

## Position Description

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<b>Position</b>	<b>Service Administrator</b>
<b>Team / Service</b>	Women's Health Service
<b>Directorate</b>	Women and Children's Directorate
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Operations 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>	This position is expected to work from Wellington Hospital, although some support maybe required across the district.

## 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. 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.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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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.

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.

## Unit Perspective

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The Women's Health Service at Capital Coast is a tertiary provider of Obstetrics and Gynaecology services. Services are provided over three sites; Wellington, Kenepuru and Paraparaumu. Obstetric services provide for approximately 3,500 births per annum, and include a maternal fetal medicine service and perinatal ultrasound department.

Gynaecological services include approximately 10 operating sessions per week, including a gynaecology oncology service in conjunction with Wellington Cancer Centre and a regional counselling and termination of pregnancy service. Obstetrics and gynaecology acute assessments are undertaken in the women's health acute assessment service

## Purpose of the role

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The purpose of this role is to provide administrative support to the Operations Manager (OM), Director of Midwifery (DoM) and their teams in order to enable effective and efficient operations within the Women's Health Service. The role works closely with the other support roles of the IOC.

To support the coordination including the casual midwifery pool which consists of midwives, midwifery support workers and health care assistant. You will provide timely, professional and high quality administration to the service as directed.

You will provide oversight for the Lead Maternity Carers (LMC) database to ensure that information is current, that all LMC documentation is updated and that all new midwives wishing to use the Hospital facilities are provided with the necessary support.

This position will be expected to provide cover for WHS Administration staff.

## Key Accountabilities

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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.

