

## Position Description

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<b>Position</b>	<b>Service Administrator</b>
<b>Team / Service</b>	Integrated Operations Centre (IOC) & Te Pae Tiaki, Emergency Department (ED)
<b>Directorate</b>	Hospital Operations
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	IOC Operations Manager & Te Pae Tiaki Emergency Department 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 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.

## Group Perspective

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The key areas of focus for the Hospital Operations 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 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.

## Purpose of the role

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The Service Administrator provides essential coordination and support to Hospital Operations Group, Operations Managers across ICU, the Integrated Operations Centre, and the Emergency Department. This includes supporting Clinical Leaders and, on occasion, other members of the leadership team to ensure the efficient and effective functioning of services. It is an expectation that this role will provide back up support on occasion to the Group Manager's Personal Assistant and administration colleagues.

The purpose of the role is to provide proactive, professional, and high-level administrative assistance and support. This role contributes to a patient-centred service perspective by facilitating effective communication, maintaining accurate administrative systems, and supporting operational workflows that

enable timely decision-making and resource allocation. Through proactive administrative support, the role helps ensure seamless service integration, responsiveness to demand, and a high standard of care across all supported services.

Note, it is a requirement to be able to support meetings outside of standard working hours on occasion. It is also a requirement that in a civil emergency or natural disaster you are required to report to work in order to provide administrative support to the IOC and Emergency Department services as required.

