

Position Description

Position	Planned Care Booking Administrator
Team / Service	Surgical, Women's, and Children's Health – Planned Care Team
Directorate	Surgery, Women & Children's Directorate
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Planned Care Manager
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	Wellington Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

- deliver health services directly as well as contracting external providers
- Provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Wellington and Lower Hutt are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island. We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,500 staff work at Capital & Coast District Health Board.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City.

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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| Mana whakahaere | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources. |
| Mana motuhake | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |
| Mana tāngata | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness. |
| Mana Māori | Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & |

customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Capital and Coast

Vision

Keeping our community healthy and well

Mission

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

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership:
Mahi Tahi Te Atawhai Tonu Always caring and
Mahi Rangatira being our Best

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Team/Service Perspective

The Booking Administrator position sits within surgical services which forms part of the Surgery, Women's & Children's Directorate and is accountable to the Planned Care Manager. The service ensures patients are booked for surgery to meet Ministry of Health targets and theatre resources are utilised.

About the Role

The Elective Services Team responsibilities include (but are not limited to) ensuring patient

information is correct and up-to-date, ensuring that incoming outpatient and waiting list referrals are registered correctly on the system. We ensure appointments and surgeries are booked within appropriate time-frames, and answer calls and queries from patients. We ensure clinics and theatres are appropriately booked, liaise with clinical staff regarding patient care, and co-ordinate multi-appointments/bookings when patients require the input of several services.

Key working relationships

Within the DHB

- Other Planned Care Team Administrators
- Patients and their families/ whanau
- Clinical Nurse Coordinators
- Outpatients nursing staff
- Pre-operative Assessment nursing staff
- Perioperative Service nursing staff and/or Administrators
- Consultants, Registrars and House Surgeons
- Various other Hospital Departments

Externally

- General Practitioners
- Practice nurses
- Practice administrators

Key Accountabilities and outcomes

Referral Management

- Referrals to the waitlist are registered in accordance with Te Whatu Ora Capital and Coast district and Ministry of Health standards
- Referral and patient data is accurately entered into patient management system in a timely manner and communicated to the patient and GP
- Review and address incomplete demographics ensuring patients added to waitlist are eligible
- Planned Care Guidelines are followed

Waiting List Management

- Waiting lists are managed according to agreed Te Whatu Ora Capital and Coast district and MOH guidelines
- Patients not meeting the treatment threshold will be sent a letter advising them they will not receive surgery, and the wait-listing removed accordingly, and their GP sent a letter advising them that they maintain responsibility for the patient's ongoing care;
- Patients reaching the treatment threshold will be sent a letter advising them that they have certainty of treatment

Scheduling of theatre lists

- Preassessment sessions are booked appropriately
- Patients are booked for surgery by clinical priority and time waited in consultation with surgeons and Clinical Nurse Coordinators
- Where a Nurse Coordinator is not established theatre lists are booked to the service specifications with allowance for urgent cases
- OT lists are booked at least four weeks in advance

Patient/Whanau/GP Telephone Contact

- All telephone requests are responded to appropriately
- Assistance to patient/whanau/services is given in a customer focussed and professional manner
- Internal and external requests for information are responded to promptly and accurately
- Waiting times are kept to a minimum

Continuous Quality Improvement

- Data integrity is maintained
- Customer satisfaction increases
- Process reviewed regularly
- Exceeds expectations

Risk Minimisation

- Risks are managed and kept to a minimum
- Identifies risks and notifies Nurse Coordinator / Planned Care Manager / Operations Manager
- Complies with Capital and Coast district Reportable events policy and other policies and procedures

Occupational Health and Safety

- Complies with responsibilities under the Health & Safety in Employment Act 1992

Key accountabilities	Deliverables / Outcomes
1. Strategic Agility	<ul style="list-style-type: none"> ▪ Sees ahead clearly ▪ Can anticipate future consequences and trends accurately ▪ Has Broad Knowledge and perspective ▪ Is future oriented ▪ Can articulately paint credible pictures and visions of possibilities and likelihoods ▪ Can create competitive and breakthrough strategies and plans
2. Stakeholder engagement	<ul style="list-style-type: none"> ▪ Actively work in partnership with other directorates and key stakeholders in the value for money design and delivery of effective project management services. ▪ Constructive strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to the DHBs that supports and enables problem solving and the implementation of solutions ▪ A partnering approach is implemented to the delivery of services to the DHBs in a way that facilitates and supports shared agenda and objectives.
3. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.
4. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
5. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities