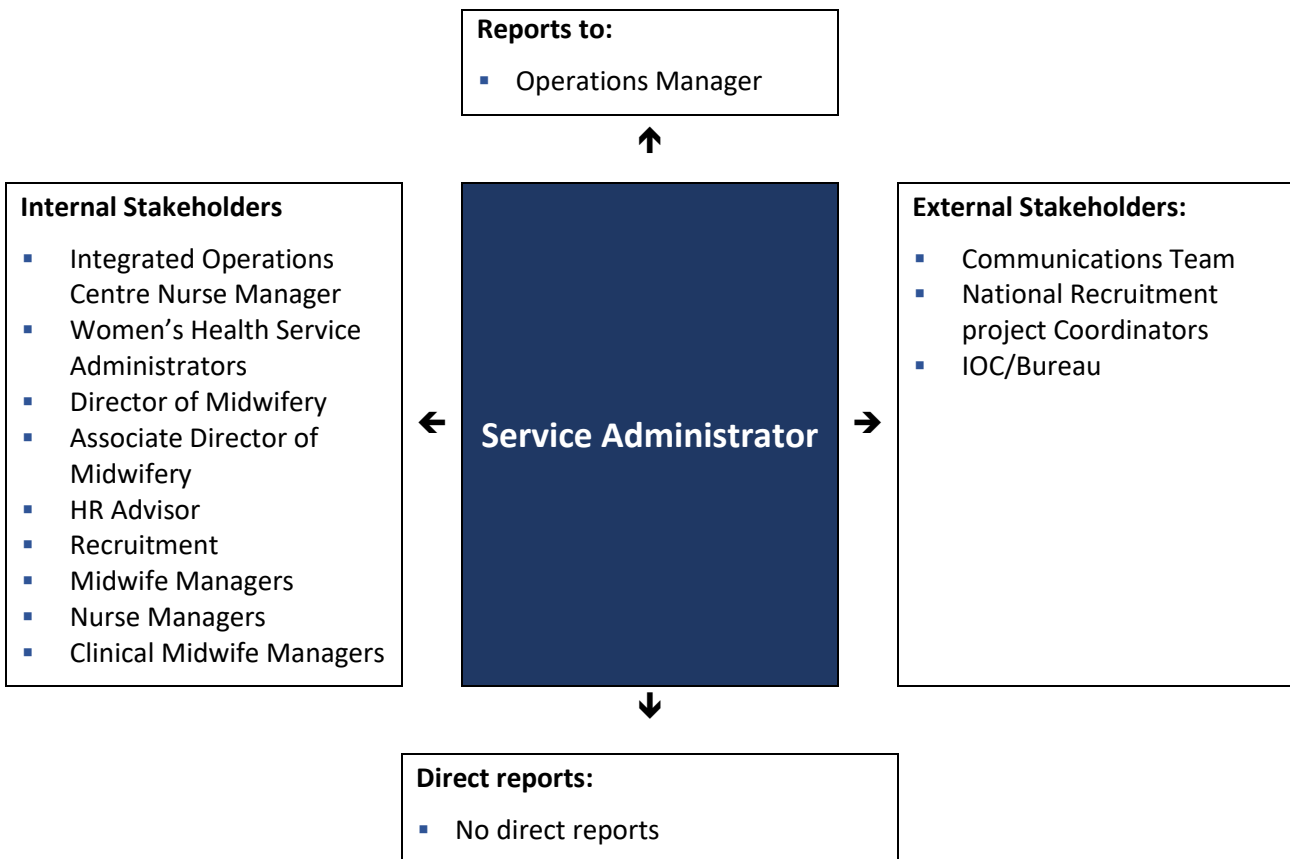
Key accountabilities	Deliverables / Outcomes
1. Administrative Support	<p>Provides effective and efficient general administration services to the Operations Manager Operations, Director of Midwifery (DoM) and their direct reports including but not limited to:</p> <ul style="list-style-type: none"><li>• Diary management,</li><li>• Task and file management.</li></ul> <p>Correspondence management including:</p> <ul style="list-style-type: none"><li>• Drafting correspondence as directed</li><li>• Design documents as required</li></ul> <p>Meeting administration. This will include agenda preparation, minute taking and distribution for meetings.</p> <p>General support including:</p> <ul style="list-style-type: none"><li>• Monitoring and maintaining stationery and printing requirements,</li><li>• Collecting and dispatching documents as required,</li></ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>• Organising functions, venues and catering management,</li> <li>• Travel management,</li> </ul> <p>Management of Inboxes of relevant managers and others as required</p> <p>Quality and Complaints Administration support:</p> <ul style="list-style-type: none"> <li>• Complaints administration management.</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> <p>Invoice and Expense Administration:</p> <ul style="list-style-type: none"> <li>• Preparing, checking for accuracy, completeness and processing of invoices and processing for approval through FPIM</li> <li>• Providing assistance on Flexi Purchase to staff</li> </ul> <p>Provides administration support to the service. This may include:</p> <ul style="list-style-type: none"> <li>• Order medical records &amp; tracking – MAP concerto Audits &amp; Reviews</li> <li>• Projects throughout the year as delegated by OM, DoM and their direct reports Including liaison, IT &amp; computer setup, telephone</li> <li>• Set up and maintain effective electronic and paper filing systems and procedures and develop new systems as required, enabling quick access to and reporting on</li> <li>• Maintain confidentiality of documentation and information as required and appropriate such a manner as to meet appropriate standards</li> <li>• Maintain full confidentiality of data records documentation and information</li> <li>• Co-ordinate performance appraisal process for direct reports to OM, DoM and their direct reports, send finalised copy to HR Records and file a copy accordingly.</li> <li>• Co-ordinate performance appraisal process for direct reports to OM, DoM send finalised copy to HR Records and file a copy accordingly.</li> <li>• Follow up payroll queries via HR, payroll kiosk or Leader</li> <li>• Access Request Administration – LMCs</li> </ul>
2. HR Administration	<p>Provides administrative support to the Managers regarding Women’s Health Recruitment and/or on-boarding. 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 and arranging interviews</li> <li>• Preparing employment agreements and other routine correspondences relating to changes in terms and conditions of employment, parental leave applications, exits/transfers/secondments, Midwifery Support Workers, new Grads, Return to Practice Programme, Special staff status, amongst others.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>• Administering Leave Forms for Direct Reports and Medical Staff including checking they are complete and approved. Forms are copied, original forwarded to payroll and a copy filed.</li> <li>• Escalates complex inquiries and high level issues to the HR Advisor and/or HR and Recruitment Manager</li> <li>• Collect, store and provide employee information and documents as required</li> <li>• Provide support to HR projects and other staff as agreed with the HR and Recruitment Manager</li> <li>• Assist with updating, maintain and publishing HR related material/information/templates</li> <li>• Assists with other general and low level HR Services related tasks and queries as required</li> </ul>
3. Information Management	<ul style="list-style-type: none"> <li>• Process vetting and safety checks of new and current employees and special staff applications as required in terms of the Vetting and Safety Checking Policy and manages appropriate dissemination and storage of data</li> <li>• Oversee the maintenance of the Lead Maternity Carer spreadsheet database and ensure this is kept up to date to comply with national guidelines</li> <li>• Develop and maintain information databases relevant to HR Service activities</li> <li>• Undertake one-off projects, process data and compile reports of information as required</li> <li>• Coordinate the production of monthly and ad hoc reports and answer related queries as requested</li> </ul>
4. 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 OM, DoM and their direct reports advising them on matters pertaining to their operations.</li> </ul>
5. Team Work	<ul style="list-style-type: none"> <li>• Works collaboratively with other Directorate administration staff</li> <li>• Contribute ideas for improvement</li> <li>• Coordinate with and assist other HR Team members as necessary</li> <li>• To support the delivery of administration for the service</li> </ul>
6. Quality Improvement and Risks	<ul style="list-style-type: none"> <li>• Identifies improvement opportunities and notifies the OM, DoM and their direct reports.</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 and Work Act 2015</li> <li>• Has read and understood the Health &amp; Safety policy and procedure</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>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.</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
Interpersonal Savvy	<ul style="list-style-type: none"> <li>Relates well to all kinds of people – up, down, and sideways, inside and outside organisation</li> <li>Builds appropriate rapport; builds constructive and effective relationships</li> <li>Uses diplomacy and tact; can diffuse even high-tension situations comfortably</li> </ul>

