

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Team Coordinator – Ward Administration		
Reports to	Team Leader – Ward Administration		
Location	Wellington Regional Hospital/Kenepuru		
Department	Patient Administration Service		
Direct Reports	Nil	Total FTE	n/a
Budget Size	Opex	n/a	Capex
Delegated Authority	HR	n/a	Finance
Date			
Salary band (indicative)*	Band 6 \$80,186 - \$91,281		

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The Ward Administration Team Co-ordinator position sits within the Patient Administration Service. There are six teams in this group who collectively manage the provision of a centralised administration service to clinical areas covering all process steps from referral to discharge.

The Ward administration team manages the meet and greet, validation of patient information, admission and discharge process and general enquiries relating to patients in the wards. They also liaise with clinical staff to ensure that patient throughput is managed effectively, and administration support is provided promptly. Their work is significant because they are pivotal to the day to day running of the ward.

The Team Co-ordinator takes an organisation view and ensures that all processes are standardised across all wards.

Coordinates the team and ensures that ward administration staff provide a customer focussed, efficient service to patients, relatives and clinical teams. To ensure that policies and procedures are in place to inform and educate all staff in the importance of data collection to identify revenue streams, accuracy of patient information, privacy standards and compliance with “real time” admission and discharge processes

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	<ul style="list-style-type: none"> • Staff levels are maintained at the appropriate level • Appropriate staff are recruited

	<ul style="list-style-type: none"> • Human Resource policies are implemented • Relevant information is communicated to staff • Responsibilities are clear and documented
Service Delivery	<ul style="list-style-type: none"> • Performance targets are in place for all staff members • Complaints are acted on and resolved within the accepted timeframes • Staffing is appropriate in terms of skill mix and competence • Data regarding timeliness, quality output and clinician satisfaction is gathered and analysed. The analysis is used to improve performance to hit stretch targets and to lift standards • Relevant reports are written on time and meet the required standard • Updates knowledge regularly on changes to elective services performance indicators. • Process for monitoring Key performance indicators for compliance with collation and coding deadlines are put in place • Process for making ward follow-up appointments before patient leaves is put in place
Finance Management	<ul style="list-style-type: none"> • Team's budget is monitored and identified. Areas of deviation are corrected. • Leave balances are managed
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
LEADERSHIP ROLES ONLY - Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Culture strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals.

	<ul style="list-style-type: none"> Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Relationships

External	Internal
<ul style="list-style-type: none"> Clinicians Operations Managers Charge Nurse Managers Team Leaders Service Managers General Practitioners Health Intelligence staff Decision Support Staff Other CCDHB staff 	<ul style="list-style-type: none"> Operations Manager PAS Other Administrative Team Leaders Administrative Coordinators Other staff in administrative service

About you – to succeed in this role

You will have

Essential:

- Previous experience in a supervisory administration role
- Ability to take ownership accountability and responsibility for the role.
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Flexible and adaptable
- Customer focussed attitude

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Previous knowledge of patient management systems

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

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

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer*

at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.