

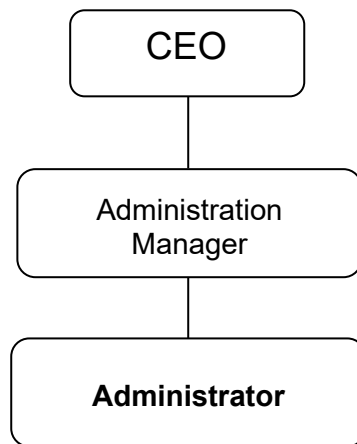
Gore Health Ltd Position Description

Position Title: Administrator

Location: Gore Hospital

Responsible to: Administration Manager

Organisational Relationship



Position Holder's Name : _____

Position Holder's Signature : _____

Administration Manager's Name : _____

**Administration Manager's
Signature :** _____

Date : _____

Te Tiriti o Waitangi

GHL recognises the special relationship between Maori and the Crown and has an understanding of the articles/principles of the Te Tiriti o Waitangi. As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Maori patients.

Health and Safety

GHL is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of GHL, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your CEO.

To participate in, and comply with, the requirements of the Health & Safety 2015 plus regulations and associated GHL procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with GHL incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

GHL is committed to continuous quality improvement and service excellence. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

General Responsibilities

1. PROFESSIONAL RESPONSIBILITIES

As an employee of Gore Health you are required to:

- Gain CPR Certification within one month of commencing employment with Gore Health.
- Maintain competency on work-related knowledge, best practices and legislation.
- Make a personal contribution towards effective and efficient working relationships within Gore Hospital
- Implementation of practice is customer-focused and meets professional standards.
- In conjunction with the Administration Manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. LEGISLATION, REGULATIONS AND COMPANY POLICIES

You are required to:

- Be familiar with and adhere to the provisions of:
 - all relevant acts and regulations,
 - all company, hospital and department policies,
 - relevant procedure manuals

3. 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 that have high cost or safety implications.

- Complete a HAIR report form for any accident, incident or near miss that has taken place at work.
- Respond to complaints according to appropriate policies.

4. OCCUPATIONAL HEALTH AND SAFETY

You are required to:

- Carry out your work in a healthy and safe manner.
- Encourage and assist others to work in the same way.
- Report and rectify any unsafe workplace conditions/practices.
- Complete HAIR report form 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-operate with, support and promote occupational health and safety actions and initiatives in the workplace.
- Read and understand the health and safety manual, any relevant chemical information, and the emergency plan.
- Keep your knowledge of identified hazards up to date.

5. SECURITY

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Personnel of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete a HAIR report form for any incident which has or might have compromised the safety of staff, patients and visitors.

6. CONFIDENTIALITY

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information. Maintain strict confidentiality of knowledge gained in the course of your work concerning patient, colleague and Gore Health Business at all times while working for Gore Health and upon termination of employment.

PURPOSE OF POSITION

To provide a comprehensive, efficient, high quality secretarial and administrative support service to the outpatient and district nursing departments at Gore Hospital and to ensure the smooth and efficient operation of both these areas.

KEY TASKS & RESPONSIBILITIES

Outpatients Secretarial and Administrative duties Carry out such duties as are required of an Administrator at Gore Hospital, including dealing with mail, organising Outpatient Clinics, Mobile Surgical Bus appointments, clinic letter typing, computer patient management system data input, and liaison with visiting specialists and HealthNZ Outpatient department.	
<i>Expected Outcome</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> • All Outpatient Clinic details and patient information entered on our SI PICS Patient Management system 	<ul style="list-style-type: none"> • Outpatient clinics are entered appropriately on our SI PICS Patient Management System. • Patient details/referrals entered on the SI PICS Patient Management System are accurate and up to date.
<ul style="list-style-type: none"> • Outpatient clinics and MSS bus bookings scheduled appropriately and appointments sent to patients in a timely manner. 	<ul style="list-style-type: none"> • Waiting lists managed appropriately for visiting specialists • Visiting Specialist Outpatient Clinics scheduled appropriately and patients receive notification of their appointments. • Liaison occurs with Visiting Specialists and Health NZ Outpatients department.

