

Position Description

Position	Integrated Operations Centre (IOC) Administrator
Team / Service	Integrated Operations Centre (IOC)
Directorate	Hospital Flow
District	Capital, Coast & Hutt Valley
Responsible to	Nurse Manager
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 campus, Capital Coast 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:

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 Tōnu 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

Manakitanga – 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.

Group Perspective

The key areas of focus for the Hospital Flow Group are:

- To ensure effective and efficient patient flow across all sites and regionally
- To implement a productive operating theatre model that captures efficiencies and delivers highest levels of service.
- To provide timely diagnostics and accurate reporting across all Radiology modalities
- To maintain a responsive ED service which strives to meet clinical demands in a timely manner and in accordance with national KPIs
- To deliver high quality ICU services to the local district and the region
- To lead the management of emergency responses.

- To strengthen a quality and patient safety culture through an effective clinical governance model
- To maintain effective administrative support to all clinical areas
- 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 support clinical efficiencies and the effectiveness of clinical supply use across the whole Directorate
- To lead expanded collaboration across Capital, Coast, Hutt Valley and Wairarapa Districts to establish wider regional clinical services.
- To ensure in the expenditure areas of Nursing Labour, Medical Labour and Management/Administration Labour that we are within benchmark of our peer Districts.

Service Perspective

Service perspective

The Integrated Operations Centre provides a comprehensive clinical and operational service 24/7. The service has two arms; clinical and operational. The clinical arm includes the Patient Care Co-ordination team, the Transit Care and Lounge. The operational arm comprises of the Nursing Bureau, the Duty Nurse Manager team, Care Capacity Demand Management (CCDM) and Trendcare.

In normal working hours the service will support the Directorates to meet their targets and plans and after hours will hold the delegated authority of the Directorates to ensure the effective running of the hospitals.

The operational arm comprises:

Duty Nurse Manager Team

- 24/7 service responsibility for patient flow co-ordination, reporting trends and volumes in bed management
- Facility management after hours (1530 – 0800 weekdays and 0800 – 0800 weekends)
- Emergency response after hours
- Deployment and redeployment of staff to minimise risk after hours
- Provide afterhours delegated leadership from the directorates
- A RN support role is part of the team who have delegated activities assigned to them from the DNM

Care Capacity Demand Management (CCDM) and TrendCare

- TrendCare is the acuity and workload management tool used within Capital, Coast and Hutt Valley district
- Maintenance of the system ensuring compliance, data integrity and data collection
- TrendCare support to ward staff and managers
- Visibility of data to whole of organisation
- Implementation of the CCDM programme – matching staff to patient demand within the best use of health resources
- Improving quality of care for patients, improving the work environment for staff and maximising organisational efficiency.

The Bureau

- Recruitment of casual and permanent staff and special task forces to assist with resourcing across all sites
- Booking and deployment of Bureau staff for service areas
- Agency liaison and contract monitoring

- Professional development and preceptoring of Bureau staff
- Monitoring and reporting on trends and volumes in Bureau supplied staff

Patient Care Coordinator

- Aged Residential Care Coordination and facilitation
- Provides context and networks between the acute hospital and primary / community services
- Vision for care management/care coordination
- Networks and liaises to ensure a safe transition for patient and family in to facilities or for hospital at home
- Strategic and compassionate communication between facilities, patient and family

Patient Transfer Services

Provides a range of staff and services to support patient flow by way of:

- Coordination of Patient retrieval and inter-hospital patient transfers
- Management of patient transport, travel and accommodation services
- Contract monitoring in relation to patient transport and accommodation
- Fully resourced Transit Lounge
- Provision of a Transit Care Service

Purpose of the role

To provide a high standard of reception, administrative/clerical and support services to the Integrated Operations Centre, with particular responsibility to the safe staffing allocation and the co-ordination of the National Travel Assistance (NTA) patient travel and accommodation processes.