Competency	Behaviours
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>
Planning	<ul style="list-style-type: none"> <li>• Spends time and the time of others on that's important</li> <li>• Quickly zeros in on the critical few and puts the trivial many aside</li> <li>• Can quickly sense what will help or hinder accomplishing a goal</li> <li>• Eliminates roadblocks</li> <li>• Creates focus</li> </ul>
Approachability	<ul style="list-style-type: none"> <li>• Is easy to approach and talk to</li> <li>• Spends the extra effort to put others at ease</li> <li>• Can be warm, pleasant and gracious</li> <li>• Is sensitive to and patient with the interpersonal anxieties of others</li> <li>• Builds rapport well</li> <li>• Is a good listener</li> <li>• Is an early knower, getting informal and incomplete information in time to do something about it</li> </ul>
Integrity and Trust	<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 her/himself for personal gain</li> <li>• Provides quality service to those who rely on one's work.</li> </ul>
Taking Responsibility	<ul style="list-style-type: none"> <li>• Focused 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> <li>• Is reliable – does what one says one will</li> <li>• Consistently performs tasks correctly – following set procedures and protocols</li> </ul>
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>

Competency	Behaviours
Communication	<ul style="list-style-type: none"> <li>• Practices 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>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Experience in working in large, complex organisation
- Previous experience in Human Resources, ideally in a centralised model
- Requires proven experience and skills in database, word processing, spreadsheets, desktop publishing, and presentation applications
- Knowledge and understanding of, and preferably experiencing working in, the public health sector
- Experience working on health checks and liaising with government organisation will be advantageous

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

- Experience and/or training in Microsoft Office packages
- Knowledge of Communication technology
- Experience of using online databases

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

- Work collaboratively and constructively with and serving others
- Strong oral and communication skills
- A high focus on customer service and professionalism
- Trust and integrity
- Ability to manage a large and variable work load, ensuring timely and accurate completion of assigned work

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

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