

Position Description

Position	Pathway Intake and Data Administrator
Team / Service	Child Development Service
Group	Surgery, Women’s and Children’s
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader, Child Development Service
Children’s Act 2014	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from both Te Wao Nui and Puketiro Centre, Porirua and support multiple locations across the district.

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.

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.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast.

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:

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.

Health New Zealand 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 recognizes 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.

Child Development Service Perspective

The Child Development Service (CDS) is a multidisciplinary team providing specialist developmental assessment and interventions. The service utilises a holistic approach to enable children with disabilities and or developmental delays to reach their maximum potential within their families and extended environment.

Funding for the team is from Whaikaha Ministry for Disabled People via Te Whatu Ora.

The Child Development Service is divided into a North and South team and currently operates over three sites; Te Wao Nui Children's Hospital on the Wellington Regional Hospital site, Kenepuru Hospital and the Puketiro Clinic (also on the Kenepuru Hospital site), and Kapiti Health Centre in Paraparaumu. The team provide a range of assessments with the following disciplines: Speech Language Therapists, Visiting Neurodevelopmental Therapists, Occupational Therapists, Physiotherapists, Clinical Psychologists, Developmental Paediatricians and Social Workers, and have a small team of support staff to assist. The team manage a mixture of outpatient clinics at our different sites, and community visits.

Wherever possible the disciplines work closely with each other to provide integrated care for the children and families we see. The team has strong relationships with other areas within Te Whatu Ora, including Children's Health Service and the Allied Health Therapies teams. Team members also work collaboratively and liaise with colleagues in the Education sector and other agencies where necessary.

It is envisaged that this role will be based predominantly at either Te Wao Nui or Puketiro, Porirua site, however the role holder may be required to work on all sites from time to time as the need arises.

Purpose of the role

To provide administration support to the Pathway Coordinators who are responsible for the oversight and coordination of the CDS client pathways and clinical triaging of referrals to the service. The Pathway Administrator will assist in the referral management and intake process, supporting communication with Families and clinicians. The Pathway Administrator will have responsibility for data management including monitoring data quality and assist with data reporting.

Key Accountabilities

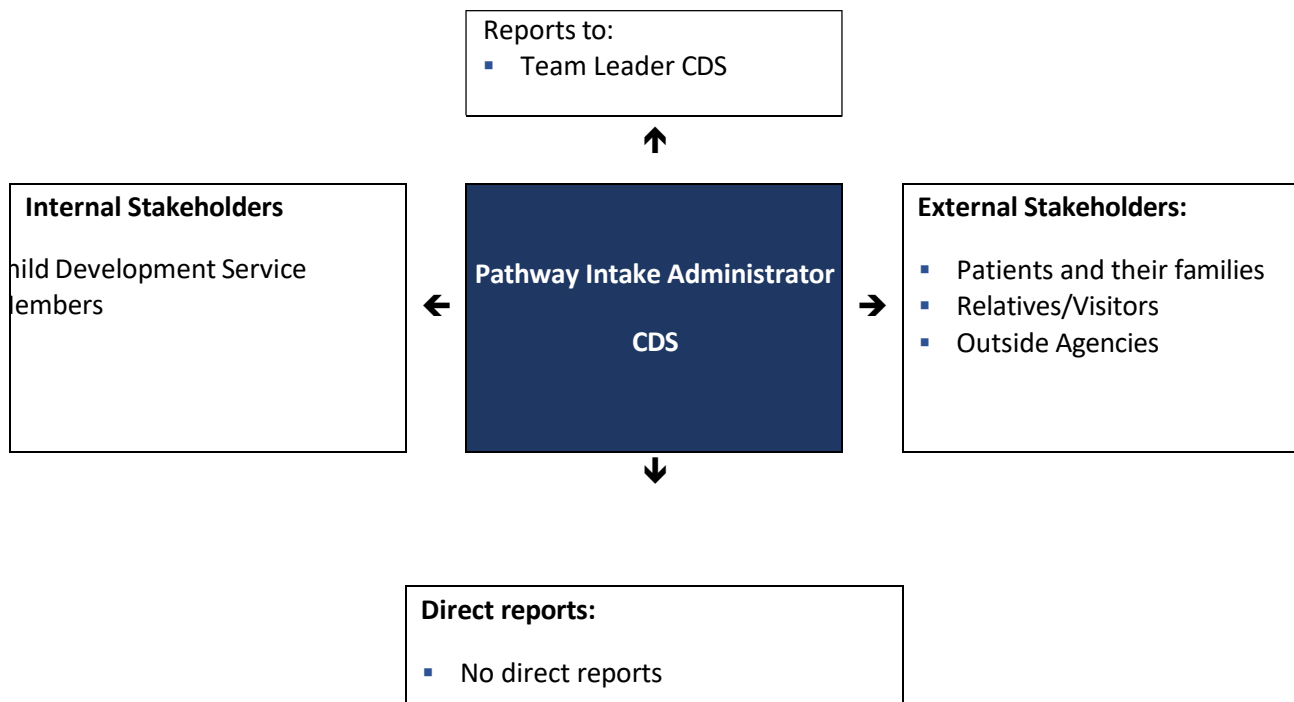
The following role accountabilities may evolve with organisational change and there may be additional duties relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Data Management	▪ Communicate with data intelligence team as required. ▪ Communicate with Pathway Coordinator and clinical team as required. ▪ Complete referral data entry ▪ Monitor and action data quality reporting ▪ Management of report subscriptions/ distribution lists