Key Accountabilities

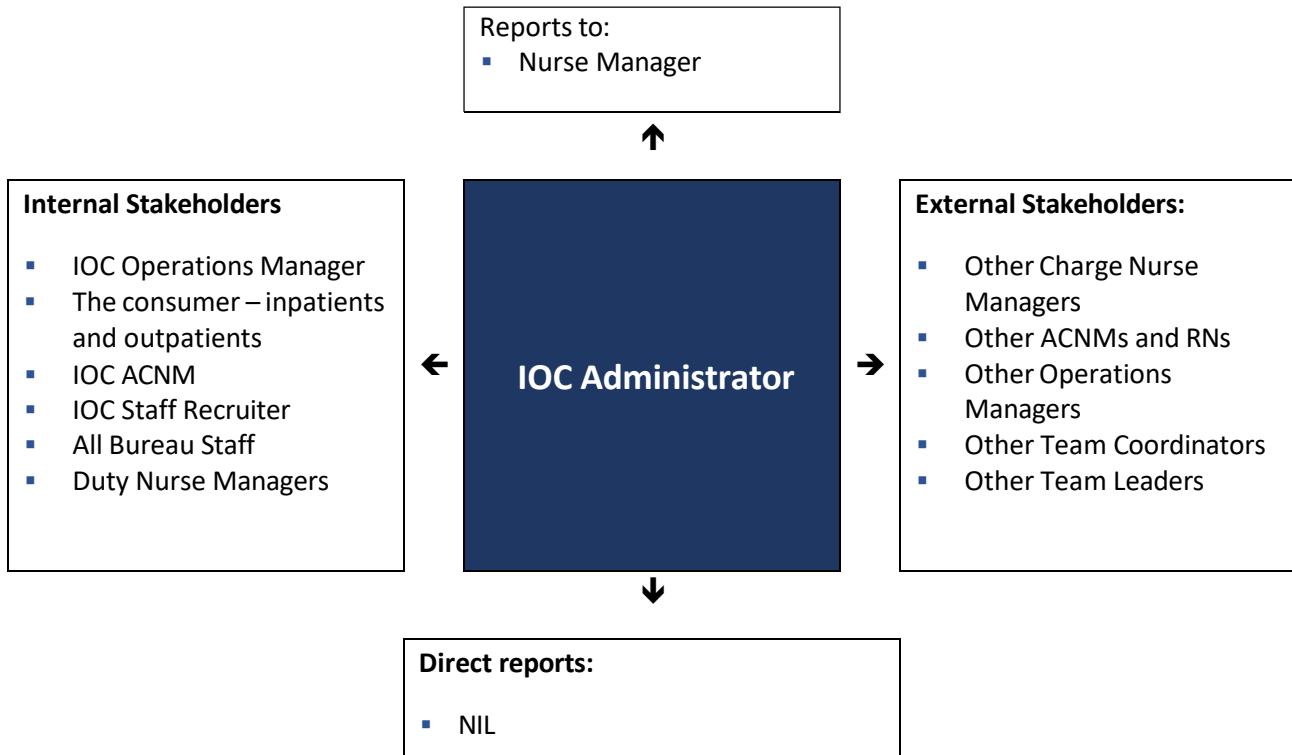
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
Service Delivery	<ul style="list-style-type: none"> • To provide an efficient administrative service to the IOC • Timely co-ordination of workload for staff allocation and NTA • Manages and prioritises workload ensuring delivery of safe patient care are prioritised • 	<ul style="list-style-type: none"> • Provide client-oriented front office service for the IOC. • All databases, systems and processes such as NTA, Trendcare and the IOC Allocation tool are maintained to a high standard. • General assistance is provided to the team as required. • Word processing duties are completed accurately and on time. • Responses to internal and external requests for information are prompt and accurate. • Feedback from Charge Nurse Managers / Team Leaders and consumers of NTA is positive • Is flexible and able to work as part of the team • Complaints kept to a minimum •
Administration Functions	<ul style="list-style-type: none"> • Undertakes administration functions such as photocopying, mail despatching, file tracking, faxing, filing etc related to dept • Correspondence is dispatched as soon as possible after validation by administrator • Meetings, appointments and venues are arranged • Data entry tasks into IOC systems and programs are undertaken with attention to detail 	<ul style="list-style-type: none"> • All functions are undertaken in a timely and accurate manner, in accordance with instructions/agreed. procedure • Meetings and appointments are arranged; venues and material are prepared and assembled. • Meeting notes are recorded accurately, typed and returned within 24 hours • An effective and straight forward filing system is implemented and maintained in line with corporate records guidelines • Information is recorded accurately

