

## Position Description

<b>Position</b>	<b>Team Leader</b>
<b>Team / Service</b>	Outpatient Reception & Community Health Patient Administration Services
<b>Directorate</b>	Hospital Flow
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Operations Manager, 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 across Wellington Regional Hospital, Kenepuru Hospital and Hutt Valley 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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|------------------------|--|
| <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.  |

**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

## 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.

## Service Perspective

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The Patient Administration Service (PAS) is a group of five services which work together to support the patient journey from referral, to a CCHV treatment provider, right through to discharge. PAS goals are to provide high quality, efficient and effective administration support to enable clinical staff to concentrate on patient care.

There are several different services PAS is responsible for and each area has a Team Leader to provide one point of contact across the group. These are:

- Booking Centre, Call Centre, Radiology and Atrium
- Clinical Typing & MDM
- Ward Administration
- Outpatient Reception and Administration Support

- Emergency Department and Birthing Suite

## Purpose of the role

To lead the team and ensure that the outpatient administration is managed across the organisation to provide a responsive service that supports the need of the clinical staff, general practitioners and patients. To ensure that the Outpatient Reception & Community Health administration functions are managed to a high standard to support clinical teams.

This role will focus on optimising patient appointment follow up appointment workflow, managing unattended appointment list, fostering positive stakeholder relationships, and implementing improvement initiatives to continuously improve patient care and service outcomes. Key objectives include upholding high standards of compliance, promoting a health and safe working environment and driving operational performance to support the sustainability and growth of the Outpatient areas.

