

## Position Description

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<b>Position</b>	<b>Administration Support</b>
<b>Team / Service</b>	Security Orderlies
<b>Directorate</b>	Finance Facilities and Business services
<b>District</b>	Non Clinical Support & Delivery Hospital & Specialist Services
<b>Responsible to</b>	Security Orderly Manager
<b>Children's Act 2014</b>	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing.
<b>Location</b>	Wellington Regional Hospital

## Te Whatu Ora

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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

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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. Kāpiti 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 Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti 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

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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

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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

The Administration support role is an important non clinical support service within CCHV, providing administration services and support to the Security Orderly service.

The Security orderly service facilitates the safe and timely movement of patients throughout the hospital. Providing support, safety and guidance to clinical staff, patients and visitors while maintaining the security of the organisation. The service manages the access control, CCTV and site security as well as providing logistical support to other functions such as the movement of linen, records and correspondence throughout the hospitals.

To provide a multi-functional, resourceful and innovative service which supports the delivery of safe and timely health care services.

## Purpose of the role

The Administration support provides a timely, professional and high quality administrative service to the Security Orderly Manager and service.

## Key Accountabilities

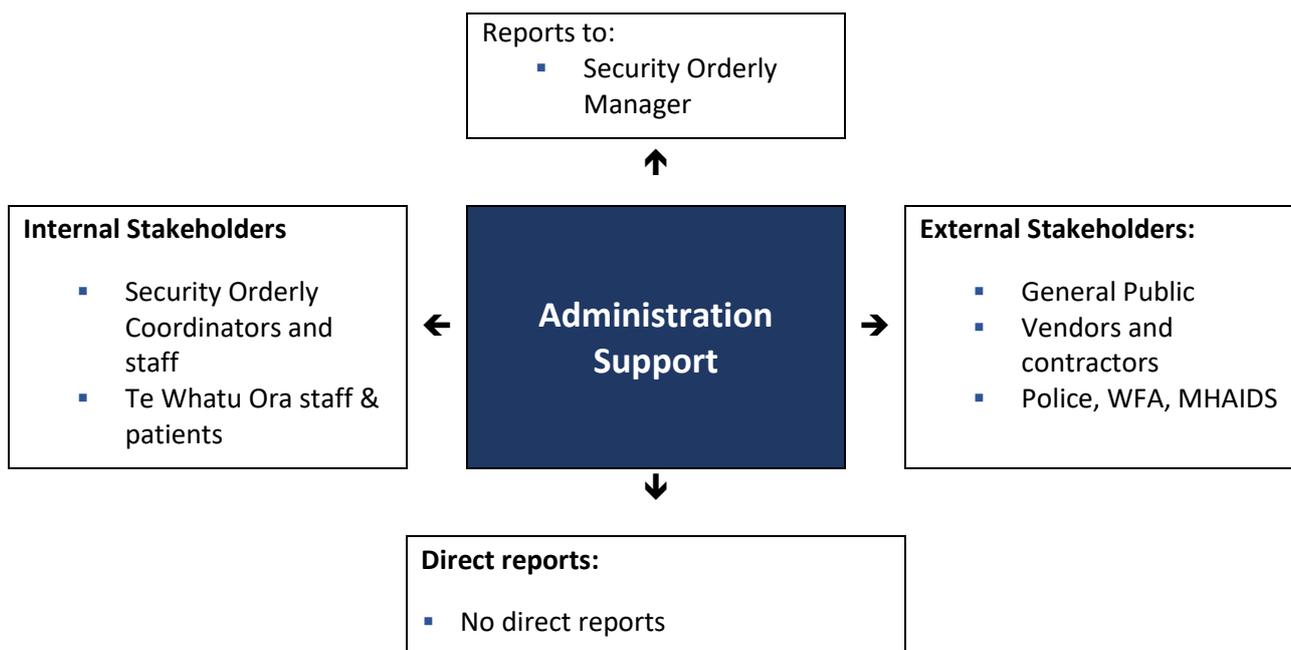
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<p>1. Administrative Support</p>	<p>Provides effective and efficient general administration services to the Manager including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Diary management.</li> <li>▪ Task and file management.</li> <li>▪ Correspondence management including:</li> <li>▪ Gallagher access control administration</li> <li>▪ Photo ID services</li> <li>▪ Card remuneration numbers to accountant</li> <li>▪ Recording and management of lost and found property</li> <li>▪ Inputting shifts and leave into payroll kiosk</li> <li>▪ Preparing daily shift run sheets</li> <li>▪ Fleet car usage</li> <li>▪ Screening telephone calls, visitors and letters.</li> <li>▪ Meetings administration. This will include agenda preparation, minute taking and distribution for meetings.</li> <li>▪ Uniform ordering and distribution</li> <li>▪ General support including:</li> <li>▪ Monitoring and maintaining stationery and printing requirements,</li> <li>▪ Collecting and dispatching documents as required,</li> <li>▪ Organising functions and venues and catering management,</li> </ul> <p>HR administration support to the service such as:</p> <ul style="list-style-type: none"> <li>▪ Providing support for recruitment and selection including processing of documentation</li> <li>▪ Preparing employment agreements and other routine correspondences relating to changes in terms and conditions of employment, parental leave applications, exits/transfers/secondments, amongst others.</li> <li>▪ Positively responsive to patient/client queries, requests or complaints.</li> <li>▪ Provides administrative support for relevant quality activities i.e. meetings etc.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Invoice and Expense Administration:</li> <li>▪ preparing, checking for accuracy, completeness and forwarding invoices, purchase orders and expense claims to Manager for signature,</li> <li>▪ filing all outsourced procedures with appropriate documentation attached, and</li> <li>▪ Onward forwarding to finance for further processing.</li> </ul> <p>Other duties as required to meet the operational requirements of the service</p>
2. Customer Service	<ul style="list-style-type: none"> <li>▪ Provides professional frontline service.</li> <li>▪ Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts.</li> <li>▪ Communicates directly with Managers direct reports advising them on matters pertaining to their operations.</li> </ul>
3. Team Work	<ul style="list-style-type: none"> <li>▪ Works collaboratively with other Group administration staff and the security orderly staff</li> </ul>
4. Professional Development	<ul style="list-style-type: none"> <li>▪ Participates in appropriate training and development.</li> </ul>
5. 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>
6. Quality Improvement and Risks	<ul style="list-style-type: none"> <li>▪ Identifies improvement opportunities and notifies the Manager.</li> <li>▪ Participates in quality improvement and risk minimisation activities.</li> <li>▪ Complies with standards.</li> </ul>
7. Occupational Health & Safety	<ul style="list-style-type: none"> <li>▪ Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> </ul>

