

**POSITION DESCRIPTION**

**POSITION:** Human Resource Coordinator (HRC)

**RESPONSIBLE TO:** Director HR Operations – Nelson Marlborough

**Health New Zealand Te Whatu Ora (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 THE POSITION**

To support the People & Culture (P&C) function by providing excellent customer service through HR administrative support and co-ordination for their assigned portfolio.

This role will act as a first point of contact for their portfolio ensuring all Health NZ employees and managers have their HR queries resolved in a timely way. This role works closely with our Recruitment, Payroll and HR Business Partner team providing administration and coordination support.

RESPONSIBILITIES	EXPECTED OUTCOMES
<b>Coordination of the operational HR function</b>	<ul style="list-style-type: none"> <li>• Provide first-line telephone, email, trackit, and face to face information and support for portfolio customers.</li> <li>• Enquiries and issues are acknowledged, responded to and resolved as they arise, or are escalated in a timely manner through appropriate channels.</li> <li>• Customers are kept advised of progress towards resolution and help is sought from the HRBP as required.</li> <li>• Ensure that all customers are treated in a professional and respectful manner as well as made to feel supported.</li> <li>• Log enquiries into the tracking system.</li> <li>• Use agreed templates to provide administration support, such as preparation of employment agreements, staff maintenance letters , and any other P&amp;C related document/processes</li> <li>• Monitor and coordinate compliance of legislative requirements within the necessary timeframes i.e renewals of APCs, Visa Expiries, Safety Checks</li> <li>• Ensure that data entered into all relevant Health NZ systems, including the recruitment and Payroll systems, is accurate, timely and relevant.</li> <li>• Ensures information flows smoothly between Payroll, Recruitment and other HRC team members in order to improve and maintain information and process flows across the entire P&amp;C function.</li> <li>• Remain up to date with current processes, issues and information relating to the P&amp;C operations function to promote consistency of process.</li> <li>• Ensure that all employee records and Health NZ information is maintained accurately.</li> </ul>
<b>Recruitment Outcomes</b>	<ul style="list-style-type: none"> <li>• Work closely and collaboratively with the recruitment team to support a seamless recruitment service for your portfolio and the organisation.</li> <li>• In conjunction with the Recruitment team, provide advice on recruitment administration process as undertaken by candidates, employees, Managers, and Health NZ departments.</li> </ul>

<b>Grow and Develop</b>	<ul style="list-style-type: none"> <li>• Actively participate in P&amp;C learning and knowledge sharing sessions.</li> <li>• Attend educational opportunities relevant to the role.</li> <li>• Participate in continuous improvement activities across P&amp;C and Health NZ.</li> </ul>
<b>To contribute to the overall service delivery of the P&amp;C team</b>	<ul style="list-style-type: none"> <li>• Ensure resources are used effectively and that departmental priorities are met.</li> <li>• A quality customer service focus is applied to all interactions with both internal and external customers.</li> <li>• Act as One Team – support other HRCs, Recruitment, Payroll and HRBPs as required.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Participate in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participate in quality improvement processes in your area of work.</li> <li>• Identify opportunities for continuous improvement and address as appropriate.</li> <li>• A quality, customer-focused service is provided at all times, which follows best practice.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Other duties as negotiated with your Manager</li> <li>• Meet obligations contained in Appendix 1 &amp; 2.</li> </ul>

## **PERSON SPECIFICATION**

### **QUALIFICATIONS**

- Diploma in Business Administration or similar would be an advantage

### **EXPERIENCE**

- 2+ years in HR Administration or Coordination role

### **KNOWLEDGE AND SKILLS**

- HR administration and payroll systems and processes
- Intermediate 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 Information Technology policies
- High level of attention to detail and accuracy

### **PERSONAL ATTRIBUTES**

- High levels of customer service and good communication
- Ability to build rapport and maintain long-lasting relationships with customers
- Exceptional organisational skills
- Good attention to detail
- Collaborative and supportive
- Highly organised and systematic approach
- Ability to keep information confidential
- Continually seeking to improve and develop oneself
- A real team player
- A sense of humour
- Intellectually curious with a desire to learn

## **APPENDIX 1**

### **General Responsibilities of an Employee of Health New Zealand (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 always 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.

<b>Condition</b>	<b>Information to include in Position Description</b>
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 <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"><li>• a chronic skin condition</li><li>• been working in an overseas healthcare facility in the last year</li><li>• been MRSA-positive in the last year</li></ul>
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 <sup>2</sup>

<sup>1</sup>Clinical 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.)

<sup>2</sup>Exposure-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