

Position Description

Position	Administrator - Anaesthesia and Pain Management
Team / Service	Department of Anaesthesia and Pain Management
Directorate	Hospital Flow Directorate
District	Surgery, ICU & Anaesthesia
Responsible to	Team Leader Pain Management
Children's Act 2014	This position is classified as a non-children's worker requiring a safety check with Ministry of Justice vetting before commencing
Location	This position works from Wellington 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.

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/Service Perspective

The Outpatient Pain Management Service is a regional, multi-disciplinary service that aims to improve quality of life for people with ongoing, persistent pain conditions. It provides specialist input from doctors, psychologists, physiotherapists, occupational therapists and nurses. Persistent pain occurs in a large number of people, with the current national and international average of one in every 6 people. Whilst many are managing their ongoing pain independently and with support of primary care, some people struggle due to the negative impact chronic pain has on mental and physical wellbeing and social participation. Whereas the service may not be able to reduce pain, it aims to help patients adapt to the long-term condition, optimise function and quality of life.

Purpose of the role

To provide support to the Team Leader, Clinical Leader and to the wider service as directed. To provide professional and highly efficient Administration support to the Hutt arm of the Pain Management Service. To manage processes related to ACC revenue. To enter and update service specific clinical outcomes database.

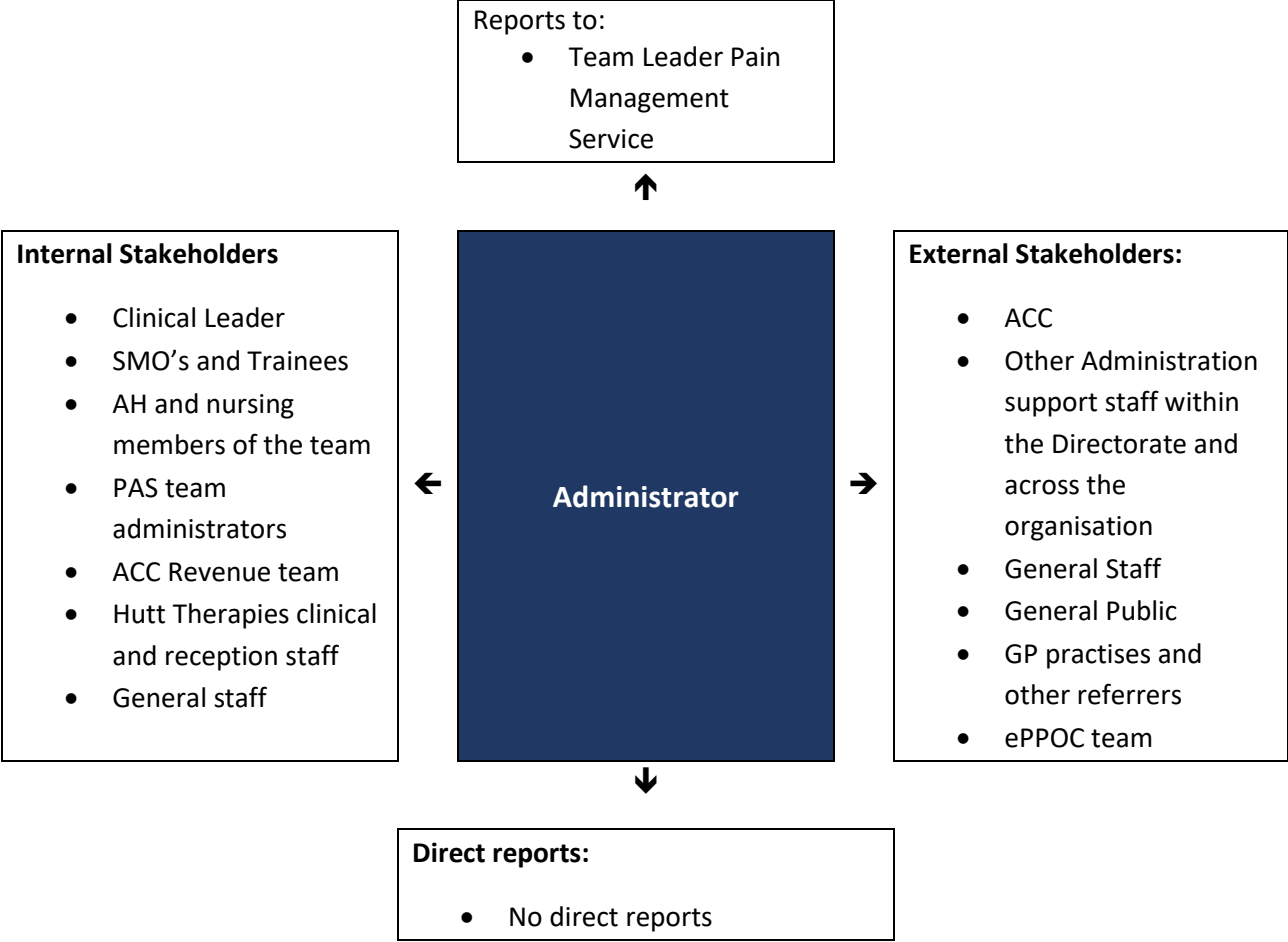
Key Accountabilities

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	Key Performance Indicators / Measures
General Administrative Support	<ul style="list-style-type: none"> General office administrative duties - answering phone calls, responding to emails, distributing inward mail in a timely manner, monitoring and actioning generic service emails, diary management, filing, general ad-hoc tasks as required. General reception duties, scheduling and re-scheduling appointments and booking these in the hospital booking system Provide administration support to the AH team based at Hutt Hospital. Monitoring and maintaining stationery and printing requirements, Collecting and dispatching documents as required, 	<ul style="list-style-type: none"> Customer feedback. Feedback from team members Files are up-to-date and accessible. Incoming correspondence reviewed and acknowledged in a timely manner. Bookings are arranged in a timely manner Requests are responded to within the next working day Meetings supported and rooms booked.
Administration ACC related activities	<ul style="list-style-type: none"> Collect ACC relevant data and prepare for ACC invoicing and within budget delivery of ACC programmes Communicate with ACC where requested for update of programme approvals and other requirements for provision of service provisions. 	<ul style="list-style-type: none"> ACC invoicing is submitted by the next month's end Records of clear and effective communications with ACC about any outstanding information and approvals
