

 <p><b>HAWKE'S BAY</b> District Health Board Whakawāteatia</p>	<b>POSITION TITLE</b>	<b>Relief Support Administrator</b>		
	<b>DIRECTORATE</b>	Mental Health & Addiction Services	<b>DEPARTMENT</b>	Mental Health & Addiction Services
	<b>REPORTING TO (operationally)</b>	Administration Manager MHAS	<b>REPORTING TO (professionally)</b>	Administration Manager MHAS
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers Mental Health & Addiction Service in the Hawke's Bay District Health Board (HBDHB)			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>▪ To perform a wide range of administrative and office support activities for the MHAS teams to facilitate the efficient operation of the organisation at either the Napier or Hastings sites.</li> <li>▪ To provide cover for the DAMHS administrator role.</li> <li>▪ To provide an efficient, accurate and timely typing administration service</li> <li>▪ To provide accurate and efficient administration duties associated with mental health records, professional frontline reception and administrative support to both external and internal customers.</li> <li>▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Administration Service.</li> <li>▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans.</li> <li>▪ To recognise and support the delivery of the Hawkes Bay Health sector vision</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b><u>Reception Duties</u></b>  <b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Patients and others are attended to promptly and directed to appropriate location</li> <li>▪ Customers are greeted and welcomed in a friendly, courteous manner</li> <li>▪ Patient data is processed accurately and input into computer system and patient labels/front sheets available as required.</li> <li>▪ Patients are attended on patient management system upon arrival at clinics</li> <li>▪ Clinic staff are notified immediately of patient arrival</li> <li>▪ Patients are given appropriate information following the clinic and any necessary arrangements are made for follow up.</li> <li>▪ Patients are given follow up appointments as required.</li> <li>▪ All telephone desk enquiries are answered professionally and expediently</li> <li>▪ Patient waiting room and visitor service areas are monitored and cleaning personnel contacted as required.</li> <li>▪ Professional liaison is maintained with all staff / health professionals.</li> </ul> <p><b><u>Clerical Support</u></b>  <b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Photocopying and/or faxing is completed as required</li> <li>▪ All mail sorted promptly and dealt with appropriately/confidentially</li> <li>▪ Laboratory/radiology results are managed appropriately</li> <li>▪ Filing is kept up to date</li> <li>▪ Clinician lists printed as required</li> <li>▪ Requests for maintenance work is logged through BIEMS</li> </ul> <p><b><u>Word Processing</u></b>  <b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Dictaphone/Winscribe typing is undertaken within agreed timeframe and work produced is accurate and well presented.</li> <li>▪ Typing of letters, agendas, rosters, protocols, presentations and any other typing is produced accurately and well presented.</li> </ul> <p><b><u>Clinic Preparation</u></b>  <b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Accurate and complete data is entered into the patient management system (ECA) in a timely manner</li> <li>▪ All clinics are prepared appropriately prior to day of clinic</li> <li>▪ Ensure any available results/documentation are filed on patient record</li> <li>▪ All clinic visits are attended on the day of clinic</li> </ul> <p><b><u>To Process Information Regarding Clinic Attendance</u></b>  <b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ All amendments are updated in ECA promptly</li> <li>▪ All patients on clinic lists are attended/ DNAs captured in ECA.</li> <li>▪ Patients are reappointed as appropriate.</li> </ul>			