## Key Accountabilities

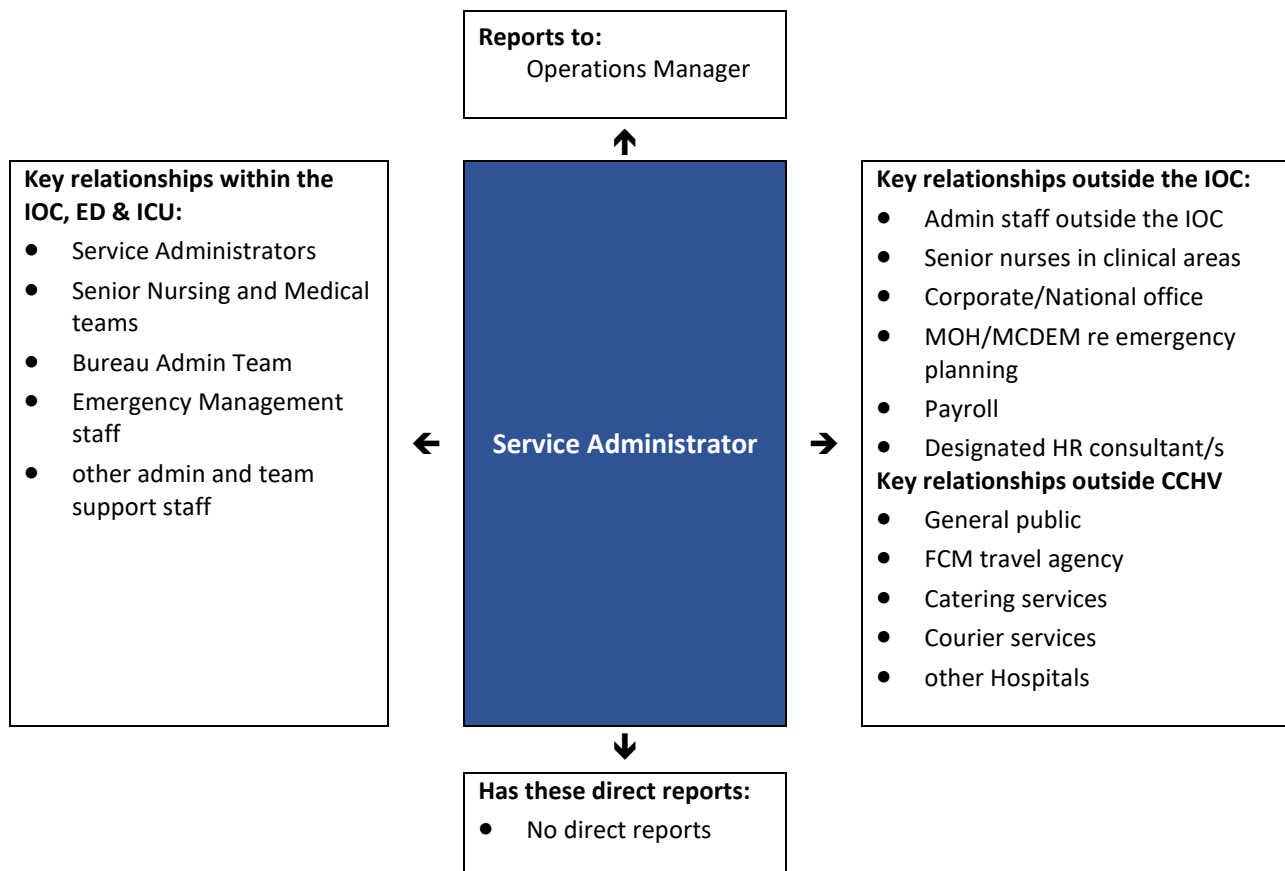
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
<b>1. Secretarial Support</b> Provides secretarial service to the IOC & ED Operations Managers and their teams	<ul style="list-style-type: none"> <li>Calendar management</li> <li>Task and file management</li> <li>Correspondence management</li> <li>Timesheets and claims administration</li> </ul>	<ul style="list-style-type: none"> <li>OM calendar/s reflect priorities</li> <li>Files are up to date and accessible</li> <li>Timely, accurate and high quality documents</li> <li></li> </ul>
<b>2. Meeting Management</b>	<ul style="list-style-type: none"> <li>Prepares agenda, minutes and action list for relevant meetings attended/chaired by the Operations Manager/s</li> <li>Provides meeting administration</li> </ul>	<ul style="list-style-type: none"> <li>Management team and other meetings run effectively</li> <li>Professional administrative support for meetings is available at all times</li> </ul>
<b>3. General Administration</b> Provides effective and efficient general administration services to the IOC & ED Operations Managers and their teams	<ul style="list-style-type: none"> <li>Compose and type letters on routine matters</li> <li>Screen telephone calls, visitors and letters for Operations Manager/s</li> <li>Monitors and maintains stationery, supplies and printing requirements</li> <li>Collects and dispatches documents as required</li> <li>Function, venue and catering management</li> <li>Travel and accommodation management</li> <li>Mail management</li> <li>Organises delegations</li> <li>Supports HR activity to a high standard</li> <li>Supports the IOC, ICU &amp; ED Operation Managers with recruitment/on-boarding process</li> <li>Placing and follow up of Oracle requisitions and BEIMS requests</li> <li>Other duties as required to meet the operational requirements of the IOC and ED</li> </ul>	<ul style="list-style-type: none"> <li>Letters are drafted and typed as required.</li> <li>Stationery/supplies readily available.</li> <li>Printing completed on time.</li> <li>Functions, meetings and workshops run smoothly.</li> <li>Travel bookings are organised.</li> <li>Feedback from members of the management team.</li> <li>Trouble shoots when issues arise.</li> <li>All recruitment and HR activity is conducted to a high standard and is timely.</li> <li>All databases, systems and processes are maintained to a high standard</li> <li>All invoices and expense claims are processed as per the agreed process in a timely manner</li> </ul>

