

POSITION DESCRIPTION

POSITION: Administrative Support (Emergency Department) – Clinical Support Services

RESPONSIBLE TO: Team Leader – Clinical Support

Health New Zealand | Te Whatu Ora Nelson Marlborough

Our vision | Tō tātou manako: All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

Our mission | Tō tātou kaupapa: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

Our Values – Ō tātou whanonga pono

Respect | Manaakitanga: We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

Innovation | Auaha: We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori.*

Teamwork | Whakarāmemene: We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora katoa.*

Integrity | Ngākau tapatahi: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi katoa.*

PURPOSE OF POSITION

- To assist Patients Flow through the Hospital system.
- To work effectively as member of Clinical support services team and provide efficient administrative, patient booking and reception support to the department.

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 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
<p>Data Management</p> <ul style="list-style-type: none"> • Data entry and maintenance of Patient Management System 	<ul style="list-style-type: none"> • Ensure accurate recording of patient data – registration/demographics • For every interaction with patient, check patient demographics and update as needed in PMS • Loading of unit specific data on daily basis e.g. ACC45, smoke free report • Accurate and timely entering of referrals into PMS • Update and maintain any data bases specific to unit • CD management (where applicable) • Upload information from SD cards to Cardisoft and if error message occurs, correct it • Ensure appropriate information is available to other departments and consultants if requested e.g. triage, ED notes • Ensure 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. • Ensure clinic sheets and admission lists are prepared and available on a daily basis • Process clinic outcomes ensuring follow up appointments are made and correct procedure code applied • Maintain patient charts (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/dept • 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 clinic sheets for clinics • Maintain chart tracking • Ensure clinical records are available within acceptable time frames for clinics • Maintain loose filing • Maintain desk file for department • Photocopying and distributing documents as required • Download dictation to Winscribe
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 both within your immediate area of work and the wider Clinical Support team
<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 Te Whatu Ora (openness, integrity, compassion, respect and customer focus) are demonstrated in day to day interaction with others • Undertake general administrative duties within the Clinical support team as required • Provide cover within any department or ward within Clinical Support services team in order to meet organisational or patient needs. • Undertake projects and any other relevant work discussed with the Team Leader – Clinical Support • Participate in training needs analysis and undertake identified learning development and career opportunities • Participate in regular team meetings • Working shifts as required to meet operational or patient requirements. • Any other tasks as required by your Manager. • Order supplies as requested or required • Participate actively in office housekeeping duties
<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 Procedures • Carry out all duties safely • Demonstrated compliance with obligations in Appendix 1 & 2

PERSON SPECIFICATION

QUALIFICATIONS

- NCEA Level 2 English and Maths (or equivalent) essential
- Medical Terminology Qualification advantageous

EXPERIENCE

- Experience in a fast paced administrative role with a strong focus on customer service and an ability to remain calm under pressure is essential.

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
- Sound 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 Te Whatu Ora Information Technology policies

PERSONAL ATTRIBUTES

- Be sensitive to the needs of all patients and public regardless of need or cultural background
- Ability to remain calm when under pressure
- 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
- 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

Te Whatu Ora is committed to supporting the principles of Equal Employment Opportunities through the provision and practice of equal access, consideration and encouragement in the areas of employment, training, career development and promotion for all its employees.

Te Whatu Ora is committed to *Te Tiriti o Waitangi* principles of partnership, participation, equity and protection by ensuring that the guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the service. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

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.