

Position Description

Position	Telephone Operator
Team / Service	Call Centre/Patient Administration Services
Directorate	Hospital Flow
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader, Booking Centre, Call Centre's, CMU, Atrium
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	Wellington Regional Hospital or Hutt Valley

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 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 Perspective

The Call Centre team manage all incoming calls, patient enquiries, emergency calls, duress alarms and updating "on call" doctor's rosters. They form an integral part of the wider Corporate service and work closely with both clinical and non-clinical staff in all areas of the district health board to ensure that the patient experience exceeds expectations. They also work closely with Emergency Management to manage communication and co-ordination during emergencies.

Purpose of the role

To provide a quality, customer focussed telephone service to external customers, patients, relatives and internal callers.

The position is rostered and rotating covering 24 hours, 7 days per week.

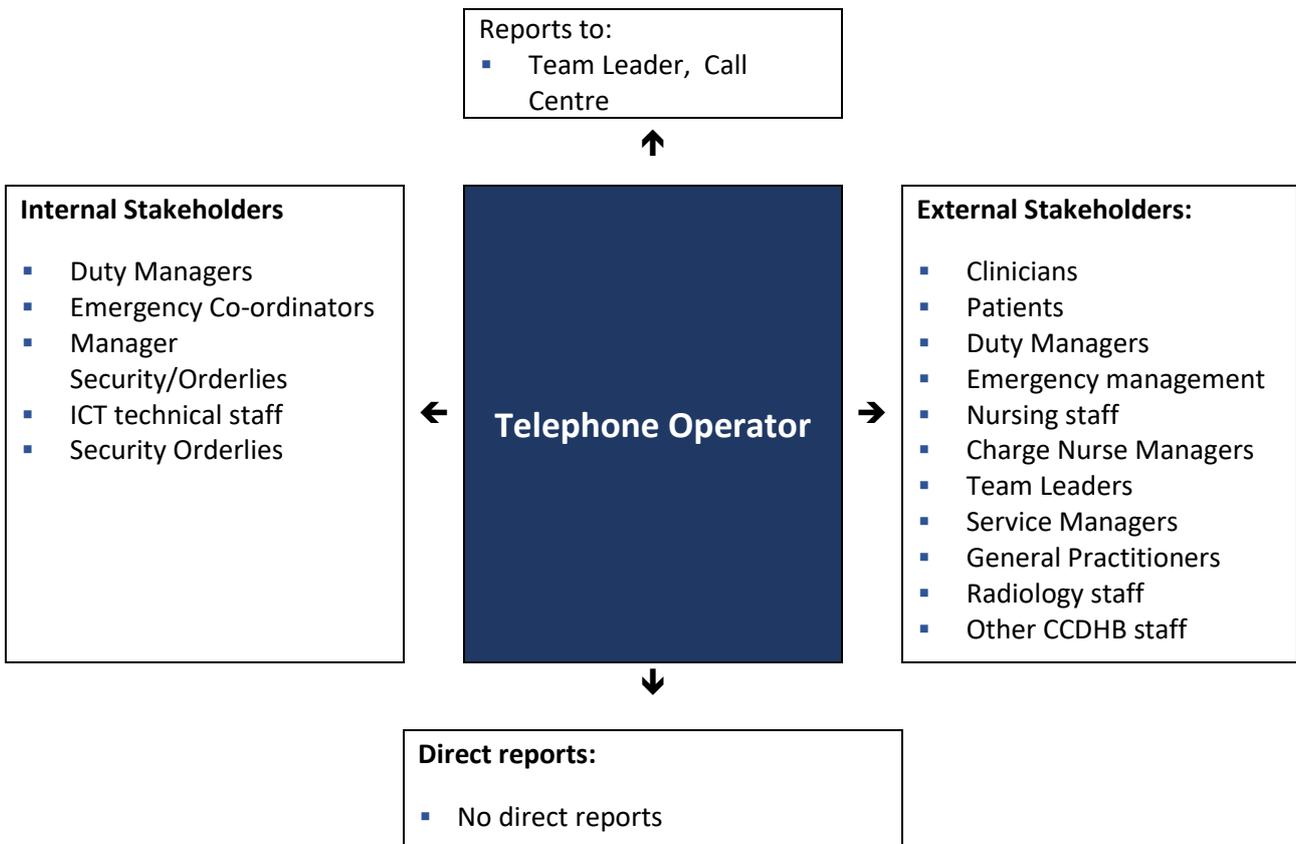
Key Accountabilities

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. Call Management	<ul style="list-style-type: none">▪ Calls are answered within a reasonable timeframe and abandoned calls are kept to a minimum.▪ Emergency calls are given priority over other activity and recorded as per process▪ Questions are used to filter the calls so that the caller is connected with the right person the first time.▪ Media calls are put through to the Communications Unit▪ Calls are escalated appropriately according to department protocols
2. Customer Service	<ul style="list-style-type: none">▪ Assistance to callers is given in a customer focussed, professional manner and matters arising from them are dealt with promptly minimising ongoing issues.▪ Takes ownership for patient enquiries and at all times undertakes to seek answers. Only passes on if appropriate to do so.
3. Patient Enquiries	<ul style="list-style-type: none">▪ Patient Enquiries are handled according to department protocols.▪ Confidentiality of patient information is maintained at all times in line with the Privacy Act and the organisation's privacy policies.▪ Next of kin details must be checked in the patient management system before transferring calls to wards.▪ Information regarding patient condition must be delivered with empathy.
4. Continuous Quality Improvement	<ul style="list-style-type: none">▪ Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction▪ Maintains an up to date and accurate desk file of the necessary tasks relevant to this position.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none">▪ 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.

6. Team Communication	<ul style="list-style-type: none"> ▪ Maintains open, effective and appropriate communication with own team, other teams, clinical staff and patients ▪ Responds to requests for information promptly and accurately ▪ Keeps clear, accurate and relevant records ▪ Participates in team meetings ▪ Supports co-workers
7. Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Complies with responsibilities under the Health & Safety in Employment Act 1992 ▪ 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.
