/Secretary, with a track record of success, preferably within the health sector.

KNOWLEDGE AND SKILLS

- Knowledge of the health sector is an advantage.
- Knowledge office management and administrative standards.
- Knowledge of, and empathy for, biculturalism.
- Highly organised.
- Able to handle a constant pace and multiple demands.
- Proven experience of accurate minute taking and interpretation at senior management levels.
- Evidence of sound judgement and problem-solving capability.
- Pro-active, self-motivated, and able to work independently, with the ability to prioritise tasks and to exercise initiative and judgement and make decisions within the scope of assigned authority.
- Excellent interpersonal skills, staff, and public relations.
- An understanding of, and adherence to, Health New Zealand Nelson Marlborough's aims, objectives and values.
- The ability to work co-operatively, confidentially, and discreetly at a senior level.
- Positive and energetic style with a pleasant mature personality.
- Excellent communication skills, both oral and written.
- Willingness to be flexible, innovative and undertake other duties as required.
- Intermediate/Advanced knowledge of Microsoft Office applications i.e. Word, Excel, PowerPoint, Outlook and Teams.
- Keeps up to date with available information technology relevant to position.
- Understand and comply with Health New Zealand Nelson Marlborough Information Technology policies.

PERSONAL ATTRIBUTES

- Positive and friendly approach with ability to maintain good relationships with peers.
- Ability to manage rapidly changing and fast paced complex health environments.
- Demonstrated commitment to quality and continuous improvement.
- Ability to be a good listener.
- Honest and reliable.
- Commitment to ongoing education/professional development.

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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.