<ul style="list-style-type: none"> Outpatient Clinic typing produced to high standard 	<ul style="list-style-type: none"> Medical terminology is accurate and correctly spelt. All output is grammatically accurate. Available within timeframe required.
<ul style="list-style-type: none"> All Outpatient clinic scanning is completed as per our Gore Health Medical Records Policies & Procedures 	<ul style="list-style-type: none"> Outpatient records scanned in Health Connect South is accurate and kept up to date.
<ul style="list-style-type: none"> All telephone calls and visitors are responded to promptly, courteously, competently, and in a culturally-sensitive manner 	<ul style="list-style-type: none"> Callers or visitors feel well-treated, listened to, and culturally valued Follow up information is returned accurately, in an efficient timeframe Messages are promptly, accurately, and appropriately disseminated
<ul style="list-style-type: none"> Knowledge and understanding of Health-related legislation including ACC regulations, Health Information Privacy Code 1994 and Health & Disability Consumer Code of Rights and their requirements is demonstrated 	<ul style="list-style-type: none"> Accurate information is provided to the public All relevant patient data is updated Public have access to information and forms Information is disseminated in an informative culturally sensitive manner
<ul style="list-style-type: none"> Accurate medical records and patient information are maintained 	<ul style="list-style-type: none"> Gore Health Ltd. Medical Records Policies and Procedures are adhered to.

District Nursing Secretarial and Administrative Duties

Carry out such duties as are required of an Administrator at Gore Hospital for the District Nursing area at Gore Hospital including data input on our SI PICS Management system and Timetrak system, organising meals on wheels and general administrative support duties.

<i>Expected Outcome</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> Effective telephone and reception service is provided 	<ul style="list-style-type: none"> All telephone calls are answered politely, responsively and accurate details of information recorded. Messages are delivered appropriately and within acceptable timeframe. All patients are responded to promptly, courteously, in a culturally-sensitive manner and assisted and redirected as appropriate.
<ul style="list-style-type: none"> Knowledge and understanding of Health-related legislation including ACC regulations, Health Information Privacy Code 1994 and Health & Disability Consumer Code of Rights and their requirements is demonstrated. 	<ul style="list-style-type: none"> Accurate information is provided to the public All relevant patient data is updated Public have access to information and forms Information is disseminated in an informative culturally sensitive manner.

SI PICS Patient Management System is maintained to ensure integrity of patient details and department activity	<ul style="list-style-type: none"> • SI PICS patient data input is accurate, timely and as per our Gore Health procedures. • Patient demographics, referrals and contacts are entered correctly on our SI PICS system. • Patient discharges performed in a timely manner. • IT advice is sought as required from our Administration Manager. • ACC invoices are submitted monthly to ACC and to HealthNZ.
Timetrak System is maintained to ensure the integrity of patient details and departmental activity	<ul style="list-style-type: none"> • Timetrak patient data is accurate, timely and as per our Gore Health procedures • Patient demographics and referrals are entered correctly on the TimeTrak System • Daily report generated to enable capture of visits in SI PICS Patient Management System. • Discharges and referral closure are performed in a timely manner. • IT advice is sought as required and any issues reported to the Administration Manager
Meals and Wheels recipients receive their meals accordingly	<ul style="list-style-type: none"> • Liaising with the Mataura and Wyndham branches • Daily lists are submitted to Compass Group and updated • Volumes submitted at the end of each month to the Administration Co-ordinator
Administrative support is provided to enable effective and efficient office systems and processes	<ul style="list-style-type: none"> • General administrative and secretarial support is provided to the District Nursing department. • Office equipment is maintained and faults are reported as necessary. • Noticeboard in district nursing is kept tidy and up-to-date
Clinical records and patient information are maintained as per our Gore Health policies and procedures.	<ul style="list-style-type: none"> • Filing of patient documentation is up to date and adheres to our Gore Health Medical Records Policies and Procedures.
Stationery supplies and equipment are monitored and maintained at optimum levels	<ul style="list-style-type: none"> • Systems are in place to check supplies and equipment within the district nursing department • Stationery supplies do not run out • Supplies are maintained at an adequate level but not excessive level. • Equipment performance meets necessary operational requirements.

