



# Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

## Role Description

*Nau mai, haere mai ki Ūpoko ki te uru hauora*

**Position:** Clinical Typist/Team Support

**Service / Directorate:** Patient Administration Service, Corporate Services

**Responsible to:** Team Leader, Clinical Typing /Team Support

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### Our Mission:

*Together, Improve the Health and Independence of the People of the District*

### Our Vision

*Keeping our community healthy and well.*

### Our Values:

- *Innovation*
- *Action*
- *A focus on People and Patients*
- *Living the Treaty*
- *Professionalism through Leadership, Honesty, Integrity and Collaboration*
- *Excellence through Effectiveness and Efficiency*

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## Context

### Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

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## Position Purpose and Unit Perspective

### Service Perspective

The Patient Administration Service (PAS) is a group of five services which work together to support the patient journey from referral, to a C&CDHB treatment provider, right through to discharge. PAS goals are to provide high quality, efficient and effective administration support to enable clinical staff to concentrate on patient care.

There are several different services PAS is responsible for and each area has a Team Leader to provide one point of contact across the group. These are:

- Outpatient Booking Centre, Call Centre and Atrium
- Clinical Typing & Team Support
- Ward Administration & Elective booking
- Outpatient Reception and Administration Support
- Emergency Department and Radiology

### Department Perspective

The Clinical Typist/Team Support sits within the Clinical Typing and Team Support team which forms part of the Patient Administration Service.

### Role Perspective

The Clinical Typist/Team Support Administrators are located with the typing pool. The Medical Typing team transcribes information recorded into the digital dictation system by clinicians following Outpatient Clinics or other types of treatment. The medical typist ensures that the work is managed in priority and then date order and sent back to the author for editing. When completed the letters are mailed to the General Practitioner and a copy is saved into a format that enables migration to form part of the patients' medical record. This work is significant because of the impact this information has on the patient's ongoing care.

The Clinical Typist will take a flexible approach and, when necessary, provide services for other authors to meet the needs of both the service and the wider organisation.

The Clinical Typist/Team Support Administrators also provide cover for the Team Support Administrators, as required, who support clinicians with non-clinical typing, mail distribution and other administration tasks. They will be the point of liaison for clinicians and will manage the interface with patients, ward clerks, booking clerks and other departments to ensure that administration systems run smoothly and information is available when needed.

### Purpose of the role

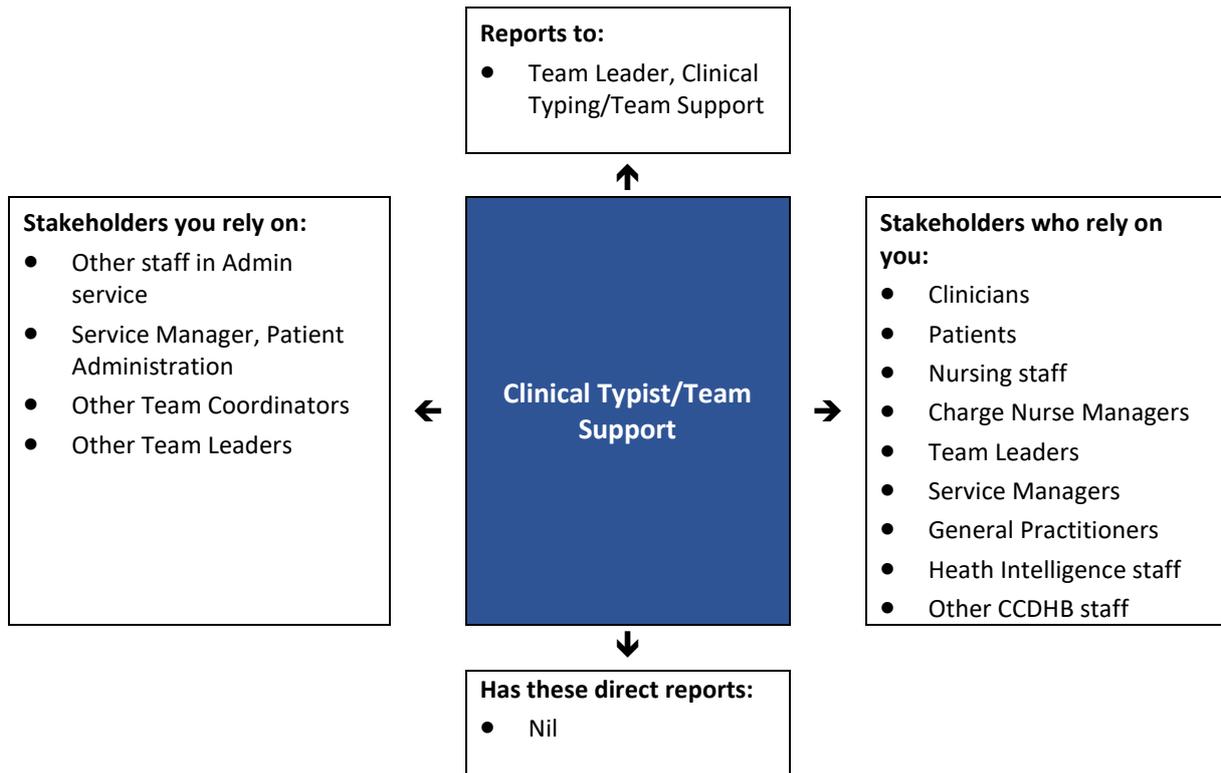
To provide a high quality and responsive clinical typing service to health professionals within the DHB and to general practitioners who are referring patients.

