

## Position Description

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<b>Position</b>	Team Coordinator, Emergency Department and Birthing Suite
<b>Team / Service</b>	ED and Birthing Suite Administration, Patient Administration Services
<b>Group</b>	Hospital Operations
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader, Patient Administration Services
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Wellington Regional Hospital

## Te Whatu Ora

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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

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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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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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:

<b>Mana whakahaere</b>	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
<b>Mana motuhake</b>	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.
<b>Mana tāngata</b>	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
<b>Mana Māori</b>	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

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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

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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.

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.

## Service Perspective and Position Purpose

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To provide a patient focused, efficient and helpful reception and administration service for all emergency visits, admissions, transfers, discharges, and carry out other administration functions that support the clinical teams.

## Purpose of the role

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To provide oversight for staff, managing day to day issues and reallocation of resources, monitoring leave, and sickness.

To ensure staff meets Department Key Performance Indicators and barriers to this are explored.

To support ongoing improvement of administration processes and service

To ensure that policies and procedures are in place to inform and educate all staff in the importance of data collection, revenue streams, accuracy of patient information and privacy standards

To provide an efficient and effective reporting and administrative system, including financial reporting, monitoring quality indicators.

Patient Satisfaction is high

Customer service complaints are minimal

## Key Accountabilities

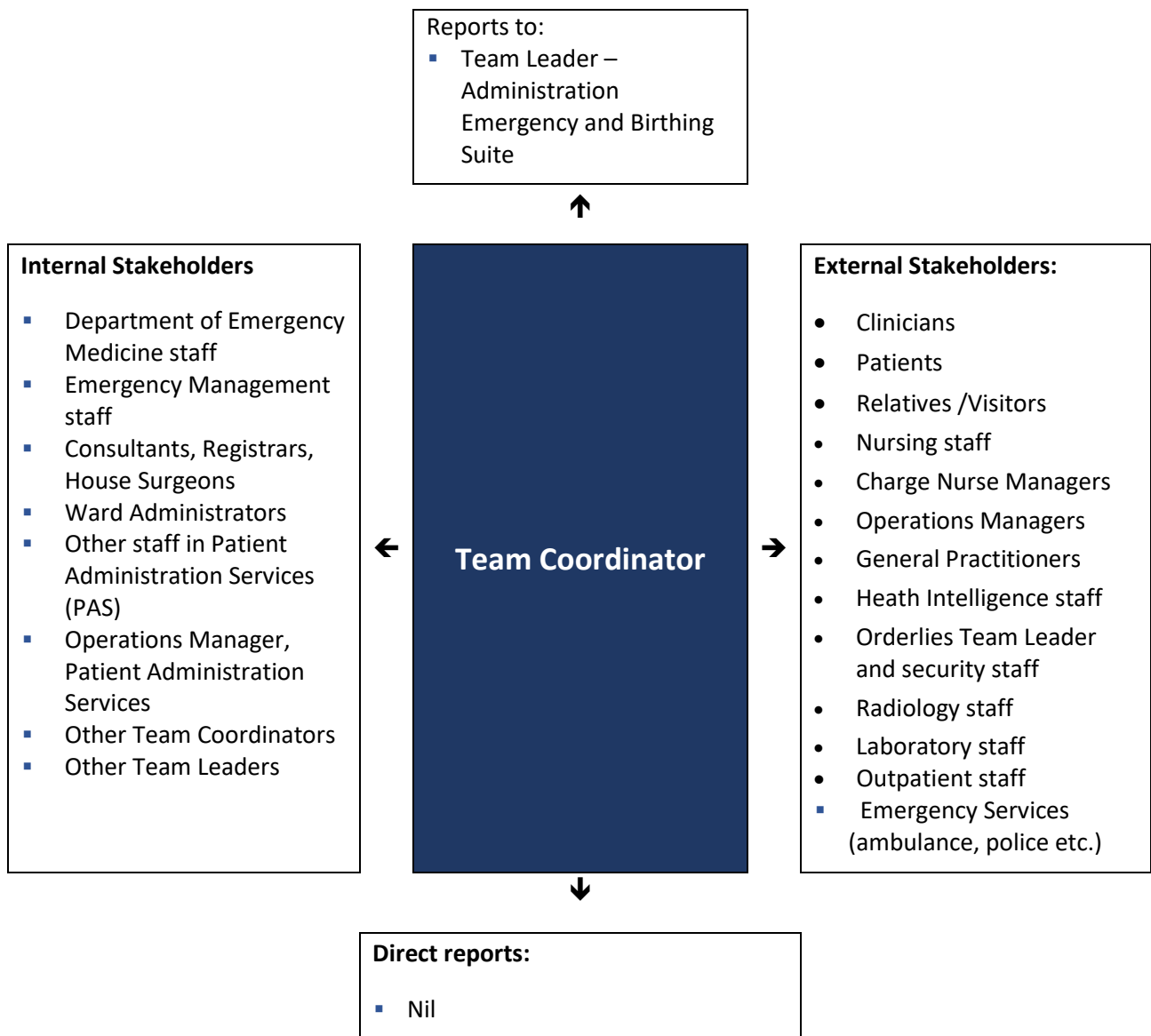
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Technical outcomes / accountabilities	<ul style="list-style-type: none"> <li>Builds appropriate rapport</li> <li>Builds constructive and effective relationships</li> <li>Uses diplomacy and tact</li> <li>Can diffuse even high-tension situations comfortably</li> </ul>
2. Leadership	<ul style="list-style-type: none"> <li>Staff levels are maintained at the appropriate level</li> <li>Relevant information is communicated to staff</li> <li>Staffing Requirements are proactively identified</li> <li>Performance levels are within expected guidelines</li> <li>Staff feel supported and part of the team</li> <li>Performance issues are raised and resolved promptly</li> <li>Sick leave usage is monitored and acted upon in line with Wellness Policy.</li> <li>Staff are equipped to perform well</li> </ul>
3. Service Delivery	<p>To support the Team Leader to ensure that:</p> <ul style="list-style-type: none"> <li>Complaints are acted on and resolved within the accepted timeframes</li> <li>Staffing is appropriate</li> <li>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</li> <li>Updates knowledge regularly on changes to elective services performance indicators.</li> <li>Process for monitoring Key performance indicators for compliance with collation and coding deadlines are put in place</li> <li>Key performance Indicators are consistently met               <ul style="list-style-type: none"> <li>100% of patients are admitted and discharged.</li> <li>100% of patient records are collated within 24 hours and returned for Coding within 48 hours</li> <li>100% patients are given their follow-up appointment before they leave</li> <li>100% accurate NHIs (no duplicates)</li> </ul> </li> <li>Key Performance standards and targets are met and improved</li> <li>Regular reporting is in place and variances rectified immediately</li> <li>Effective communication both internally and externally.</li> <li>Workload is equitable.</li> </ul>
