

Position Description

Position	Service Administrator
Team / Service	Renal Medicine
Group	Sub Speciality Medicine
District	Capital, Coast & Hutt Valley District
Responsible to	Service Leader Renal
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from 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:

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| 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.

Te Mauri o Rongo

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

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.

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.

Group Perspective

The key areas of focus for the Cancer, Specialist Medicine and Community Group are:

- The continued expansion of services on the Kenepuru and Kapiti campuses

- To lead and develop new models of care as well as new ways of working across the health system between primary, community, and secondary care settings
- To strengthen a quality and patient safety culture through an effective clinical governance framework
- To establish sustainable work force models within the Group
- To ensure improved financial performance in line with the DHB's financial recovery plan
- To develop new models of care to manage hospital demand and flow supporting best use of inpatient bed resources and ensure the safe management of people with complex healthcare needs
- To participate in the Integrated Collaborative Care priorities as they relate to the Group and support the provision of better, sooner, more convenient services across the wider DHB.

The Group oversees the following operational areas:

- Blood & Cancer, Pharmacy and Palliative Care services
- Specialist services - Cardiology, Diabetes and Endocrine, Gastroenterology, Neurology, Renal, Respiratory, Immunology, Dermatology and Interventional Radiology & Cardiology
- Kenepuru, Kapiti and Community services.

Service/Team Perspective

The Renal Service provides a full service for the management of acute and chronic renal disease to most of the central region of New Zealand, as well as home dialysis services to Nelson/Marlborough. This includes outpatient consultations, inpatient services, renal transplant services and a pre dialysis service.

The service maintains a strong focus and commitment to home based dialysis, both peritoneal and haemodialysis, and has a separate home dialysis training unit and dedicated team of nurses. Satellite dialysis units are located at Kenepuru and Hutt Valley. The in-centre dialysis unit is located at Wellington Regional Hospital (WRH). The nursing team work across all three dialysis units.

Outpatient clinics are at Wellington, Hutt, Kenepuru and Kapiti hospitals, and also in Wairarapa.

Transplant services are provided for the central region including MidCentral, Whanganui, Hawkes Bay, and Nelson/Marlborough.

Renal inpatient care is provided on Ward 5North, level 5 WRH building. The ward has 40 beds with renal, medical oncology, radiation oncology and haematology specialties co located. The ward provides renal medical and nursing management and care including peritoneal dialysis, renal transplantation, diagnostic investigations, as well as general medical and surgical care for renal patients. Acute inpatient services operate 24 hours, 7 days a week.

Purpose of the role

The purpose of the role is to work collaboratively with the existing service administrator to provide timely, professional and high quality administrative services to the renal service.

The role enables the day to day operation to function smoothly and provide the renal service team with the administrative expertise, support and service so they are able to operate efficiently and effectively.

The role is part of a wider administration team supporting the Sub Speciality Medicine and it is an expectation that this role will work with other administrators.

The role also provides a link with the corporate functions within the hospital, including Finance and Human Resources, and works closely with the other management support roles within the directorate.