## Key Relationships & Authorities

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## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Organising</b>	<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>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner</li> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Doesn't misrepresent for personal gain</li> </ul>
<b>Customer Focus</b>	<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>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Is results focussed and committed to making a difference.</li> <li>▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.</li> <li>▪ Adjusts work style and approach to fit in with requirements.</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles.</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>Is reliable - does what one says one will.</li> <li>Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work.</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches.</li> <li>Explores and trials ideas and suggestions for improvement made by others.</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision.</li> <li>Applies the notion of partnership and participation with Maori within the workplace and the wider community.</li> <li>Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved.</li> <li>Implements strategies that are responsive to the health needs of Maori</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening.</li> <li>Explains information and gives instructions in clear and simple terms.</li> <li>Willingly answers questions and concerns raised by others.</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.</li> <li>Is confident and appropriately assertive in dealing with others.</li> <li>Deals effectively with conflict.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has a friendly manner and a positive sense of humour.</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</li> <li>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.</li> <li>Supports in word and action decisions that have been made by the team.</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Proven experience in a people-facing admin role
- Knowledge of Health environment preferred but not necessary
- Working knowledge of computer programs including Word, Excel and PowerPoint
- Demonstrate initiative
- People-centred problem-solving capability
- Confidence to prioritise and focus
- Effective filing and info retrieval system management
- Provide a calm and measured approach to the dynamic and reactive environment of emergency response.

**B. Essential Professional Qualifications / Accreditations / Registrations:**

- NCEA level 3 or equivalent

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

- Effective working relationships with staff and management
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines)
- Accuracy and confidentiality
- Integrity and trust
- Reliable and works to a high level of integrity and professionalism.

**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.