



## Position Description

<b>Position Title:</b>	<b>Administrator, Central Services Coordination</b>
<b>Reports To:</b>	Central Services Coordination leader
<b>Business Area:</b>	Whangarei/Northland
<b>Direct Reports:</b>	Nil
<b>Location:</b>	Whangarei

### Overview

The purpose of Mahitahi Hauora is to support a primary healthcare system that sustains equitable, self-determined wellbeing, and ensures every person has an opportunity to live a long and healthy life. The successful delivery of the vision for Mahitahi Hauora requires all roles across the health system to work in collaboration and partnership with people, communities, Maori and other providers. We want to improve patient outcomes through more integrated care at a locality level. The aim is also to deliver more effective care more efficiently to more people, by coordinating the use of workforces, facilities and other resources across the sector and strengthening the quality of team work between health and social care providers.

### Position Purpose

Responsible for providing administrative support within the Coordination of healthcare services across all programs to ensure accurate data collection, timely referrals to services.

### Key functions include:

- Provide administrative support to Clinical and Non Clinical Coordinators to ensure service delivery is met.
- Develop an understanding and knowledge of all clinical programs within the coordination of services to enable efficiency and productive outcomes.
- Liaise where appropriate with healthcare providers and patients aligned with the program referral systems.
- Ensure accurate collection and dissemination of data as required to ensure measurable outcomes.
- Support the Central Services Coordination Hub in administering all Clinical services
- Liaise with clients in referrals appointments, assisting in connecting Whanau and Individuals with other relevant services.
- Support Central Coordination team members in delivery of exceptional services

**Nature and Scope of Responsibilities**

Key Accountabilities	Standards/Achievements
<p><b>Provide high quality administrative support to all services managed through the Central Coordination Service Hub.</b></p>	<ul style="list-style-type: none"> <li>• Provide administrative support to Clinical and Non Clinical Coordinators to ensure service delivery demands are met.</li> <li>• Develop an understanding and knowledge of all clinical programs within the coordination of services to enable efficiency and productive outcomes including and not limited to Engima platforms, Comprehensive Care, Medtech, Smartsheets:             <ul style="list-style-type: none"> <li>- Management of the Patient Care Reporting management system (PCRMS) ensuring all referrals and discharges are maintained on a daily basis.</li> <li>- Assistance with PCRMS Help Desk enquiries for Northland PCRMS providers (supported by IT Team) when required.</li> <li>- Ensure accurate collection and dissemination of data as required to ensure measurable outcomes and to assist in reporting.</li> <li>- Typing and distribution of clinic letters and correspondence where required.</li> <li>- Maintaining contact lists to enable efficient service delivery.</li> </ul> </li> <li>• Where required attend Central Coordination of Services or other MDT meetings relevant to workflow and role.</li> <li>• Management of allocation of children to providers for B4SC, preparing and circulating regular reporting to stakeholders as necessary. Checking the MOH downloaded data daily, closing checks and sending any feedback back to Locality leaders as needed.</li> <li>• Assist in the administration of Expressions of interest from PHO Providers.</li> <li>• Provide administration support for Central Services Coordination workshops or assist with other arrangements as required including organising appropriate personnel to assist where possible with venue, catering, equipment room preparation and tidy up.</li> <li>• Ensure filing, website update, recording and distribution of minutes, data entry, registrations, updating of service resources, photocopying and resources for workshops, programmes and meetings are completed in a timely manner.</li> <li>• Liaise with primary healthcare providers, and patients aligned with programme referral systems and appointments, assisting in connecting Whanau and Individuals with other relevant services.</li> <li>• Respond to service queries and refer to appropriate Clinical Coordinators or Clinical staff where necessary.</li> </ul>

	Seek clarification if required and follow up as necessary.
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi Hauora.</li> <li>• Meets the needs of Maori in a culturally appropriate manner.</li> </ul>
<b>Organisational</b>	<ul style="list-style-type: none"> <li>• Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora.</li> <li>• Work as a contributing team member of Mahitahi Hauora to achieve team and organisational service requirements.</li> <li>• Maintain Client confidentiality at all times, client's rights, privacy and confidential information are safeguarded.</li> <li>• Understands the principles of the Privacy Act 1993, and Health Information privacy Code (1994).</li> <li>• Recognise individual responsibility for workplace Health &amp; Safety under the Health and Safety at work Act 2015 (HSWA 2015).</li> <li>• Implements organisational policies and procedures, legislation and guidelines with their work.</li> </ul>

**Variation of Duties**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed.

**Signed:**

Employee: ..... Date:.....

Name: .....

Line Manager: ..... Date:.....

Name: .....

**Person Specification: Administrator, Central Coordination of Services**

<b>Education and Qualifications</b>	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>Advanced Computer literacy skills, e.g. Microsoft Office programmes.</li> <li>Demonstrated accuracy in word processing</li> <li>Current and Un-encumbered Drivers Licence</li> </ul>	
<b>Experience</b>	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>Proven recent high level administration support evidence.</li> <li>Proven advanced computer skills and knowledge of office equipment</li> <li>A confident communicator with excellent spoken and written English and a confident telephone manner.</li> <li>Coordination of meetings and follow up actions.</li> </ul>	<ul style="list-style-type: none"> <li>Utilisation of Medtech system</li> <li>Recent work experience in the health sector with an understanding of health sector operations and issues.</li> </ul>
<b>A commitment to the development in competency of</b>	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>The Treaty of Waitangi and its' application to the health setting.</li> <li>Tikanga, Maori protocols and Te Reo Maori.</li> <li>The application of Whanau Ora Outcomes Framework within Primary Care settings</li> <li>Privacy Act (1993) and Health Information Privacy Code (1994).</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety at Work Act 2015 (HSWA)</li> <li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).</li> <li>New Zealand Council of Healthcare Standards.</li> </ul>

**Skills & Personal Attributes**

**Skills**

- Strong communication skills, both written and verbal.
- Strong interpersonal and relationship building skills.
- Has the necessary skills to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding that all such knowledge remain confidential to the organisation and, within the organisation used only for the purpose originally collected.
- Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure.
- Knowledge & proficiency with Microsoft Office applications, particularly Word, Outlook and Excel.

**Personal Attributes**

- Ability to maintain a high level of confidentiality and non-judgement respecting each individual's right to privacy.
- Attention to detail and accuracy.
- Ability to exercise wisdom and initiative.

- Punctuality and reliability.
- Flexibility to cope with changing demands.
- A professional attitude displaying personal integrity and honesty.
- An ability to work with a range of individuals, demonstrating tact, a calm & caring nature.
- Open to learning opportunities and enhancing skills and knowledge relevant to the role.