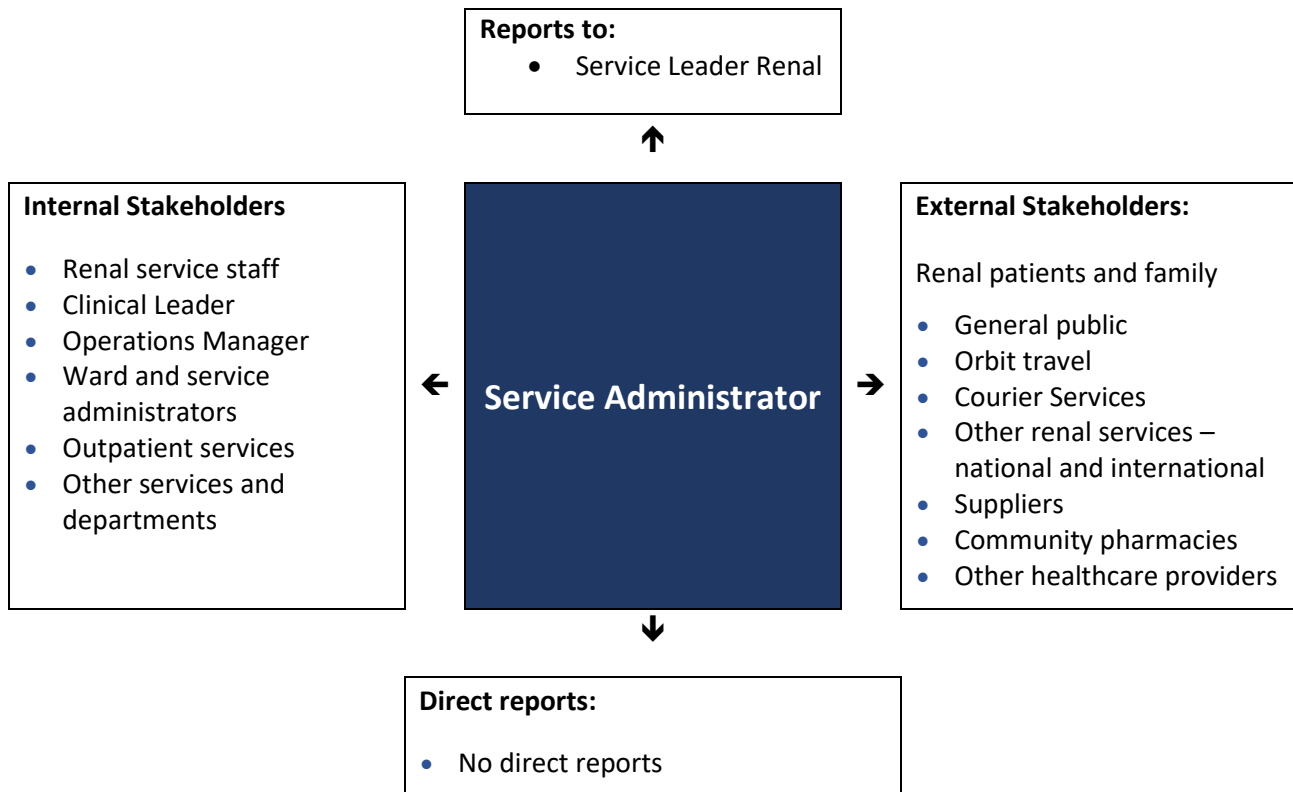
Key Accountabilities

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
Secretarial Support	<ul style="list-style-type: none"> • Task and file management • Drafting, compiling, editing and final production of reports, documents, spreadsheets and presentations • Composing and typing letters on routine matters when requested
Meeting Management	<ul style="list-style-type: none"> • Prepares agenda, minutes and action lists for relevant meetings attended / chaired by the Service Leader or Clinical Leader • Provides meeting administration
General Administration	<ul style="list-style-type: none"> • Monitoring and maintain stationary and printing requirements • Collating and dispatching documents as required • Scanning of files • Travel management (staff) • Mail management • Invoice management • Ordering of items/supplies as requested • Clinic scheduling/rescheduling • Administrative support to all areas of the service – including satellite units, home dialysis unit • Quality and complaints administrative support including maintaining a log of audits, obtaining notes, supporting patient engagement and feedback activities, coordination of patient feedback survey • Supporting recruitment processes • Supporting other HR administrative activities where required • Special projects and other assistance as required
Correspondence Management	<ul style="list-style-type: none"> • Provides reception activities for service – management of phone calls • Management of correspondence via the generic service email address

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> Letters to patients in relation to appointments, planned procedures or surgery Coordination of holiday dialysis requests – patient travel and visitors to service
Relationship Management	<ul style="list-style-type: none"> Ensures that the service has a professional interface internally within CCHV, and externally with key stakeholders Maintains professional and courteous relationships both internally and externally Work in close collaboration with outpatient services staff across the district in relation to clinic schedules and patient appointments Develops constructive and professional relationships with staff within CCHV Respects the privacy of staff and the requirements of confidentiality where these exist and to the sensitive information held Any urgent matters are referred to the appropriate staff member in the absence of the Service Leader or Clinical Leader
Team Work	<ul style="list-style-type: none"> Works collaboratively with renal service staff across all the clinical areas within the service Works collaboratively with other directorate administration staff
Professional Development	<ul style="list-style-type: none"> Participates in training and development
Communication	<ul style="list-style-type: none"> Communicates in a professional and respectful manner Positively interacts with key stakeholders internally and externally
Risk Management	<ul style="list-style-type: none"> Actively contributes to risk management activities within the renal service Issues or concerns are raised with Service Leader or Clinical Leader in an appropriate and timely manner
Health, Safety and Environment	<ul style="list-style-type: none"> Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply Maintain a proactive culture of Health & Safety supported by systems Ensure providers are aware of and have processes to comply with their health and safety responsibilities Functions as a fire warden for the service

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
Interpersonal Savvy	<ul style="list-style-type: none">Relates well to all kinds of people – up, down, and sideways, inside and outside the organisationBuilds appropriate rapportBuilds constructive and effective relationshipsUses diplomacy and tactCan diffuse even high-tension situations comfortably
Organising	<ul style="list-style-type: none">Can marshal resources (people, funding, material, support) to get things doneCan orchestrate multiple activities at once to accomplish a goalUses resources effectively and efficientlyArranges information and files in a useful manner

Competency	Behaviours
Planning	<ul style="list-style-type: none"> • Accurately scopes out length and difficulty of tasks and projects • Sets objectives and goals • Breaks down work into the process steps • Develops schedules and task/people assignments • Anticipates and adjusts for problems and roadblocks • Measures performance against goals • Evaluates results
Cultural Skills	<ul style="list-style-type: none"> • 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. • Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. • Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work. • Accesses resources to make sure culturally appropriate and language appropriate services are provided. • Draws on a client's own cultural resources and support frameworks.
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.
Quality & 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.
Priority Setting	<ul style="list-style-type: none"> • Spends his/her time and the time of others on what's important • Quickly zeroes in on the critical few • Can quickly sense what will help or hinder in accomplishing a goal • Eliminates roadblocks • Creates focus
Taking 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.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Proven experience and a track record of success, in an administrative role
- Demonstrated ability to draft reports
- Highly developed written and oral skills - the ability to communicate ideas in writing and verbally
- Excellent word processing and PC skills with an advanced knowledge of MS Word and MS Excel, and an intermediate knowledge of PowerPoint
- Experience in a corporate environment dealing with stakeholder and customer relations is required
- Secretariat experience of service management and clinical meetings
- Understanding of the health environment
- Project administration experience would be advantage

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

- Personal and professional integrity
- Provision of excellence in customer service
- Mature and reflective judgement - the ability to make good decisions under pressure and to handle a range of competing pressures at one time

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