

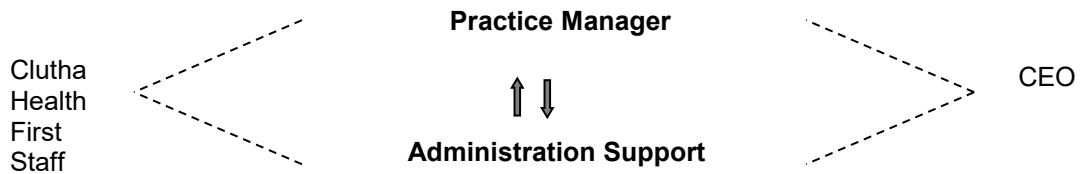
**Clutha Health First  
Position Description**

**Position Title:** Administration Support

**Location:** Clutha Community Health Company Limited *trading as* Clutha Health First.

**Responsible to:** Practice Manager

**Organisational Relationship**



**Position Holder's Name :** \_\_\_\_\_

**Position Holder's Signature :** \_\_\_\_\_

**Team Leader's Name :** \_\_\_\_\_

**Team Leader's Signature :** \_\_\_\_\_

**Date :** \_\_\_\_\_

## **Treaty of Waitangi**

Clutha Health First recognises the special relationship between Maori and the Crown and has an understanding of the articles/principles of the Treaty of Waitangi. As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Maori patients.

## **Health and Safety**

Clutha Health First is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee Clutha Health First, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your manager and to participate in and comply with the requirements of the Health & Safety in Employment Act 1992 plus amendments and associated CHF procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with Clutha Health First incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

## **Quality and Risk**

Clutha Health First is committed to continuous quality improvement. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

## **Purpose of the Position**

To deliver quality reception, clerical and telephony services in a timely and efficient manner, ensuring Clutha Community Health Company Limited philosophy, priorities and standards of practice are met.

**Note:** This job description has been prepared to assist in appointment. All Clutha Health First job descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.

<b>Nature of Scope and Responsibilities</b>	
<b>Accountabilities and Performance Measures</b>	
<i>Accountabilities</i>	<i>Performance Measures</i>
Reception Duties	<p>Patients are received appropriately and promptly on their arrival and where appropriate nursing staff are informed.</p> <p>Telephones are answered promptly and messages relayed accurately.</p> <p>Demonstrate the ability to identify urgent messages/calls and ensure the appropriate individual is contacted or made aware of these with the minimum of delay.</p> <p>Prompt assistance is available for all enquiries</p>
Administration Duties	<p>Ensure information is collected and collated in line with Clutha Health First Health Records and clinical records procedures and legislation.</p> <p>Process letters including acceptance, referrals, declines and discharges</p> <p>Where required, ensure ACC documentation is initiated &amp; completed by relevant staff within the correct time frames.</p> <p>Arrange booking of appointments and meetings for the various department</p> <p>Where required, prepare daily caseload reports.</p> <p>Ensure data entry is carried out daily.</p> <p>Prepare and print any other reports as may be required</p> <p>Other general administrative duties, including but not limited to, photocopying, filing, printing, making up files and general data input.</p>
General Duties	<p>Have adequate knowledge of the duties required to provide support/backup for cover of leave or busy periods within other administration departments of Clutha Health First</p> <p>That all other additional duties are performed in an efficient manner, at the required time and within a negotiated timeframe.</p> <p>Perform such other duties as reasonably required by the Senior Management Team in accordance with the conditions of the position.</p>
Maintain High Standards of Performance	<p>Patient confidentiality must be maintained at all times. Documentation containing a patients name or other readily identifying information must not be visible or accessible by members of the public or others who have no legitimate right to sight that information.</p> <p>Patients and their details must not be discussed or disclosed with others who have no legitimate right to that information.</p>

<b>Accountabilities and Performance Measures</b>	
<i>Accountabilities</i>	<i>Performance Measures</i>
Maintain High Standards of Performance cont.	<p>Demonstrate individual responsibility and maintain accountability for own work practice.</p> <p>Meet the performance expectations as identified in the Staff Development Performance Appraisal process.</p> <p>Undertake annual CPR, OOS, Fire Training and any other service requirement training as per Clutha Health First CQI plan and procedures.</p> <p>Perform all duties in a responsible manner; with due care for the health and safety of self and other employees, patients and the general public, within the limit of his/her knowledge base.</p>
Ensure the provision of a safe and clean environment for patient, staff and visitors	<p>Ensure maintenance and responsible use of consumables and equipment.</p> <p>Ensure appropriate reporting of incidents, equipment faults and problems to the Team Leader</p> <p>Practice is safe and meets legal requirements. Practice protects and enhances individual rights.</p> <p>All records are maintained to meet policy and procedure requirements.</p> <p>Maintain knowledge of fire and Civil Defence procedures</p>
Maintain good communication and interpersonal relationships within Clutha Health First	<p>Act in a professional manner in relationships with all staff to enhance interdisciplinary harmony within the hospital.</p>
Adopt a philosophy which encourages flexibility, cooperation, collaboration and co-ordination of service delivery in an integrated patient orientated system	<p>Ensure all policies, procedures and standards of practice of CCHCL, relevant Acts, Regulations, Employment contracts and statutory obligations are adhered to, in the interest of client safety, good employer requirements of the Health &amp; Disability Services Act and within the principles of Equal Employment Opportunity, the Treaty of Waitangi and recognition of Tangata Whenua.</p> <p>Actively participate in quality assurance activities.</p> <p>Be flexible and prepared to work outside traditional boundaries to develop flexibility and achieve efficiency.</p>
Assumes responsibility for personal professional/work education and development	<p>Maintains and/or extends knowledge and skill base required for effective performance.</p> <p>Negotiates with management to attend appropriate education and training.</p> <p>Participates in own performance appraisal annually.</p>

### **Performance Measures**

- Set realistic measurable goals for own performance and assume responsibility for acquiring knowledge/experience to meet those goals.
- Plans for growth and undertakes change based on regular self-evaluation and the Staff Appraisal process.
- Participates in an annual Staff Appraisal with the Team Leader.

## Person Specification

### Work Experience

- Clerical experience preferably in the health sector.
- Basic word processing skills
- Basic data entry skills.

### Skills/Knowledge

- Knowledge of Windows and Microsoft packages.
- Able to maintain confidentiality and use discretion.
- Be able to communicate clearly, both verbally and in written form.
- Able to demonstrate a high level of ability to communicate with colleagues, other health professionals, clients and family members/whanau.
- Able to maintain accurate and up-to-date records, in accordance with the Clutha Health First documentation standards.
- Have the ability and confidence to work unsupervised on occasion
- Be a committed and effective member of the team.
- Flexible attitude to work outside boundaries of the position when requested.
- Alert, reliable, thorough, mature, have integrity and initiative.
- Have an appropriate presentation and standard of personal care and grooming
- Able to work within Clutha Health First's aims, objectives and values.

## Physical Task Requirements

The following denote the key physical requirements for the job

- Standing
- Sitting
- Walking
- Light lifting
- Repetitive arm, hand and finger movements
- Use of minor office equipment e.g. calculators, staplers, pens
- Operating machinery/equipment e.g. photocopiers, printers
- Mental activities require high level of concentration, accuracy and organisation.

## Relationships

### Internal Relationships:

Inter-disciplinary members of the health service team including independent contractors in other sectors.

### External Relationships:

Patients and their families/whanau/representatives

Tenants

Clutha Health Incorporated