

POSITION DESCRIPTION

POSITION: Personal Assistant – Clinical Services

RESPONSIBLE TO: Service Managers – Clinical Services

FUNCTIONAL RELATIONSHIPS:

Clinical Directors	General Staff
Service Managers	External Agencies
General Managers	Public who contacts the office
Other Administrative Staff	

Health New Zealand | Health NZ (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 ensure that the offices of Clinical Services are managed in a highly professional and efficient manner
- To collaboratively provide secretarial and general office administration assistance to the Service Managers – Clinical Services as required
- The PA Administration Support Team will work in a shared service environment, working collaboratively to support Clinical Services as required

RESPONSIBILITIES	EXPECTED OUTCOMES
<p>Provide personal assistant and general clerical/administrative support to the Service Managers - Clinical Services as required</p>	<ul style="list-style-type: none"> • Provide a welcoming and professional interface with all people who communicate with Clinical Services, ensuring that they feel their needs are met • Provide PA support for the Service Managers as required • Manage the Service Managers diary, including assessing requests for time, prioritising their diaries, and consulting staff on meeting time priorities • Operate an effective bring-up system for appointment-related paperwork for the Service Managers • Monitoring deadlines (for responses due) and following up with other Staff / Managers on reports scheduled for delivery to the Service Managers as required • Maintain relevant files • 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 • Review correspondence, prioritise and draft responses as required • ACTOR roster building/approvals – as required • Tech-One invoice coding - as required • Provide general word processing and typing • Draft letters, memoranda and presentation material • Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and all associated documentation for the Service Managers as required • Co-ordinate agenda, dispatch papers, attend meetings, take minutes, dispatch minutes, book meeting rooms. • Provide administration, minute taking and booking rooms for other meetings as required by the Service Managers • Organise all travel arrangements for the Service Managers and liaise with Travel Coordinator • Liaise with external agencies and consultants as requested • Receive visitors to the office in a culturally appropriate manner and refreshments arranged • Provide other services and assistance as required by the Service Managers • Actively manage risk, minimising organisational exposure • Train and support other administration staff as required
<p>SMO & Locum Sourcing and recruitment support</p>	<ul style="list-style-type: none"> • Source SMO's and Locums in conjunction with the Service Managers and Human Resources Department via agencies and liaise with the Medical Council of New Zealand as required

Teamwork <ul style="list-style-type: none"> • Participates in the implementation of the Directorates operational plan • Contributes positively as an effective team member • Encourages information sharing and skill transfer • Works collaboratively with other members of the administration team in a shared service environment 	<ul style="list-style-type: none"> • Operational plan objectives are achieved • Feedback from the team is positive and indicates contribution adds value • Directorate deadlines are met
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"> • 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"> • Other duties as negotiated with the General Manager • Obligations contained in Appendices 1 & 2 are met

PERSON SPECIFICATION

QUALIFICATION

- Recognised secondary school qualification or other relevant qualification
- Current driver's licence

EXPERIENCE

- Several years experience as a personal assistant, secretary/administrative assistant, with evidence of successful outcomes, preferably within the health sector

KNOWLEDGE AND SKILLS

- The ability to handle a constant pace, work pressure and multiple demands
- 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
- Proven experience of minute taking and interpretation at senior management levels
- Evidence of sound judgement and problem-solving capability
- Excellent interpersonal skills, staff and public relations
- The ability to work professionally, 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
- Knowledge of the health sector an advantage
- Knowledge of and empathy for biculturalism
- Well organised
- Advanced 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 Health NZ (Nelson Marlborough) Information Technology policies
- An understanding of and adherence to Health NZ's aims and objectives

APPENDIX 1

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

1. Professional Responsibilities

As an employee of Health NZ, 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 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 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 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’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 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 is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ 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 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
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.