

Position Description

Position	Genetic Intake Assistant / Clinic Administrator
Team / Service	Genetic Health Service NZ (Central Hub)
Directorate	Surgery, Women & Children's
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader, Genetic Health Service NZ (Central Hub)
Children's Act 2014	This position is classified as a non-children's worker
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 Lower Hutt and Wellington 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.

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. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

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.

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

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:

- 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.

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.

Capital and Coast

Vision

Keeping our community healthy and well

Hutt Valley

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

Capital and Coast

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

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.

Service Perspective

Genetic Health Service NZ (GHSNZ) is a multidisciplinary national service with clinical diagnostic, genetic counselling and genetic laboratory components.

The clinical service is delivered by out of 3 service hubs, Northern Hub (currently Auckland District Health Board) and Central Hub and South Island Hub (currently CCDHB) The 3 hubs, based in Auckland, Wellington and Christchurch, deliver clinical services by way of an extensive Outreach Program to all regions of Aotearoa/NZ.

Purpose of the role

The primary purpose of the role is to provide administrative and intake assistant support for GHSNZ Central Hub. Specific services will include:

- Gathering information to support clinical assessment and triage through interactions with patients/clients, other health care providers
- Use of databases, protocols, and triage tools to facilitate equitable patient centred triage and booking processes.
- Administrative Support and backfill for the Clinical administration team.

Individual performance objectives and criteria will be based on this position description

Key Accountabilities

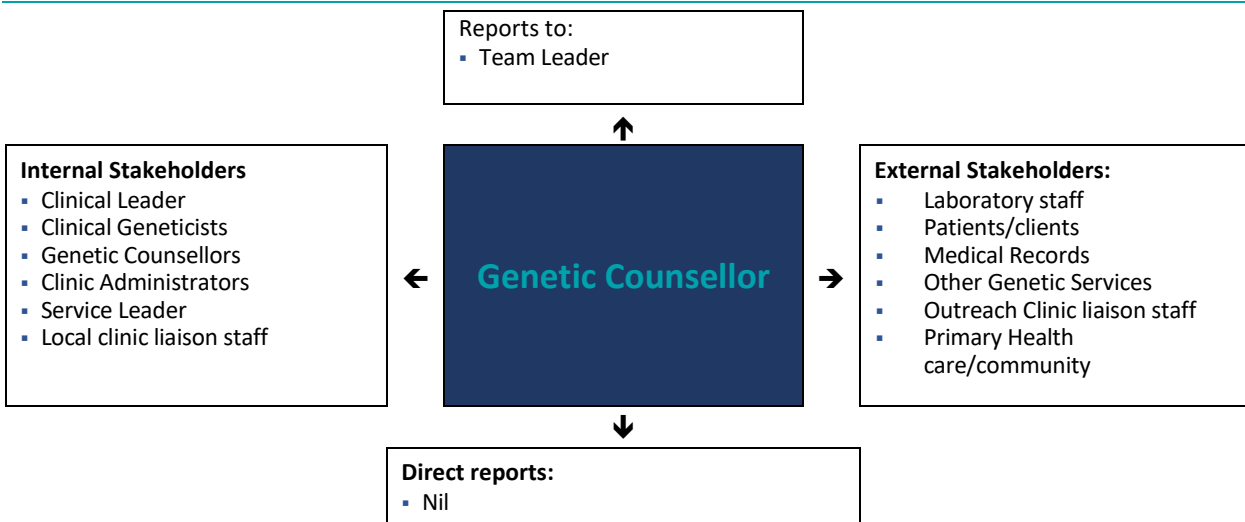
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

KEY OBJECTIVES	MEASURES OF PERFORMANCE
Clinical Responsibility	<ul style="list-style-type: none"> ▪ Record family pedigrees clearly and legibly. ▪ Participate in intake phone calls with patients ▪ Gather clinical information, family consent and laboratory information as required by Geneticists and Genetic Counsellors. ▪ Use departmental/hospital databases, risk assessment programmes and pedigree drawing computer programmes as required for clinical assessment ▪ Consult and liaise with other team members or other professionals involved with patient care