Administration of Clinical Outcome Systems	<ul style="list-style-type: none"> Updating and maintaining clinical outcome data base 	<ul style="list-style-type: none"> Clinical Outcomes programme (ePPOC – electronic persistent pain outcomes collaboration) up-to-date

Key accountabilities	Deliverables / Outcomes	Key Performance Indicators / Measures
Customer Service	<ul style="list-style-type: none"> Provides professional frontline service, greeting people in a warm, receptive manner. Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts. Communicates directly with Team Leaders direct reports, advising them on matters pertaining to their operations. 	<ul style="list-style-type: none"> Customer feedback. Feedback from managers and their direct reports.
Team Work	<ul style="list-style-type: none"> Works collaboratively with other Directorate administrative staff, ACC Revenue staff, PAS staff and Therapies Reception. Willingness to provide cover for other administrators within the Service. 	<ul style="list-style-type: none"> Feedback from Service staff.
Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992. Safety Management - proactive Health & Safety systems are in place. 	<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. Complies with responsibilities under the Health & Safety at Work Act 2015.

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
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.
Teamwork	<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.
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.
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.
Organising	<ul style="list-style-type: none">• Can marshal resources (people, funding, material, support) to get things done.• Can orchestrate multiple activities at once to accomplish a goal.• Uses resources effectively and efficiently.• Arranges information and files in a useful manner.
Interpersonal	<ul style="list-style-type: none">• Relates well to a wide variety of people.• Ability to build and maintain appropriate rapport.

Competency

Behaviours

- Builds constructive and effective relationships.
- Uses diplomacy and tact.
- Can diffuse even high-tension situations comfortably.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Excellent communications skills
- Proven experience in a frontline administration role
- Proven ability to work to deadlines
- Accurate word processing / keyboard skills
- Working knowledge of computer programs including Word, Excel and PowerPoint
- Minute-taking skills

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

- Effective working relationships with staff and management
- Following process (with the ability to discern when a situation may require a slightly different process)
- Flexibility to adjust to changes in the work place
- Accuracy and confidentiality
- Integrity and trust
- Knowledge of a Health environment is desirable but not essential

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.