Team Work	
<i>Expected Outcome</i>	<i>Performance Measures</i>
A supportive and efficient environment exists within the administration area and actions and contributions of team members enhance the success of the team	<ul style="list-style-type: none"> • Communication and interpersonal skills promote open and effective teamwork. • Support is provided to colleagues when necessary. • Builds and maintains productive working relationships • Evidence and understanding and commitment to the service vision and direction of Gore Health Ltd
Health & Safety	
To promote a sound and safe work environment	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Equipment is safely managed.	<ul style="list-style-type: none"> • Equipment is cared for and maintained as per Gore Health Ltd policy. • Participation in the District Nursing Cleaning Schedule of your workstation • All HAIR's are reported.
Gore Health Ltd Policies and principles are adhered to for the protection of patient and staff information.	<ul style="list-style-type: none"> • Hazard identification and effective control measures are adhered to. • Health & Safety & Infection control training sessions are attended.
Knowledge of Hospital alarm systems is exhibited.	<ul style="list-style-type: none"> • Appropriate personnel are notified following alarm activation.
Advocacy	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Patient and public rights, dignity, confidentiality, privacy and cultural needs are respected and maintained.	<ul style="list-style-type: none"> • Evidence that Privacy Act and Health Information Privacy Code are adhered to. • Evidence that cultural needs, dignity are respected. • Patient/staff/public rights are acknowledged and reflected in administrative practice

Quality Assurance Participate in continuous improvement programme within Gore Hospital to enhance client care and hospital efficiency to meet the Gore Health Ltd Quality Plan	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Participation in continuous improvement program within the Gore Health	<ul style="list-style-type: none"> Shows concern for all aspects of the job, accurately checking processes and tasks, and maintaining watchfulness over a period of time. Continuing audit programs and follow-up processes, including problem identification, action plans and strategic direction are developed and adhered to.
Professional Development Accepts responsibility for own professional development to maintain and expand current clinical and management knowledge base	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Ongoing goals and objectives are set annually with the Administration Manager for further development of knowledge and skills	<ul style="list-style-type: none"> Completed yearly Performance Appraisal is agreed to and signed by both parties Evidence of achieving goals and objectives within agreed timeframes.
Maintain high standards of performance	<ul style="list-style-type: none"> Undertake annual CPR, Fire Training and any other service requirement training as per GHLCQI plan and procedures. Perform all duties in a responsible manner; with due care for the health and safety of self and other employees, patients and the general public, within the limit of knowledge base.
Maintain good communication and interpersonal relationships within GHLC	<ul style="list-style-type: none"> Act in a professional manner in relationships with all staff to enhance interdisciplinary harmony within the hospital.
Other Duties	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> The Administrator will perform such other duties as reasonably required by the Administration Manager in accordance with the conditions of the position. 	<ul style="list-style-type: none"> That all other additional duties are performed in an efficient manner, at the required time and within a negotiated timeframe.

Person Specification

Work Experience

Skills/Knowledge

- Previous secretarial and administration experience
- Exceptional customer care skills
- Excellent computing skills including experience in electronic information systems and Microsoft Office products - Word, Excel, Outlook,
- Strong background in administration
- Strong secretarial skills
- Medical terminology and typing
- Excellent communication and interpersonal skills.
- Knowledge and understanding of N Z health care system and health-related policies/procedures
- Knowledge of relevant health legislation including Privacy Act and Health Information Privacy Code
- Attention to detail
- Strong work ethic and the ability to multi-task and effectively manage, plan and co-ordinate workload
- Able to maintain confidentiality and use discretion.
- Ability to participate in a team in the achievement of goals and outcomes and be supportive of other team members.
- Proven commitment to quality and efficiency
- Flexible attitude to work outside boundaries of the position when required
- Versatility and the ability to cope with change
- Alert, reliable, thorough, mature, have positive attitude, integrity and initiative.
- Have an appropriate presentation and standard of personal care and grooming

Relationships

Internal Relationships:

CEO, GHL
Clinical Manager
Administration Manager
Patient Services Co-Ordinator
Nursing & Maternity staff
Medical Officers
Allied Health staff
Administration staff
Support Services staff
Maintenance staff

External Relationships: Visiting Outpatient Consultants
Local GP's

Note: This job description has been prepared to assist in appointment. All GHJ job descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.