

Position Description

Position	Ward Administrator
Team / Service	Ward Administration, Patient Administration Services
Directorate	Hospital Flow
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader, Ward Administration
Children's Act 2014	Some positions are classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	Wellington Regional Hospital, Kenepuru 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.

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

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

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

The Patient Administration Service (PAS) is a group of six services which work together to support the patient journey from referral, to a Capital Coast and Hutt Valley 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

Purpose of the role

To provide a patient focussed, efficient service for all admissions, transfers and discharges and other administration functions that support the clinical teams. To ensure that outpatient appointments are made before the patient is discharged, records are collated, discharge summary completed and records are returned for coding within 48 hours of discharge.

To provide courteous and helpful assistance to patients and relatives when on the ward or making a telephone enquiry.

Key Accountabilities

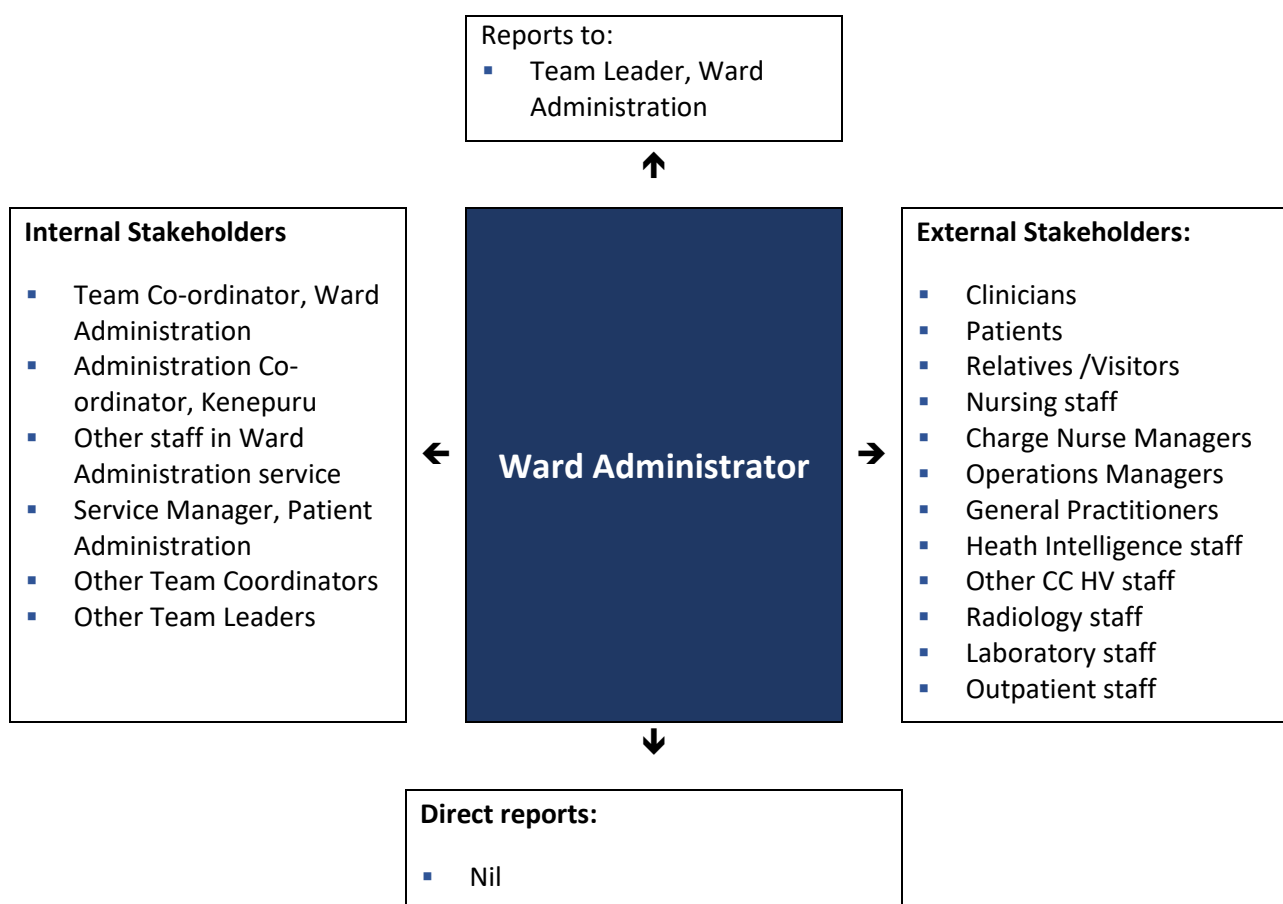
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Customer Service	<ul style="list-style-type: none"> ▪ To enhance and maintain an atmosphere which allows for mutual respect and co-operation between health care workers, patients and their relatives and other visitors ▪ To provide reception and administration support to clinical staff to ensure that patient flow through the ward is smooth ▪ Bookings for orderlies, ambulances, transit nurses must be actioned promptly ▪ Ensures that messages are taken accurately and communicated to the correct person ▪ Appearance is neat and tidy and attire is appropriate for a front line position
2. Relationship Management	<ul style="list-style-type: none"> ▪ Develops effective networks and relationships in the sector
3. Data Capture & Validation	<ul style="list-style-type: none"> ▪ Admissions, Transfers and Discharges must be entered in real time. ▪ Actual bed numbers for patients must be entered into Patient Management System (PMS) ▪ Patient Demographics will be entered/updated correctly with attention to detail ▪ Demographics, Eligibility, domicile and ACC status must be validated with the patient during admission process ▪ A reconciliation of all ward patients against the information in the PMS is performed each morning to ensure all discharges or new admissions have been actioned and other important information is updated. ▪ Admission information is checked for all patients who have been admitted outside of the ward to ensure that all necessary fields are populated correctly and update when necessary. ▪ Data entry for ward statistics or other activity is accurate and within guidelines set by charge Nurse Manager
4. Medical records	<ul style="list-style-type: none"> ▪ Takes responsibility for any medical records in the department ▪ Ensures all medical records are tracked in the IBA system is they are moving to another location