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators/Measures</i>
<b>4. Customer Service</b> Professional frontline for IOC	<ul style="list-style-type: none"> <li>• Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts.</li> <li>• Communicates directly with the Operations Manager/s and team direct reports advising them on matters pertaining to their operations.</li> <li>• Compliments and Complaints support.</li> <li>• Administration of staff information resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer feedback.</li> <li>• Feedback from Operations Manager/s and teams direct reports.</li> <li>• Efficient and effective application of the administration process of the hospital policies and procedures.</li> <li>• Keeps track of timelines for responses and provides an overview of reporting etc.</li> </ul>
<b>5. Team Work</b>	<ul style="list-style-type: none"> <li>• Works collaboratively with other directorate administration staff</li> <li>• Willingness to provide cover for other administrators/support staff within the directorate</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from other directorate administrative staff</li> </ul>
<b>6. Professional Development</b>	<ul style="list-style-type: none"> <li>• Participates in appropriate training and development</li> </ul>	<ul style="list-style-type: none"> <li>• Development activity as agreed with IOC or ED Operations Managers</li> </ul>
<b>7. Quality Improvement</b> Actively contributes to Continuous Quality Improvement activities within the service	<ul style="list-style-type: none"> <li>• Document control support for IOC and ED Operations Managers and team.</li> <li>• Support for month end reporting processes.</li> <li>• Support for internal audit/research processes.</li> <li>• Support for IOC and ED working groups as requested</li> <li>• Identifies improvement opportunities and notifies the Managers of these.</li> <li>• Participates in the service's quality improvement activities.</li> <li>• Provides good client service and is responsive to client requests or complaints.</li> <li>• Complies with standards and works to improve patient/client satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of contribution to quality improvement</li> <li>• Controlled documents are appropriately formatted</li> <li>• Complaints are managed within hospital policy parameters</li> <li>• Seeks support if unclear about quality elements of the role</li> </ul>

Key Accountability	Deliverables / Outcomes	Key Performance Indicators/Measures
<b>8. Risk Management</b> Actively contributes to risk minimisation activities within the service	<ul style="list-style-type: none"> <li>Identifies risk and notifies the IOC &amp; ED team.</li> <li>Participates in the service's risk minimisation activities.</li> <li>Complies with policies and procedures including (but not limited to) CCHV Reportable Events Policy.</li> <li>Participates in audits.</li> <li>Maintains data quality.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of contribution to risk minimisation</li> <li>Data and information complete</li> </ul>
<b>9. Health, Safety and Environment</b> Complies with responsibilities under the Health & Safety Employment Act 2015	<ul style="list-style-type: none"> <li>Read and understood the Health &amp; Safety policy and procedures</li> <li>Actively support and comply with Health &amp; Safety policy and procedures</li> <li>Support for Health &amp; Safety reps</li> <li>Maintain a proactive culture of Health &amp; Safety supported by systems</li> </ul>	<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
<b>Dealing with Ambiguity</b>	<ul style="list-style-type: none"> <li>• Can effectively cope with change</li> <li>• Can shift gears comfortably</li> <li>• Can decide and act without having the total picture</li> <li>• Isn't upset when things are up in the air</li> </ul>
<b>Takes 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> <li>▪ Is reliable – does what one says one will;</li> <li>▪ Consistently performs tasks correctly – following set procedures and protocols.</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>▪ Acts with customers in mind</li> <li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect.</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>
<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; ▪ Deals effectively with conflict.</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>▪ Good at figuring out the processes necessary to get things done</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</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 principals 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>Conflict Management</b>	<ul style="list-style-type: none"> <li>▪ Steps up to conflicts, seeing them as opportunities;</li> <li>▪ Reads situations quickly;</li> <li>▪ Good at focused listening;</li> <li>▪ Is able to manage agreements and settle disputes equitably;</li> <li>▪ Can find common ground and get cooperation with minimum noise</li> </ul>

## Experience and Capability

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**a. Knowledge and Experience:**

- Proven experience in a senior admin role.
- Knowledge of Health environment desirable
- Working knowledge of computer programs including Word, Excel and PowerPoint

**b. 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
- Demonstrate initiative
- People-centred problem-solving capability
- Confidence to prioritise and focus
- Effective filing and information retrieval system management
- Being flexible and having a “can do” attitude
- Being a contributing member of the team
- Respect and collaboration in practice
- Delivering an exemplary standard of admin support to the team
- Working professionally with other disciplines
- Working within existing resources
- Innovation
- Thinking critically

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**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.