4. Medical Records	<ul style="list-style-type: none"> <li>Takes responsibility for any medical records in the department</li> <li>All medical records are tracked in the Patient Management System (PMS) if they are moving to another location</li> <li>Medical records and other information required for ward is requested and available promptly</li> <li>ED folders are checked, accounted for and stored in a private location</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Maintains confidentiality at all time</li> <li>▪ Assists records department with requests to locate records</li> <li>▪ All record movements are tracked</li> <li>▪ Requests from other hospitals or departments are followed up</li> <li>▪ Medical records are managed effectively whilst in clinic area</li> <li>▪ Privacy legislation is understood and complied with</li> <li>▪ All loose papers are filed into patient record</li> </ul>
5. Continuous Improvement and innovation	<ul style="list-style-type: none"> <li>▪ Identifies improvement opportunities and encourages staff to participate in initiatives that will improve customer satisfaction</li> <li>▪ Encourages staff to participate in initiatives that will improve documentation quality and compliance with standards</li> <li>▪ Customer Satisfaction increases</li> <li>▪ Process reviewed regularly exceeds expectations.</li> <li>▪ Team policies and processes are updated and available electronically</li> <li>▪ Risks are managed and kept to a minimum</li> <li>▪ Complies with Health New Zealand – Te Whatu Ora Reportable events policy and other policies and procedures</li> <li>▪ Processes are reviewed regularly</li> <li>▪ Instructions are reviewed and updated 3 monthly.</li> <li>▪ Desk file is updated regularly</li> <li>▪ Identifies risks and notifies Team Leader of these</li> <li>▪ Compliance with policies and procedures; The Privacy Act 193, the Health Information Privacy Code (HIPC) 1994, the Official Information Act 1982, Code of Conduct</li> </ul>
6. Reporting	<ul style="list-style-type: none"> <li>▪ All report that are received in the administrative email inbox are dealt with</li> <li>▪ Produce accurate and complete adhoc and routine reports as required using Excel</li> <li>▪ Document and hand over all tasks completed at time of shift end as per template. Accurate account of tasks not completed are also recorded</li> </ul>
7. Data Capture & Validation	<ul style="list-style-type: none"> <li>▪ All presentations to ED are entered accurately into Patient Management Systems</li> <li>▪ Data capture supports generation of optimum revenue from Inter district flow, ACC and ineligible patients</li> <li>▪ Assisting with processing of ward admissions for patients that arrive directly to wards after hours as required</li> <li>▪ Audits show knowledge of and compliance with policies including demographic, GP, Admissions, Discharges and ACC.</li> <li>▪ Registrations are done within the triage compliance set for the staff.</li> <li>▪ All discharges should be done within 30mins of actual patient discharge</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>All patients are admitted to the correct bed in PMS</li> <li>All admission patient data is correct and has been validated with the patient.</li> <li>All ward information is validated and correct</li> <li>100% of data entry is accurate</li> </ul>
8. Discharge Procedures	<p>Ensure that:</p> <ul style="list-style-type: none"> <li>Discharges are entered into PMS system as soon as the patient leaves the department/ward</li> <li>Ward information is collated (according to collation standards) into main medical records</li> <li>Incomplete discharge summaries are completed by medical staff in date order - oldest are completed first promptly.</li> <li>Files (including completed discharge summaries) are sent to coding within 48 hours of discharge</li> <li>Files are sent to coding before they are sent to another area unless "urgent" treatment is required elsewhere</li> <li>If the patient file is sent to another area, follow up ensures the files go to Coding after that treatment</li> <li>All patients discharged are entered into PMS at the time they leave department/ ward</li> <li>All collation is completed within 48 hours</li> <li>All files are sent to Coding either when discharged or after treatment by another department</li> </ul>
9. Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
10. Health & Safety	<ul style="list-style-type: none"> <li>Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>Ensure providers are aware of and have processes to comply with their health and safety responsibilities</li> </ul>