Capability Profile

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

Competency	Behaviours
Interpersonal Savvy	<ul style="list-style-type: none"> ▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation ▪ Builds appropriate rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse even high-tension situations comfortably
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to get things done ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out lengthy and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Develops schedules and task/people assignments ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
Customer Focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers ▪ Gets first-hand customer information and uses it for improvements in services ▪ Acts with customers in mind ▪ Establishes and maintains effective relationships with customers and gains their trust and respect
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement ▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time ▪ Sought out by others for advice and solutions
Problem Solving/ Process Management	<ul style="list-style-type: none"> ▪ 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 doesn't stop at the first answer ▪ Good at figuring out the processes necessary to get things done ▪ Knows how to organize people and activities ▪ Understands how to separate and combine tasks into efficient work flow ▪ Knows what to measure and how to measure it ▪ Can see opportunities for synergy and integration where others can't ▪ Can simplify complex processes ▪ Gets more out of fewer resources

Competency	Behaviours
Quality & Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work. ▪ Looks for ways to improve work processes - suggests new ideas and approaches. ▪ Explores and trials ideas and suggestions for improvement made by others. ▪ Shows commitment to continuous learning and performance development. ▪ Can be counted on to exceed goals successfully ▪ Is constantly and consistently one of the top performers ▪ Very bottom-line oriented ▪ Steadfastly pushes self and others for results
Negotiating	<ul style="list-style-type: none"> ▪ Can negotiate skilfully in tough situations with both internal and external groups; ▪ Can settle differences with minimum noise; ▪ Can win concessions without damaging relationships; ▪ Can be both direct and forceful as well as diplomatic; ▪ Gains trust quickly of other parties to the negotiations; ▪ Has a good sense of timing
Motivating Others	<ul style="list-style-type: none"> ▪ Creates a climate in which people want to do their best ▪ Can motivate many kinds of direct reports and team or project members ▪ Can assess each person's hot button and use it to get the best out of him/her ▪ Pushes tasks and decisions down ▪ Empowers others ▪ Invites input from each person and shares ownership and visibility ▪ Makes each individual feel his/her work is important ▪ Is someone people like working for and with
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted ▪ Is seen as a direct, truthful individual ▪ Can present the unvarnished truth in an appropriate and helpful manner ▪ Keeps confidences ▪ Admits mistakes ▪ Does not misrepresent him/herself for personal gain
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ Can effectively cope with change ▪ Can shift gears comfortably ▪ Can decide and act without having the total picture ▪ Is not upset when things are up in the air ▪ Does not have to finish things before moving on ▪ Can comfortably handle risk and uncertainty

Experience and Capability

Essential qualifications, skills and experience

Knowledge and experience in an administration role – preferably in the Health sector

- Able to establish and maintain positive working relationships;
- Self-motivated, and able to work both autonomously and as part of a wider team
- Flexible and adaptable, and able to reprioritise a fluid workload
- Knowledge of the NZ health system and how it works
- Able to work calmly under pressure and meet deadlines
- Able to multi-task efficiently, and have a great can-do attitude
- Is aware that own actions reflect on employing organisation, and interacts with team members, patients and their whānau, and the wider community accordingly

Technical Expertise

- Competent using a computer, and able to use software applications such as Outlook, Excel, and Word
- Previous knowledge of patient management systems is desirable
- Prepared to – and able to – learn new web-based clinical applications such as WebPAS and Concerto

Skills

- Practices attentive and active listening and does not just listen to provide an answer
- Is articulate and able to convey information both verbally and in writing
- Ensures clarity and understanding when both giving and receiving information
- Demonstrates tolerance and diplomacy when challenged with frustrating circumstances and individuals
- Personable and friendly, and able to relate well to most people
- Adept at note-taking and ensures consistent, professional notes are entered into patient notes as appropriate
- Excellent standard of record-keeping such that others can follow the progress of work if needed

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

Te Whatu Ora 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 Māori cultural practices.

We are 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.