	<ul style="list-style-type: none"> <li>▪ Outcomes of clinic appointment are entered within 2 working days of clinic. Exception - end of month reporting requires all outcomes to be completed prior to end of first working day of following month.</li> <li>▪ The Do Not Attend (DNA) process is completed complying with the DNA policy. And referred to the Maori Health Unit if required.</li> <li>▪ Interventions / diagnoses listed on Clinic Processing Sheets are entered to ensure correct funding is applied.</li> </ul> <p><b><u>Health Records Management</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Patient confidentiality is adhered to at all times</li> <li>▪ Ensure patient records are available at all times</li> <li>▪ Letters, reports and other documentation are filed correctly into patient's health records</li> <li>▪ All patient records together with current admissions are tracked and returned to Health Records promptly</li> <li>▪ Utilise electronic record tracking system to ensure record location is current at all times</li> <li>▪ Ensure all discarded identifiable patient information is placed in authorised security bins</li> </ul> <p><b><u>DAMHS Administrator Cover</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ To provide accurate and efficient administration for the application of the Mental Health Act (MHA) (1992).</li> <li>▪ MHA administered in a timely and statutory manner for all patients.</li> <li>▪ Send out reminders for clinical reviews.</li> <li>▪ Answer and advise staff on the required processes relating to the administrative requirements of the MHA.</li> <li>▪ Notify Land Transport Safety Authority of any clients under Section 30 MHA (CA&amp;T) Act.</li> <li>▪ Ensure the transfer of clients under the MHA follow the legal requirements.</li> <li>▪ Ensure the correct paperwork is delivered to the Family Court when an application is being made for a Compulsory Treatment Order.</li> <li>▪ Maintain registers of MHA orders and associated information.</li> <li>▪ Ensure CTO reminders and paperwork is sent to the MHAS staff to allow reviews to be undertaken within the appropriate timeframe.</li> <li>▪ Co-ordinate Review Tribunal Hearings.</li> <li>▪ Facilitate CTO hearings and ensure they run in an orderly and timely fashion that benefits the Court, clients and clinicians.</li> <li>▪ Compile and send notifications of hearings to all parties involved.</li> <li>▪ Liaise as appropriate with the District Inspector and Lawyers, Court Registrar and Family Judge.</li> <li>▪ Type CTO and 2<sup>nd</sup> Health Professionals letters within the agreed timeframes.</li> </ul> <p><b><u>Teamwork</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ A positive interactive attitude is displayed.</li> <li>▪ Support and advice is sought when necessary.</li> <li>▪ Interaction, both written and oral, with all team members is appropriate.</li> <li>▪ A professional image is presented to both staff and patients.</li> </ul> <p><b><u>Customer Service</u></b></p> <p><b>Tasks (how it is achieved):</b></p> <ul style="list-style-type: none"> <li>▪ Open and responsive to customer needs.</li> <li>▪ Demonstrate an understanding of continuous quality improvement.</li> </ul>		
<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<p>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>▪ Not to do anything that puts your own H&amp;S at risk</li> <li>▪ Not to do anything that puts others H&amp;S at risk</li> <li>▪ To follow all health and safety policies and procedures</li> <li>▪ To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>		
<p><b>KEY WORKING RELATIONSHIPS</b></p>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ MHAS Administration Manager</li> <li>▪ Administration Management Team</li> <li>▪ Mental Health Directorate Team</li> <li>▪ Operations Directorate Team</li> <li>▪ Clinical Nurse Managers</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Patients and their family/whanau</li> <li>▪ Health providers outside HBDHB</li> <li>▪ Referrers</li> <li>▪ General Practitioners</li> <li>▪ General Public</li> </ul> </td> </tr> </table>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ MHAS Administration Manager</li> <li>▪ Administration Management Team</li> <li>▪ Mental Health Directorate Team</li> <li>▪ Operations Directorate Team</li> <li>▪ Clinical Nurse Managers</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ Patients and their family/whanau</li> <li>▪ Health providers outside HBDHB</li> <li>▪ Referrers</li> <li>▪ General Practitioners</li> <li>▪ General Public</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Consultants</li> <li>▪ Other team members, e.g. clinical staff, Care Associates, Receptionists, Booking Coordinators.</li> <li>▪ Other Departments e.g. Health Records, Radiology other HBDHB staff members</li> </ul>	
<b>DELEGATION AND DECISION</b>	N/A	
<b>HOURS OF WORK</b>	80 per fortnight	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI DHB/PSA Administration/Clerical Multi Employer Collective Agreement (MECA) \$44,614 to \$48,840 gross per annum according to qualifications and experience.	
<b>DATE</b>	May 2020	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>▪ Providing relief administration support to the Mental Health &amp; Addiction Service including reception duties as the first point of contact for all areas.</li> <li>▪ Providing relief administration to the DAMHS office.</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- NCEA level 2 or equivalent

### Experience

- At least two years administration experience
- High level of customer service

### Business / Technical Skills

- Patient Management System or similar database experience
- Office suite – Word, Excel, Outlook

### Key Attributes

- Positive attitude with problem solving focus
- A focus on delivering exceptional customer service with an appreciation for the needs of the customers of HBDHB.
- Work in partnership with peers.
- Model an effective partnering style within the Health Records Service, and collaborates with other team and key internal relationships within Health Services.
- Demonstrate and deliver results.
- Value people and their contributions and respect their differences.
- Adapt process in response to changing objectives and organisational needs.
- Use technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases improve business operations and customer service.
- Demonstrate the ability to manage self through excellent prioritising, planning and organisational skills.
- Demonstrate clear, concise and effective interpersonal communication skills in both written and verbal.
- Demonstrate ability to make considered decisions and take action on matters.

### Effectively Engaging with Māori –

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

### Physical requirements for role:

- Ability to lift 16kgs (medical records)

### Vaccination status for role:

- Annual influenza vaccination required

## DESIRABLE CRITERIA

- Knowledge and experience in using ECA patient management system.
- Experience working in the health sector.
- Knowledge of Elective Services systems and principles.



## Our Vision and Values

*Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

### RARANGA TE TIRA PARTNERSHIP

Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.