To provide cover as required for a confidential administrative support service including word processing duties, minute taking and general assistance to the Clinicians. To be the first point of contact for patients, external medical representatives or internal staff needing to make appointments or contact the clinical staff.

## Key Accountabilities

Key Accountability	Deliverables / Outcomes
<b>1. Word Processing</b>	<ul style="list-style-type: none"> <li>• Manages transcription through the dictation system in priority and then date order.</li> <li>• All typing is 98% accurate and presented as per the Best Practice Standards. Feedback from clinicians is used constructively to improve accuracy.</li> <li>• Manages to meet minimum expected performance standards of 60 minutes of typed dictation a day, which allows time for filing, correcting and mailing</li> <li>• Documents are created using correct template, service, location author and date.</li> <li>• Correct demographics details are used at all times</li> <li>• Correspondence is dispatched as soon as possible after amendments and validation</li> <li>• Manages and prioritises workload ensuring that direct patient related activities are prioritised ahead of other tasks</li> <li>• Provides urgent cover for medical typing when staff away or during peak periods as requested by the Team leader, Clinical Typing</li> <li>• Dictation issues creating barriers to typing productivity are communicated to Team Co-ordinator</li> <li>• Documents sent to authors for editing are monitored and any consistent delays are communicated to Team Co-ordinator</li> </ul>
<b>2. Administration functions</b>	<ul style="list-style-type: none"> <li>• Undertakes and provides accurate and complete cover for Team Support Administrator, in line with the requirements of the department in which they are located</li> <li>• Support clinicians at Multi-Disciplinary Meetings</li> <li>• Provides other administrative duties as required</li> </ul>
<b>3. Maintains Accurate records</b>	<ul style="list-style-type: none"> <li>• Maintains up to date and accurate desk files</li> <li>• Ensures that information is collected and stored in a confidential manner incorporating privacy and data protection requirements</li> </ul>
<b>4. Information Systems</b>	<ul style="list-style-type: none"> <li>• Maintains up to date knowledge of CCDHB relevant to the duties undertaken and attends training as required</li> <li>• Reports any faults immediately to IT Service desk via the portal</li> </ul>
<b>5. Professional Development</b>	<ul style="list-style-type: none"> <li>• Participates in appropriate training and development.</li> </ul>
<b>6. Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction</li> </ul>
<b>7. Customer Service</b>	<ul style="list-style-type: none"> <li>• Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts</li> </ul>
<b>8. Risk Minimisation</b>	<ul style="list-style-type: none"> <li>• Identifies risks and notifies Coordinator / Team leader of these</li> <li>• Participates in the service's risk minimisation activities</li> <li>• Complies with policies and procedures including (but not limited to) CCDHB Reportable Events Policy</li> <li>• Participates in audits</li> </ul>
<b>9. Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Read and understood the Health &amp; Safety policy and procedures.</li> <li>• Actively support and comply with Health &amp; Safety policy and procedures.</li> <li>• Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>