8. Other Duties	<ul style="list-style-type: none"> ▪ <ul style="list-style-type: none"> • Undertakes other administration tasks that are allocated (or may be allocated) accurately and promptly

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
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ Can effectively cope with change ▪ Can shift gears comfortably ▪ Can decide and act without having the total picture ▪ Isn't upset when things are up in the air ▪ Doesn't have to finish things before moving on ▪ Can comfortably handle risk & uncertainty
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
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 and puts the trivial many aside ▪ Can quickly sense what will help or hinder in accomplishing a goal ▪ Eliminates roadblocks ▪ Creates focus
Conflict Management	<ul style="list-style-type: none"> ▪ Steps up to conflicts, seeing them as opportunities ▪ Reads situations quickly ▪ Good at focused listening ▪ Can hammer out tough agreements and settle disputes equitably ▪ Can find common ground and get cooperation with minimum noise
Political Savvy	<ul style="list-style-type: none"> ▪ Can manoeuvre through complex political situations effectively and quietly ▪ Is sensitive to how people and organisations function ▪ Anticipates where the land mines are and plans his/her approach accordingly ▪ Views corporate politics as a necessary part of organisational life and works to adjust that reality ▪ Is a maze-bright person
Negotiating	<ul style="list-style-type: none"> ▪ Can negotiate skilfully in tough situations with both internal and external groups ▪ Can settle differences with minimum noise ▪ Can win concessions without damaging relationships ▪ Can be both direct and forceful as well as diplomatic ▪ Gains trust quickly of other parties to the negotiations ▪ Has a good sense of timing
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted ▪ Is seen as a direct, truthful individual ▪ Can present the unvarnished truth in an appropriate and helpful manner ▪ Keeps confidences ▪ Admits mistakes ▪ Doesn't misrepresent her/himself for personal gain

Competency	Behaviours
Composure	<ul style="list-style-type: none"> ▪ Is cool under pressure ▪ Does not become defensive or irritated when times are tough ▪ Is considered mature ▪ Can be counted on to hold things together during tough times ▪ Can handle stress ▪ Is not knocked off balance by the unexpected ▪ Doesn't show frustration when resisted or blocked ▪ Is a settling influence in a crisis

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Previous experience in a call centre environment
- Ability to take ownership accountability and responsibility for the role.
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Good computer skills
- Flexible and adaptable
- At least 3 years administration experience
- Customer focussed attitude

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

- Able to multitask and work in a fast paced environment
- Excellent verbal and written communication skills.
- Integrity and Trust
- Demonstrates an eye for detail, accuracy and confidentiality
- Works extremely well under pressure

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.