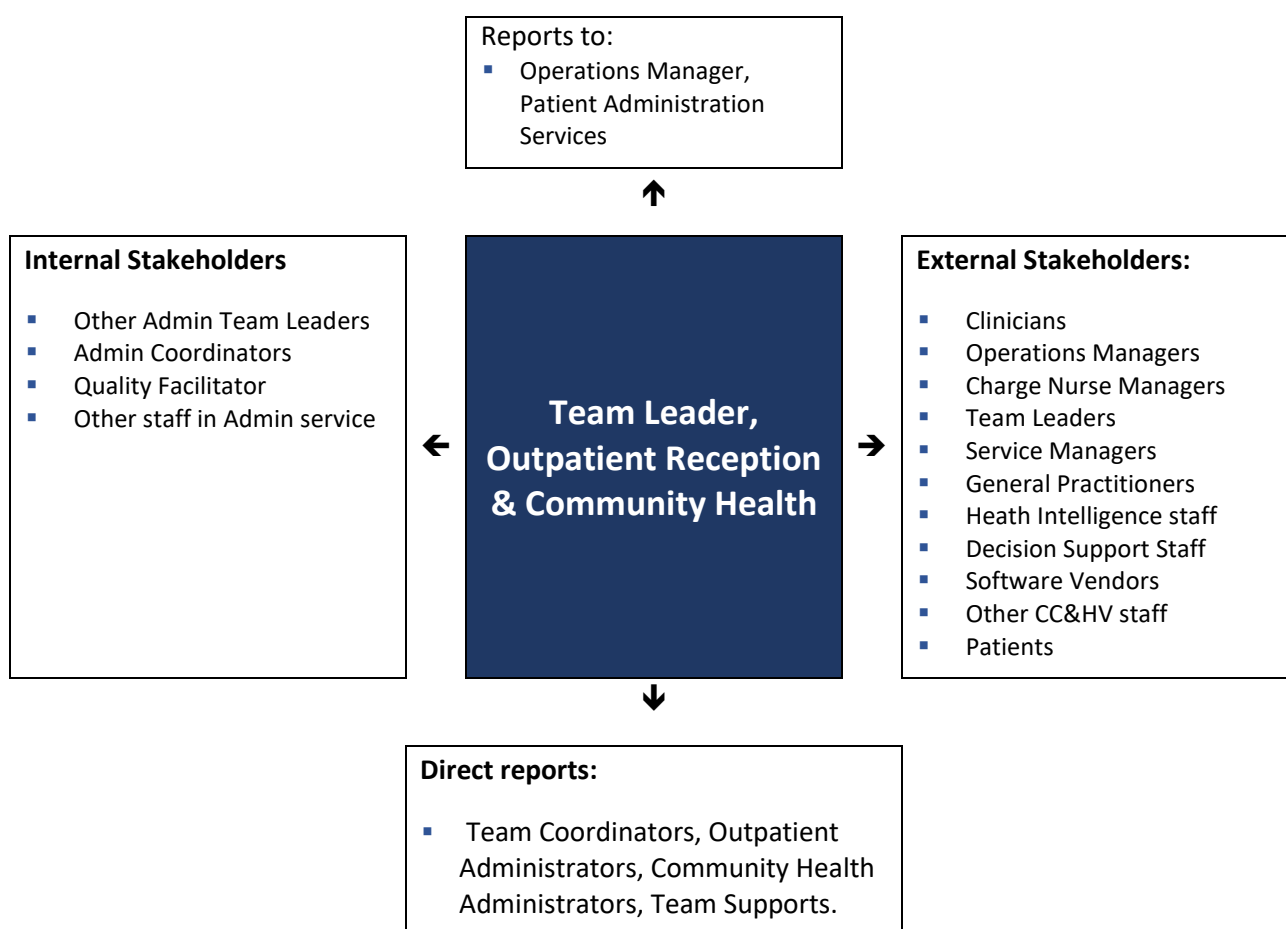
## Key Accountabilities

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

Key accountabilities	Deliverables / Outcomes
1. Leadership	<ul style="list-style-type: none"> <li>▪ Appropriate staff are recruited</li> <li>▪ Human Resource Strategies are implemented</li> <li>▪ Appraisals, performance and personal development and training plans are completed and regularly reviewed</li> <li>▪ Relevant information is communicated to staff</li> <li>▪ Responsibilities are clear and documented</li> <li>▪ Recruitment for new staff</li> </ul>
2. Service Delivery	<ul style="list-style-type: none"> <li>▪ Performance targets are in place for all staff members</li> <li>▪ Complaints are acted on and resolved within the accepted timeframes</li> <li>▪ Staffing is appropriate in terms of skill mix and competence</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>▪ Relevant reports are written on time and meet the required standard</li> </ul>
3. Finance Management	<ul style="list-style-type: none"> <li>▪ In conjunction with Operations Manager prepare annual service budget and recommendations for capital expenditure.</li> <li>▪ Monitor the team's budget and identify areas of deviation and take corrective action</li> </ul>
4. Continuous Quality Improvement	<ul style="list-style-type: none"> <li>▪ In conjunction with Operations Manager prepare annual service budget and recommendations for capital expenditure.</li> <li>▪ Monitor the team's budget and identify areas of deviation and take corrective action</li> </ul>

5. Customer relations	<ul style="list-style-type: none"> <li>▪ Liaise with Service Stakeholders including CNM's, Clinical Leads, Allied Health Leads and other clinical staff rostered on to engage and manage any issues, influence and build strong working relationships</li> <li>▪ Assist with patient enquires if and when required</li> <li>▪ Awareness and influence within Pro Equity</li> </ul>
6. 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>
7. Risk Minimisation	<ul style="list-style-type: none"> <li>▪ Identifies risks and notifies Manager of these</li> <li>▪ Complies with CCHV Reportable events policy and other policies</li> </ul>
8. Occupational Health & Safety	<ul style="list-style-type: none"> <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



## 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"> <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>
Organising	<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>
Priority setting	<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>
Directing Others	<ul style="list-style-type: none"> <li>Is good at establishing clear directions</li> <li>Sets stretching objectives</li> <li>Distributes the workload appropriately</li> <li>Lays out work in a well-planned and organised manner</li> <li>Maintains two-way dialogue with others on work and results</li> <li>Brings out the best in people</li> <li>Is a clear communicator</li> </ul>
Planning	<ul style="list-style-type: none"> <li>Accurately scopes out length and difficulty of tasks and projects</li> <li>Sets objectives and goals</li> <li>Breaks down work into the process steps</li> <li>Develops schedules and task/people assignments</li> <li>Anticipates and adjusts for problems and roadblocks</li> <li>Measures performance against goals</li> <li>Evaluates results</li> </ul>
Process Management	<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>

Competency	Behaviours
Conflict Management	<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>

## Experience and Capability

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
- Previous experience in staff management and leading a team
- Previous experience in the health industry or processing environment
- Good presentation skills

### 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:

- Honesty and Integrity
- Agility
- Customer Service
- Achieving results
- Team work
- Staff engagement

**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.