## Key Relationships & Authorities



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## Capability Profile

### Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Dealing with Ambiguity</b>	<ul style="list-style-type: none"><li>• Can effectively cope with change</li><li>• Can shift gears comfortably</li><li>• Can decide and act without having the total picture</li><li>• Isn't upset when things are up in the air</li><li>• Doesn't have to finish things before moving on</li><li>• Can comfortably handle risk &amp; uncertainty</li></ul>
<b>Process Management</b>	<ul style="list-style-type: none"><li>• Good at figuring out the processes necessary to get things done</li><li>• Knows how to organise people and activities</li><li>• Understands how to separate and combine tasks into efficient work flow</li><li>• Knows what to measure and how to measure it</li><li>• Can see opportunities for synergy and integration where others can't</li><li>• Can simplify complex processes</li><li>• Gets more out of fewer resources</li></ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"><li>• Spends his/her time and the time of others on what's important</li><li>• Quickly zeroes in on the critical few and puts the trivial many aside</li><li>• Can quickly sense what will help or hinder in accomplishing a goal</li><li>• Eliminates roadblocks</li><li>• Creates focus</li></ul>
<b>Conflict Management</b>	<ul style="list-style-type: none"><li>• Steps up to conflicts, seeing them as opportunities</li><li>• Reads situations quickly</li><li>• Good at focused listening</li><li>• Can hammer out tough agreements and settle disputes equitably</li><li>• Can find common ground and get cooperation with minimum noise</li></ul>
<b>Political Savvy</b>	<ul style="list-style-type: none"><li>• Can manoeuvre through complex political situations effectively and quietly</li><li>• Is sensitive to how people and organisations function</li><li>• Anticipates where the land mines are and plans his/her approach accordingly</li><li>• Views corporate politics as a necessary part of organisational life and works to adjust that reality</li><li>• Is a maze-bright person</li></ul>
<b>Negotiating</b>	<ul style="list-style-type: none"><li>• Can negotiate skilfully in tough situations with both internal and external groups</li><li>• Can settle differences with minimum noise</li><li>• Can win concessions without damaging relationships</li><li>• Can be both direct and forceful as well as diplomatic</li><li>• Gains trust quickly of other parties to the negotiations</li><li>• Has a good sense of timing</li></ul>

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Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>• Is widely trusted</li> <li>• Is seen as a direct, truthful individual</li> <li>• Can present the unvarnished truth in an appropriate and helpful manner</li> <li>• Keeps confidences</li> <li>• Admits mistakes</li> <li>• Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Composure</b>	<ul style="list-style-type: none"> <li>• Is cool under pressure</li> <li>• Does not become defensive or irritated when times are tough</li> <li>• Is considered mature</li> <li>• Can be counted on to hold things together during tough times</li> <li>• Can handle stress</li> <li>• Is not knocked off balance by the unexpected</li> <li>• Doesn't show frustration when resisted or blocked</li> <li>• Is a settling influence in a crisis</li> </ul>

## Essential Experience and Capability

### a. Knowledge and Experience:

- Ability to prioritise work demands.
- Ability to take ownership accountability and responsibility for the role.
- A high level of Word Processing skills, with demonstrated attention to detail and accuracy, spelling, grammar and layout.
- Ability to maintain patient and office confidentiality in line with the Privacy Act.
- Previous experience in managing office procedures, administration and computer systems.
- Previous experience in providing administrative support to a team.
- Previous experience in a health environment.

### b. Someone well-suited to the role will place a high value on the following:

- Accuracy
- Reliability
- Flexibility

***Ma tini, ma mano, ka rapa te whai***  
***By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) 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.

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