## 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
<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>Customer Focus</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectations and requirements of internal and external customers</li> <li>Gets first-hand customer information and uses it for improvements in products and services</li> <li>Acts with customers in mind</li> <li>Establishes and maintains effective relationships with customers and gains their trust and respect</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>Can marshal resources (people, funding, material, support) to get things done</li> <li>Can orchestrate multiple activities at once to accomplish a goal</li> <li>Uses resources effectively and efficiently</li> <li>Arranges information and files in a useful manner</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>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.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Takes Responsibility</b>	<ul style="list-style-type: none"> <li>Is results focussed and committed to making a difference.</li> <li>Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li> <li>Adjusts work style and approach to fit in with requirements.</li> <li>Perseveres with tasks and achieves objectives despite obstacles.</li> <li>Is reliable - does what one says one will.</li> <li>Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Probes all fruitful sources for answers</li> <li>Can see hidden problems</li> <li>Is excellent at honest analysis</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work.</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>Explores and trials ideas and suggestions for improvement made by others.</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>

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 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>
<b>Cultural Skills</b>	<ul style="list-style-type: none"> <li>Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.</li> <li>Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.</li> <li>Accesses resources to make sure culturally appropriate and language appropriate services are provided.</li> <li>Draws on a client's own cultural resources and support frameworks.</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 their 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>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Ability to take ownership accountability and responsibility for the role.
- Proactive and professional approach with experience in problem solving and reaching desired goals.
- Knowledge of Privacy Act, and other legislation governing collection of patient information
- Advanced Knowledge of computer packages.
- Experience in providing a customer focused reception service.
- Advanced data input skills.

### B. Essential Professional Qualifications :

- 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:

- Customer Focus
- Attention to detail
- Communication
- Team work
- Perseverance and Commitment
- Improving care and outcomes for patients and striving for excellence

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