

## POSITION DESCRIPTION

Position Title:	Administration Ward Assistant
Employment Agreement:	Central Otago Health Services NZNO CEA
Location:	Dunstan Hospital, Clyde
Reports:	Nil
Reports to:	Administration Team Leader
Date:	July 2022

### Our Vision

To be a lead provider and educator of rural healthcare for our communities

### Purpose of Role

The key purpose of the role is to effectively contribute to the smooth running of the Vincent Ward by providing efficient and timely administrative support that is responsive and flexible to the changing needs of the service/organisation.

## LIVING CENTRAL OTAGO HEALTH SERVICES LTD VALUES

Proactively demonstrate COHSL values in all aspects of the role

- Demonstrates behaviours that we want to see from each other, at our best
- Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up
- Contributes positively to the team and other initiatives that seek to improve patient and whanau experiences and/or staff experience of working

KINDNESS	EXCELLENCE	TRUST	CONNECTION
Kākau Māhaki	Whāia te iti kahurangi	Whakapono	Te Taukaea Takata

## COMPETENCIES

### Organisational Competencies

<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<b>Integrity &amp; Trust</b>	Is widely trusted, recognises the importance of confidentiality and works with upmost discretion; admits mistakes and does not misrepresent themselves for personal gain

### Role Specific Competencies

<b>Process Management</b>	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others may not; can simplify complex processes; gets more out of fewer resources.
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<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
<b>Organisational Agility</b>	Knowledgeable about how the organisation works; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of the organisation.
<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answers.
<b>Decision Quality</b>	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of their solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
<b>Communication</b>	Communication conveys an understanding of the context of the situation/circumstances. Presents information clearly in a language and style appropriate to the audience. Ability to listen.

KEY RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none"> <li>Clinical Ward Staff</li> </ul>	<ul style="list-style-type: none"> <li>Patients, Family / Whanau &amp; Community</li> </ul>
<ul style="list-style-type: none"> <li>Administration Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>Primary Health Care Providers &amp; WellSouth PHO</li> </ul>
<ul style="list-style-type: none"> <li>COHSL Administration Staff</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare Professionals</li> </ul>
<ul style="list-style-type: none"> <li>Operations Manager</li> </ul>	<ul style="list-style-type: none"> <li>SDHB Staff</li> </ul>

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>NCEA Level 2 or higher (or equivalent)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 1-2 years administrative experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience within health sector</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Excellent active listening skills</li> <li>Good knowledge of office systems and procedures</li> <li>Evidence of good literacy and numeracy skills</li> <li>High attention to detail</li> <li>Excellent computer skills, including Microsoft Word, Excel and Outlook</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Sets high standards of performance</li> <li>High standard of interpersonal communication skills, written &amp; verbal</li> <li>Ability to understand and follow written or verbal instructions</li> <li>Ability to work well in a team and foster good interpersonal relationships</li> <li>Have initiative and ability to proactively seek solutions to problems</li> <li>Be self-motivated with excellent organisational and time management skills</li> <li>Willing to support and assist other staff as required</li> <li>Maintain exceptionally high level of confidentiality and respect the privacy of individuals when dealing with personal information</li> </ul>	

## KEY RESULT AREAS

Key Accountabilities	Examples of Successful Delivery
<b>Administrative &amp; Reception Support</b>	
<ul style="list-style-type: none"> <li>• Provide high quality reception and administrative support to the Vincent Ward and other health providers ensuring efficient and effective service delivery</li> <li>• Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information</li> <li>• Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties</li> <li>• Identify existing or potential problems and opportunities to remedy</li> <li>• Undertake duties associated with the position, as required to maintain an efficient service, including upskilling as requested by your manager</li> <li>• Ability to provide back up for holidays and sickness to ensure there is a safe and continuous service for the ward</li> </ul>	<ul style="list-style-type: none"> <li>• Undertakes all administrative tasks for the ward as required in position detail desk file including: <ul style="list-style-type: none"> <li>○ reception &amp; telephone duties</li> <li>○ admission &amp; discharge duties</li> <li>○ non-resident &amp; after hours charging</li> <li>○ ensuring security protocols are followed for staff and patient safety</li> </ul> </li> <li>• Demonstrates attention to detail &amp; accuracy</li> <li>• Demonstrates a willingness to adapt to changing needs of the service.</li> <li>• Demonstrates excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner</li> </ul>
<b>Health, Safety &amp; Wellbeing</b>	
<ul style="list-style-type: none"> <li>• Takes practicable steps to ensure personal safety and the safety of others while at work, in accordance with the COHSL's Health, Safety and Wellbeing policies, procedures and systems.</li> <li>• Recognises individual responsibility for workplace Health &amp; Safety under the Health and Safety at Work Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> <li>• Create an atmosphere where staff support each other, and workplace violence and bullying are not tolerated</li> <li>• Effort is made to strive for best practice in Health and Safety at all times</li> </ul>
<b>Cultural Safety</b>	
<ul style="list-style-type: none"> <li>• Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your day-to-day interactions with others.</li> <li>• Honouring cultural diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> <li>• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices</li> </ul>
<b>Professional Development – Self</b>	
<ul style="list-style-type: none"> <li>• Identify areas for personal and professional development</li> <li>• Actively seeks feedback and accepts constructive criticism</li> </ul>	<ul style="list-style-type: none"> <li>• Training and development goals are identified and agreed with your manager</li> <li>• Performance objectives are reviewed with your manager</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience</li> </ul>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness</li> </ul>

## CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date