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
Customer Service	<ul style="list-style-type: none"> To enhance and maintain an atmosphere which allows for mutual respect and cooperation between health care workers, patients and their relatives/carers/support workers To provide reception and administration support to health care staff, patients and their families Professional telephone manner Messages are accurately recorded and delivered appropriately Escalate key concerns and issues to NM as soon as possible within working hours 	<ul style="list-style-type: none"> Communicates effectively with people internally, in the community and in other DHB's. Provides a professional first point of contact for CCDHB Staff and clients. Feedback is positive Positive, cooperative working relationships are maintained with all internal and external health care workers Responds promptly and courteously to all enquiries whether by phone, email, fax or person
Record management	<ul style="list-style-type: none"> Maintains up to date and accurate filing Provides administrative and clerical services as the IOC Administrator, All required IOC Administrator databases are up to date Maintains confidentiality and privacy of each recording Complies with the Ministry of Health's NTA framework 	<ul style="list-style-type: none"> Messages are taken accurately and dealt with in a timely and appropriate manner Desk file is updated at least 3 monthly Bureau recruitment and staff data base are accurate and able to run reports There are no breaches of staff and/or patient confidentiality Ensures Bureau processes are maintained to enable accurate month end reporting Ensures NTA processes are maintained to enable accurate month end reporting Ensures all recorded and stored patient and staff information maintains all confidential and privacy requirements. Ensures all Bureau and NTA CCDHB databases are regularly updated Accurately books travel, registers and reimburses the NTA consumer Keeps accurate recordings of invoices to be sent to either the MoH or Accounts payable Completes registration and claims for parents of neonates for NTA Neonate reimbursement Register Patients with HealthPAC for National Travel Assistance (NTA).

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
Information Systems	<ul style="list-style-type: none"> Maintains up to date knowledge of CCDHB Computer systems and programs, relevant to the duties undertaken and attends training as required Reports any faults immediately to IT Service desk 	<ul style="list-style-type: none"> Has good working knowledge of all systems relevant to the IOC Administrator role Ensures all reported system faults are reported and communicated to the DNM, ACNM or NM.
Professional Development	<ul style="list-style-type: none"> Undertakes responsibility for own professional development Maintains a professional appearance and manner at all times 	<ul style="list-style-type: none"> Maintains or extends knowledge and skill base required for effective performance and is prepared to accept work that will develop or consolidate new skills Participates constructively in own performance review Identifies own learning needs and negotiates appropriate education with CNM Neat and tidy appearance is maintained at all times.
Quality and Risk	<ul style="list-style-type: none"> Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction Risks are managed and kept to a minimum Complies with CCDHB Reportable events policy and other policies and procedures 	<ul style="list-style-type: none"> Customer Satisfaction increases Process reviewed regularly Identifies improvement opportunities and takes part in initiatives that will improve customer satisfaction Identifies risks and notifies Nurse Manager of these Compliance with policies and procedures
Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures Actively supports and complies with Health & Safety policy procedures Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process and proactive reporting and remedying of any unsafe work condition, accident or injury

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
Process Management	<ul style="list-style-type: none"> Good at figuring out the processes necessary to get things done; Knows how to organise people and activities; Understands how to separate and combine tasks into efficient work flow; Knows what to measure and how to measure it; Can see opportunities for synergy and integration where others can't; Can simplify complex processes; Gets more out of fewer resources.
Takes 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.
Motivating others	<ul style="list-style-type: none"> Creates a climate in which people want to do their best; Can motivate many kinds of direct reports and team or project members; Can assess each person's hot button and use it to get the best out of him/her; Pushes tasks and decisions down; Empowers others; Invites input from each person and shares ownership and visibility;

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Makes each individual feel his/her work is important; ▪ Is someone people like working for
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.
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
Directing others	<ul style="list-style-type: none"> ▪ Is good at establishing clear directions; ▪ Sets stretching objectives; ▪ Distributes the workload appropriately; ▪ Lays out work in a well-planned and organised manner; ▪ Maintains two-way dialogue with others on work and results; ▪ Brings out the best in people; ▪ Is a clear communicator.
Building Teams	<ul style="list-style-type: none"> ▪ Blends people into teams when needed; ▪ Creates strong morale and spirit in her/his team; ▪ Shares wins and successes; ▪ Fosters open dialogue; ▪ Let's people finish and be responsible for their work; ▪ Defines success in terms of the whole team; ▪ Creates a feeling of belonging in the team.
Conflict Management	<ul style="list-style-type: none"> ▪ Steps up to conflicts, seeing them as opportunities; ▪ Reads situations quickly; ▪ Good at focused listening; ▪ Is able to manage agreements and settle disputes equitably; ▪ Can find common ground and get cooperation with minimum noise

Experience and Capability

Essential qualifications, skills and experience

Knowledge, Skills & Experience:

- A high level of Word Processing skills, with demonstrated attention to detail and accuracy, spelling grammar and layout.
- Ability to maintain patient and office confidentiality in line with the Privacy Act.

- Previous experience in providing administrative support to a team.
- Proven experience in a people-facing administrative, customer service or call centre role
- Knowledge of Health environment desirable
- Working knowledge of computer programs including Word, Excel, Outlook and PMS.
- Process driven with sound knowledge of office administration systems and procedures
- Previous experience in a health environment is desirable

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.