	<ul style="list-style-type: none"> Ensures that medical records and /or other information required for ward is requested and is available as soon as possible Ensures that appropriate ward lists are available for clinicians and are accurate Medical records are checked and accounted for and stored in a private location Ensures that confidentiality is maintained at all times Loose papers are given to the medical staff for sign off and collated into the medical record in the correct order
5. 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.
6. Discharge Procedures	<ul style="list-style-type: none"> Discharges are entered into the PMS system as soon as the patient leaves the ward Ward information is collated (according to collation standards) into main medical records within 24 hours of discharge Follow-up appointments are made before the patient leaves the ward If discharge summaries are not completed file must be placed in location where medical staff complete discharge summaries in date order so that oldest are <ul style="list-style-type: none"> completed first <ul style="list-style-type: none"> Files (including completed discharge summaries) must be sent to coding within 48 hours of discharge <ul style="list-style-type: none"> Files MUST be sent to coding before they are sent to another area unless “urgent” treatment is required elsewhere <ul style="list-style-type: none"> If the ward has sent the file directly to another area it remains the responsibility of the ward to follow-up and ensure that the files are sent to Coding after that treatment
7. Patient/GP telephone Contact	<ul style="list-style-type: none"> Assistance to patients, internal departments and general practitioners is given in a customer focused , professional manner Responses to internal and external information are prompt and accurate
8. Support to Charge Nurse Manager	<ul style="list-style-type: none"> Provides support to Charge Nurse Manager Diary management Non clinical typing Data entry for ward statistics Notifies any incidents or other information
9. Equipment, supplies and maintenance	<ul style="list-style-type: none"> Stationery inventory is checked and maintained Forms inventory is checked and maintained Maintenance requests are notified immediately Equipment repairs are notified to Bio-medical promptly

10. Continuous Quality improvement	<ul style="list-style-type: none"> Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction Desk file is updated regularly
11. Risk Minimisation	<ul style="list-style-type: none"> Identifies risks and notifies Coordinator / Team leader of these Complies with CCDHB Reportable events policy and other policies and procedures
12. Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992

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
Team work	<ul style="list-style-type: none">▪ Develops constructive working relationships with other team members.▪ Has a friendly manner and a positive sense of humour.▪ Works cooperatively - willingly sharing knowledge and expertise with colleagues.▪ Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.▪ Supports in word and action decisions that have been made by the team.▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Takes Responsibility	<ul style="list-style-type: none">▪ Is results focussed and committed to making a difference.▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.▪ Adjusts work style and approach to fit in with requirements.▪ Perseveres with tasks and achieves objectives despite obstacles.▪ Is reliable - does what one says one will.▪ Consistently performs tasks correctly - following set procedures and protocols.
Quality and 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
Communication	<ul style="list-style-type: none">▪ Practises active and attentive listening.▪ Explains information and gives instructions in clear and simple terms.▪ Willingly answers questions and concerns raised by others.▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.▪ Is confident and appropriately assertive in dealing with others.▪ Deals effectively with conflict.
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 products and services▪ Acts with customers in mind▪ Establishes and maintains effective relationships with customers and gains their trust and respect
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▪ Doesn't misrepresent themselves for personal gain

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Ability to take ownership accountability and responsibility for the role.
- Intermediate Microsoft Office Computer skills
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous knowledge of patient management systems is desirable
- Previous experience in a health environment is desirable
- Previous experience in a front-line Administration role.
- Previous experience in dealing in environment that requires dealing with several disciplines.
- Ability to take ownership accountability and responsibility for the role.
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous knowledge of patient management systems is desirable
- Ability to Show flexibility - is willing to change work arrangements in the short term to help the service or team meet its commitments.
- Ability to work in a sole charge capacity

B. Essential Professional Qualifications / Accreditations / Registrations:

- NCEA Level 2 or equivalent qualification.
- Intermediate Microsoft Office Computer skills.

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

- Able to multitask, and work in a fast paced environment
- Excellent verbal and written communication skills.
- Integrity and Trust
- Demonstrates and eye for detail, accuracy and confidentiality
- Can think outside the square, and uses their initiative
- Works extremely well under pressure

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.