KEY OBJECTIVES	MEASURES OF PERFORMANCE
	<ul style="list-style-type: none"> ▪ Demonstrate self-awareness by discussing and reviewing cases with senior colleagues. ▪ Provide service by managing caseload and time effectively. ▪ Actively work to provide a quality service for patients and families by supporting and collaborating in a multi-disciplinary approach to care
Administration Services	<ul style="list-style-type: none"> ▪ Undertakes clerical/administration tasks as appropriate for the service. For example: Clinic bookings, family file preparation, appointment confirmation, liaison with clinic coordinators, entry of patient data onto databases, answers phones, attends patient queries, collation of notes and filing, printing and mailing of correspondences, filing, data entry, photocopying & faxing, requesting medical records, waiting area/equipment is maintained and reception work area is tidy, there are adequate stationery stocks and ordering supplies, travel bookings, relevant data is collected and collated for audit and reporting purposes, other clerical/administrative duties as required.
Staff and patient relations	<ul style="list-style-type: none"> ▪ Maintains effective interpersonal relationships with GHSNZ colleagues, multidisciplinary staff, patients and relatives/whanau. ▪ Handles problems and complaints sensitively
Quality Assurance	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and creates solutions ▪ Participates in quality improvement and risk minimisation activities ▪ Complies with guidelines and standards
Quality Improvement Initiatives	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies the Team Leader of these. ▪ Participates in the service's quality and risk improvement and minimisation activities. ▪ Provides good patient/client service and is responsive to patient/client requests or complaints. ▪ Complies with standards and works to improve patient/client satisfaction. Identifies risks and notifies the Clinical Leader and Service Leader of these. ▪ Complies with Reportable Events policy and other policies and procedures. ▪ Participates in audits.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Demonstrates an understanding of the Principles of Te Tiriti o Waitangi and how these relate to the development and application of service specific initiatives for Maori. ▪ Understands the holistic approach to Maori health. ▪ Develops and plans strategies that are responsive to the health needs of Maori. ▪ Recognizes and seeks counsel on the cultural requirements when dealing with Maori.
Health & Safety	

KEY OBJECTIVES	MEASURES OF PERFORMANCE
	<ul style="list-style-type: none"> ▪ Complies with responsibilities under the Health & Safety in Employment Act 2015 ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Has read and understood health and safety policy and procedures. ▪ Actively supports and complies with health and safety policy and procedures. ▪ Actively participates in the hazard management and identification process. ▪ Proactively reports and remedies any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

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

Competency	Behaviours
Patient/ Customer orientation	<ul style="list-style-type: none"> Develops positive working relationships with patients/ customers, identifies and seeks to meet their needs. Treats them as first priority and improves service
Teamwork	<ul style="list-style-type: none"> Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences
Organising	<ul style="list-style-type: none"> Establishes a plan of action and achieves priority goals. Manages workload/flow, recognises and addresses barriers, and takes account of changing priorities Focuses on quality improvements and customer satisfaction Perseveres with tasks and achieves objectives despite obstacles
Communication/Interpersonal Skills	<ul style="list-style-type: none"> Actively listens, drawing out information and checking understanding. Expresses information effectively, both orally and in writing. Adjusts language and style to the recipients and considers their frame of reference. Empathises with others and considers their needs and feelings.
Integrity and Trust	<ul style="list-style-type: none"> Is widely trusted Is seen as a direct and truthful individual Can present the unvarnished truth in an appropriate and helpful manner Keeps confidences Admits mistakes Doesn't misrepresent her/himself for personal gain
Partnership with Maori	<ul style="list-style-type: none"> Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision Applies the notion of partnership and participation with Maori within the workplace and the wider community Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved Implements strategies that are responsive to the health needs of Maori
Quality Improvement and Risks	<ul style="list-style-type: none"> Identifies improvement opportunities and discusses these with the relevant manager Participates in quality improvement and risk minimisation activities. Complies with standards.

Experience and Capability

Knowledge and Experience:

- Experience in an administration
- Excellent communication skills
- A background in healthcare or relevant degree

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

- Effective working relationships with staff and management
- Cultural competency
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines)
- Accuracy and confidentiality Integrity and trust

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.