

## Position Description

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<b>Position</b>	ED and Birthing Suite Administrator
<b>Team / Service</b>	ED Administration, Patient Administration Services
<b>Directorate</b>	Hospital Operations
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Team Leader, Administration Emergency Department
<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>	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.

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:

- 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

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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

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## 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 and Position Purpose

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.

## 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 Focus	<ul style="list-style-type: none"><li>▪ 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.</li><li>▪ To provide reception and administration support to both clinical staff and patients to ensure that patient flow through the department / ward is smooth and in a timely manner.</li><li>▪ While in EDOU and Birthing Suite ensure bookings for orderlies, ambulances, and nurses are actioned promptly.</li><li>▪ Messages are taken accurately and communicated promptly to the correct person.</li><li>▪ Monitor waiting room for deterioration of patients.</li><li>▪ Professional telephone service.</li><li>▪ To ensure patient documents are forwarded to the appropriate areas upon request.</li></ul>
2. Relationship Management	<ul style="list-style-type: none"><li>▪ Acts as first point of contact for all ED, EDOU and Birthing Suite attendees.</li><li>▪ Deals with any difficult admissions and liaises with Orderlies regarding any security concerns.</li><li>▪ Develops effective networks and relationships in the hospital.</li></ul>
3. Data Capture & Validation	<ul style="list-style-type: none"><li>▪ All presentations to ED, EDOU and Birthing Suite are entered accurately into WebPAS.</li><li>▪ Registrations, Admissions, Transfers and Discharges entered in real time and in accordance with department key performance indicators.</li><li>▪ Actual bed numbers for patients are entered into WebPAS.</li><li>▪ Patient diet statuses are kept up to date.</li><li>▪ Patient demographics are entered/updated correctly with attention to detail.</li></ul>

	<ul style="list-style-type: none"> <li>▪ Demographics, eligibility, domicile and ACC status is validated with the patient during ED and admission process.</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> </ul>
4. Medical Records	<ul style="list-style-type: none"> <li>▪ All medical records are tracked in the WebPAS system if they are moving to another location.</li> <li>▪ Maintains confidentiality at all times.</li> </ul>
5. 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>
6. Discharge Procedures	<ul style="list-style-type: none"> <li>▪ Discharges are entered into WebPAS 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 requested to be completed by medical staff 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> </ul>
7. Reports	<ul style="list-style-type: none"> <li>▪ Document all tasks/issues that are done for the shift in the hand over document.</li> </ul>
8. Quality and Risk	<ul style="list-style-type: none"> <li>▪ Customer satisfaction increases.</li> <li>▪ Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction.</li> <li>▪ Risks are managed and kept to a minimum.</li> <li>▪ Complies with Capital, Coast and Hutt Valley Reportable events policy and other policies and procedures.</li> </ul>
9. Health and Safety	<ul style="list-style-type: none"> <li>▪ Understands responsibilities under the health and Safety in employment Act 1992.</li> <li>▪ Safety Management - proactive Health &amp; Safety systems are in place.</li> <li>▪ Injury Management - reactive safety management systems are in place.</li> </ul>

## Key Relationships & Authorities

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Reports to:

- Team Leader,  
Administration  
Emergency Department



**Internal Stakeholders**

- Administration Team  
Coordinator - Emergency
- Other staff in Patient  
Administration Services  
(PAS)
- All Emergency  
Department staff



**ED Administration  
Team – Front of  
Whare, EDOU, CTA &  
Birthing Suite**



**External Stakeholders:**

- Clinicians
- Patients
- Relatives /Visitors
- Nursing staff
- Charge Nurse Managers
- Operations Managers
- General Practitioners
- Health Intelligence staff
- Orderlies Team Leader  
and security staff
- Radiology staff
- Laboratory staff
- Outpatient staff
- Emergency Services  
(ambulance, police etc.)



**Direct reports:**

- Nil

## 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>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>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>

Competency	Behaviours
<b>Process Management</b>	<ul style="list-style-type: none"> <li>▪ Good at figuring out the processes necessary to get things done</li> <li>▪ Knows how to organise people and activities</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Knows what to measure and how to measure it</li> <li>▪ Can see opportunities for synergy and integration where others can't</li> <li>▪ Can simplify complex processes</li> <li>▪ Gets more out of fewer resources</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Practises active and attentive listening.</li> <li>▪ Explains information and gives instructions in clear and simple terms.</li> <li>▪ Willingly answers questions and concerns raised by others.</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>▪ Is confident and appropriately assertive in dealing with others.</li> <li>▪ Deals effectively with conflict.</li> </ul>
<b>Quality and 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>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>▪ Spends their time and the time of others on what's important</li> <li>▪ Quickly zeroes in on the critical few and puts the trivial many aside</li> <li>▪ Can quickly sense what will help or hinder in accomplishing a goal</li> <li>▪ Eliminates roadblocks</li> <li>▪ Creates focus</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>



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>

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## Experience and Capability

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Essential qualifications, skills and experience

### **A. Knowledge, Skills & Experience:**

- Previous experience in a customer service role, particular in a high volume or high stress environment.
- Previous knowledge of patient management systems is desirable but not essential.
- Previous experience in a health environment is desirable but not essential.
- Effective time management skills and ability to meet delivery of commitment.
- Self-motivated and an ability to contribute to and accommodate change
- Exposure in working with cultures other than their own
- Ability to communicate with members of the public including those who are distressed or angry.
- Ability to maintain relevant paperwork and electronic files in an orderly and auditable fashion.

### **B. 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**

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.