

Position Description

Position	Team Co-ordinator
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	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	Wellington Regional 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.

Team Perspective

The Ward Administration Team Co-ordinator position sits within the Patient Administration Service. There are six teams in this group who collectively manage the provision of a centralised administration service to clinical areas covering all process steps from referral to discharge.

The Ward administration team manages the meet and greet, validation of patient information, admission and discharge process and general enquiries relating to patients in the wards. They also liaise with clinical staff to ensure that patient throughput is managed effectively and administration support is provided promptly. Their work is significant because they are pivotal to the day-to-day running of the ward.

Purpose of the role

The Team Co-ordinator takes an organisation view and ensures that all processes are standardised across all wards. Coordinates the team and ensures that ward administration staff provide a customer focussed, efficient service to patients, relatives and clinical teams. To ensure that policies and procedures are in place to inform and educate all staff in the importance of data collection to identify revenue streams, accuracy of patient information, privacy standards and compliance with “real time” admission and discharge processes

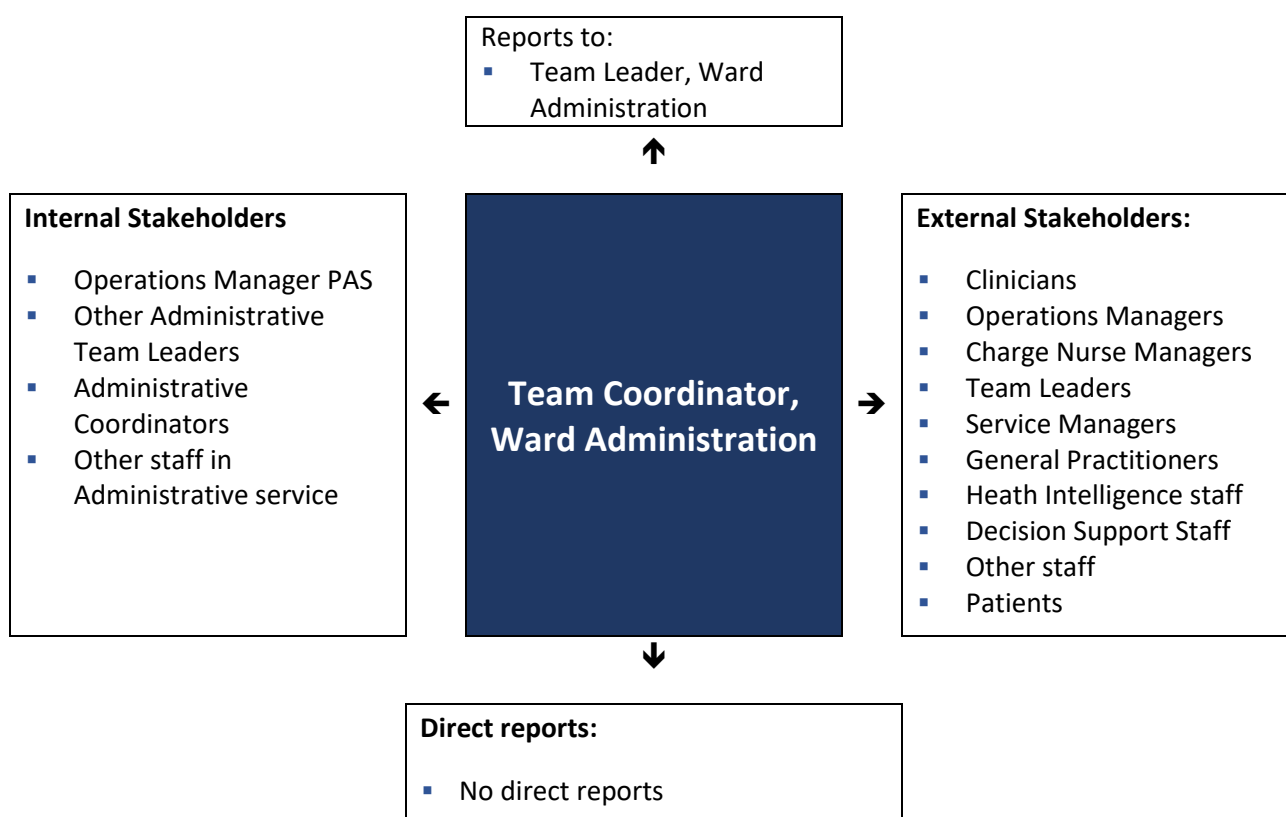
Key Accountabilities

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. Leadership	<p>To support the Team Leader to ensure that:</p> <ul style="list-style-type: none">▪ Staff levels are maintained at the appropriate level▪ Appropriate staff are recruited▪ Human Resource policies are implemented▪ Relevant information is communicated to staff▪ Responsibilities are clear and documented
2. Service Delivery	<p>To support the Team Leader to ensure that:</p> <ul style="list-style-type: none">▪ Performance targets are in place for all staff members▪ Complaints are acted on and resolved within the accepted timeframes▪ Staffing is appropriate in terms of skill mix and competence▪ Data regarding timeliness, quality output and clinician satisfaction is gathered and analysed. The analysis is used to improve performance to hit stretch targets and to lift standards▪ Relevant reports are written on time and meet the required standard▪ Updates knowledge regularly on changes to elective services performance indicators.▪ Process for monitoring Key performance indicators for compliance with collation and coding deadlines are put in place▪ Process for making ward follow-up appointments before patient leaves is put in place
3. Finance Management	<p>To support the Team Leader to ensure that:</p> <ul style="list-style-type: none">▪ Team’s budget is monitored and identified. Correct areas of deviation.▪ Leave balances are managed
4. Continuous Quality Improvement	<ul style="list-style-type: none">▪ Identifies improvement opportunities and encourages staff to participate in initiatives that will improve Customer Satisfaction▪ Encourages services to participate in initiatives that will improve documentation quality and compliance with standards

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. Risk Minimisation	<ul style="list-style-type: none"> Identifies risks and notifies Manager of these Complies with CCDHB Reportable events policy and other policies and procedures
7. 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
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.
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 help them succeed in the role. Pushes tasks and decisions down Empowers others Invites input from each person and shares ownership and visibility Makes each individual feel their work is important Is someone people like working for
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
Directing others	<ul style="list-style-type: none"> Is good at establishing clear directions Sets stretching objectives Distributes the workload appropriately Lays out work in a well-planned and organised manner Maintains two-way dialogue with others on work and results Brings out the best in people Is a clear communicator
Building Teams	<ul style="list-style-type: none"> Blends people into teams when needed Creates strong morale and spirit in the team Shares wins and successes Fosters open dialogue Lets people finish and be responsible for their work Defines success in terms of the whole team Creates a feeling of belonging in the team
Conflict Management	<ul style="list-style-type: none"> Steps up to conflicts, seeing them as opportunities Reads situations quickly Good at focused listening

Competency	Behaviours
	<ul style="list-style-type: none"> Is able to manage agreements and settle disputes equitably Can find common ground and get cooperation with minimum noise

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Previous experience in a supervisory administration role
- 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
- Flexible and adaptable
- Customer focussed attitude

B. Essential Professional Qualifications / Accreditations / Registrations:

- A tertiary qualification in general management or significant administration management experience in a health environment.

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

- Positive Attitude
- Able to multitask and work in a fast paced environment
- Excellent verbal and written communication skills.
- Integrity and Trust
- Demonstrates an eye for detail, accuracy and confidentiality
- Works extremely well under pressure
- Professional appearance

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.