Key accountabilities	Deliverables / Outcomes
2. Referral management	▪ Complete all aspects of referral loading and processing triaged referrals ▪ Support Pathway coordinator in monitoring of waitlist ▪ Maintain patient demographic and contact information ▪ Send appointment confirmation, reminders and follow up communications at the direction of the Pathway coordinator

3. Administration/Typing	▪ Undertakes clerical/administration/typing tasks as appropriate to the service. ▪ Management of CDS appointments and waiting lists. ▪ Processing of referrals received into the Service. ▪ Attends patient queries, collation of notes and filing for pathway decision making. ▪ Ensures that information is collected and stored in a confidential manner, incorporating privacy requirements. ▪ Collection of CDS statistics for data entry. ▪ Other clerical/administrative duties as required.
4. Customer Service	▪ To provide reception and administration support to clinical staff and Pathway Coordinators ▪ Ensures that messages are taken accurately and communicated to the correct person ▪ Engages positively with outside agencies , such as GP's, Public Health Nurses and Special Education ▪ Appearance is neat and tidy, and attire is appropriate for a front line position.
5. Relationship Management	▪ Quickly and effectively develops and maintains good working relationships within the service ▪ Supports team members and works as part of a team/participates in team meetings.
6. Continuous improvement and innovation	▪ Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.
7. Te Tiriti o Waitangi	▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
8. Health and Safety	▪ 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

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	- Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation - Builds appropriate rapport - Builds constructive and effective relationships - Uses diplomacy and tact
Organising	- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected - Adjust works style and approach to fit in with requirements - Perseveres with tasks and achieves objectives despite obstacles - Consistently performs tasks correctly – following set procedures and protocols
Decision Quality	- Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement - Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time - Sought out by others for advice and solutions

Competency	Behaviours
Problem Solving	▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can see hidden problems' ▪ Is excellent at honest analysis ▪ Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	▪ 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.
Teamwork	▪ 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 their 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

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Previous experience in an administration role
- Sound knowledge of office administration systems and procedures
- Record of working successfully in an environment that requires dealing with several disciplines
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous experience in a health environment is desirable

B. Essential Professional Qualifications / Accreditations / Registrations:

- NCEA Level 2 or equivalent qualification

C. Other:

- Have a clean driver's license
- Some lifting and carrying e.g. boxes of documents
- Intermediate Microsoft Office Computer Skills
- Able to work across different sites if required

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