

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

|                                  |                                                 |     |                  |     |
|----------------------------------|-------------------------------------------------|-----|------------------|-----|
| <b>Title</b>                     | Ward Administrator (Mobile)                     |     |                  |     |
| <b>Reports to</b>                | Team Leader, Ward Administration                |     |                  |     |
| <b>Location</b>                  | Wellington Regional Hospital, Kenepuru Hospital |     |                  |     |
| <b>Department</b>                | Patient Administration Services                 |     |                  |     |
| <b>Direct Reports</b>            | nil                                             |     | <b>Total FTE</b> |     |
| <b>Budget Size</b>               | <b>Opex</b>                                     | nil | <b>Capex</b>     | nil |
| <b>Delegated Authority</b>       | <b>HR</b>                                       | nil | <b>Finance</b>   | nil |
| <b>Date</b>                      |                                                 |     |                  |     |
| <b>Salary band (indicative)*</b> | Band 4 \$73,476 - \$81,164                      |     |                  |     |

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:

To provide a patient focussed, efficient service for all admissions, transfers and discharges and other administration functions that support the clinical teams. To ensure that outpatient appointments are made before the patient is discharged, records are collated, discharge summary completed and records are returned for coding within 48 hours of discharge.

To provide courteous and helpful assistance to patients and relatives when on the ward or making a telephone enquiry.

| Key Result Area                      | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Customer Service</b>              | <ul style="list-style-type: none"> <li>• To enhance and maintain an atmosphere which allows for mutual respect and co-operation between health care workers, patients and their relatives and other visitors</li> <li>• To provide reception and administration support to clinical staff to ensure that patient flow through the ward is smooth</li> <li>• Bookings for orderlies, ambulances, transit nurses must be actioned promptly</li> <li>• Ensures that messages are taken accurately and communicated to the correct person</li> <li>• Appearance is neat and tidy and attire is appropriate for a front-line position</li> </ul> |
| <b>Data Capture &amp; Validation</b> | <ul style="list-style-type: none"> <li>• Admissions, Transfers and Discharges must be entered in real time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                                     | <ul style="list-style-type: none"> <li>• Actual bed numbers for patients must be entered into Patient Management System (PMS)</li> <li>• Patient Demographics will be entered/updated correctly with attention to detail</li> <li>• Demographics, Eligibility, domicile and ACC status must be validated with the patient during admission process</li> <li>• A reconciliation of all ward patients against the information in the PMS is performed each morning to ensure all discharges or new admissions have been actioned and other important information is updated.</li> <li>• Admission information is checked for all patients who have been admitted outside of the ward to ensure that all necessary fields are populated correctly and update when necessary.</li> <li>• Data entry for ward statistics or other activity is accurate and within guidelines set by charge Nurse Manager</li> </ul>                                                                                |
| <b>Medical records</b>              | <ul style="list-style-type: none"> <li>• Takes responsibility for any medical records in the department</li> <li>• Ensures all medical records are tracked in the IBA system is they are moving to another location</li> <li>• Ensures that medical records and /or other information required for ward is requested and is available as soon as possible</li> <li>• Ensures that appropriate ward lists are available for clinicians and are accurate</li> <li>• Medical records are checked and accounted for and stored in a private location</li> <li>• Ensures that confidentiality is always maintained</li> <li>• Loose papers are given to the medical staff for sign off and collated into the medical record in the correct order</li> </ul>                                                                                                                                                                                                                                        |
| <b>Discharge Procedures</b>         | <ul style="list-style-type: none"> <li>• Discharges are entered into the PMS system as soon as the patient leaves the ward</li> <li>• Ward information is collated (according to collation standards) into main medical records within 24 hours of discharge</li> <li>• Follow-up appointments are made before the patient leaves the ward</li> <li>• If discharge summaries are not completed file must be placed in location where medical staff complete discharge summaries in date order so that oldest are</li> <li>• completed first</li> <li>• Files (including completed discharge summaries) must be sent to coding within 48 hours of discharge</li> <li>• Files MUST be sent to coding before they are sent to another area unless "urgent" treatment is required elsewhere</li> <li>• If the ward has sent the file directly to another area it remains the responsibility of the ward to follow-up and ensure that the files are sent to Coding after that treatment</li> </ul> |
| <b>Patient/GP telephone Contact</b> | <ul style="list-style-type: none"> <li>• Assistance to patients, internal departments and general practitioners is given in a customer focussed, professional manner</li> <li>• Responses to internal and external information are prompt and accurate</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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| <b>Support to Charge Nurse Manager</b>           | <ul style="list-style-type: none"> <li>• Provides support to Charge Nurse Manager</li> <li>• Diary management</li> <li>• Nonclinical typing</li> <li>• Data entry for ward statistics</li> <li>• Notifies any incidents or other information</li> </ul>                                                                                                                                                                                                                                                                                                                                                         |
| <b>Equipment, supplies and maintenance</b>       | <ul style="list-style-type: none"> <li>• Stationery inventory is checked and maintained</li> <li>• Forms inventory is checked and maintained</li> <li>• Maintenance requests are notified immediately</li> <li>• Equipment repairs are notified to Bio-medical promptly</li> </ul>                                                                                                                                                                                                                                                                                                                              |
| <b>Te Tiriti o Waitangi</b>                      | <ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>                                                                                                                                          |
| <b>Equity</b>                                    | <ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>                                                                                                                                                                                                                                                                                                                                                             |
| <b>Innovation &amp; Improvement</b>              | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>                                                                                                                                                                                                              |
| <b>Collaboration and Relationship Management</b> | <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>                                                                                                                         |
| <b>Health &amp; safety</b>                       | <ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |

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| <b>Compliance and Risk</b> | <ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul> |
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## Relationships

| External                                                                                                                                                                                                                                                                                                                                                                                         | Internal                                                                                                                                                                                                                                                                                                              |
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| <ul style="list-style-type: none"> <li>• Clinicians</li> <li>• Patients</li> <li>• Relatives /Visitors</li> <li>• Nursing staff</li> <li>• Charge Nurse Managers</li> <li>• Operations Managers</li> <li>• General Practitioners</li> <li>• Health Intelligence staff</li> <li>• Other CCDHB staff</li> <li>• Radiology staff</li> <li>• Laboratory staff</li> <li>• Outpatient staff</li> </ul> | <ul style="list-style-type: none"> <li>• Team Co-ordinator, Ward Administration</li> <li>• Administration Co-ordinator, Kenepuru</li> <li>• Other staff in Ward Administration service</li> <li>• Service Manager, Patient Administration</li> <li>• Other Team Coordinators</li> <li>• Other Team Leaders</li> </ul> |

## About you – to succeed in this role

### You will have

#### Essential:

- NCEA Level 2, or equivalent qualification.
- Intermediate Microsoft Office Computer

#### Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Previous knowledge of patient management systems
- Previous experience in a health environment
- Previous experience in a front-line Administration role.

### 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:**

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- Be 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
- Can think outside the box, and uses their initiative
- Works extremely well under pressure

*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.*